**LBPD Volunteer Management Kick-Off Meeting-20231109\_120553-Meeting Recording**

November 9, 2023, 8:05PM

54m 29s

 **Timmons, Traci** 0:03  
And we'll kick off the meeting.

 **Timmons, Traci** 0:05  
So thank you everyone for being here and for joining us for this first volunteer kind of management group meeting.  
As I mentioned, my name is Traci Timmons.  
I am managing librarian at the Washington talking book and Braille Library in Seattle, and I, along with the coworker, just took over the volunteer program here.  
Oh, and I see Jessica is here.  
Jessica and I, Jessica Jensen and I, we Co manage the volunteer program.  
At WTBBL.  
That's what we call ourselves for short.  
And I could just quickly say that the two places that we primarily use volunteers right now are in our audio department as a narrators and reviewers.  
And then in our Braille Department as transcribers, as part of Braille proofreading teams, which means we have a sighted person reading the print version alongside a tactile Braille proofreader.  
So those are proofreading teams, and occasionally we will have people scan and edit the scans of books that we are going to be working on in the Braille Department.  
So that's kind of the extent of what we're doing now.  
I know in the past we had.  
I think we had a number of volunteers in shipping before I got here.  
But a number of volunteers who worked in our shipping department or circulation department.  
Umm, before we switched over to duplication on demand.  
So we're not utilizing them anymore because just the amount of work changed pretty drastically with with DoD.  
So that is all I have to say for now, and I'm just gonna call people in order that I see them on my screen.  
And again, no pressure, but if you could just say your name, your position and where you're from and how you utilize volunteers at your library or you know, if you don't currently maybe what you're thinking about.  
OK, so I'm gonna start with Naomi Bradley.  
Naomi, go ahead.  
And if you're not able to.  
Speak on speaker.  
Let me know and we can listen to you in the chat or I can read out what you write in the chat so.  
Let's see.  
Naomi, I see that you're highlighted, but I cannot hear you.  
Can other people hear Naomi?  
OK.  
Let's see here.  
No.  
OK alright.  
Ah alright.  
Well, I'm not sure why that is not working.  
Let me look at something here.  
I'm gonna mute you and then unmute you.  
That's OK.  
Yeah, no worries.  
All right, let's try this.  
Naomi, I'm gonna go ahead.  
And can you see if?  
Ohh, it looks like you were able to get yourself off mute, but I'm sorry we're still not hearing you.  
Let me let's move on to somebody else and maybe we can figure this out.  
Let me go next to sorry about that.  
Naomi, let me go next to Rachel Welker.  
Rachel, go ahead.

 **Rachel Welker** 4:30  
OK.  
Can you hear me OK?

 **Timmons, Traci** 4:31  
Yes.

 **Rachel Welker** 4:33  
Umm, I'm the talking book program specialist at the Idaho Talking Book Service.  
So the majority of our volunteers are used for also for narrating, monitoring or directing and reviewing the books that we recorded the magazines.  
And we don't use them in circulation any longer.  
Same same issue.  
We also have the occasional sort of like housekeeping things, whether it's like stickering books for my first books or early childhood literacy programs or bulk mailings like with their calendars that we create.  
So those are those are the only two volunteer.  
Yeah, jobs we have.

 **Timmons, Traci** 5:27  
OK.  
Thank you.  
Umm.  
Let's go next to Howard Mcminn.  
Howard, go ahead.

 **Mcminn, Howard S.** 5:39  
Yes, I'm a program administrator for the talking book and Braille service at the Illinois State Library.  
And unfortunately, we are a Union place and we can't use volunteers, but we are.

 **Timmons, Traci** 5:47  
Yep.

 **Mcminn, Howard S.** 5:54  
I am somewhat interested in possibly working on a program through one of our other sites that we're thinking about in the future, so I just kind of want to learn.

 **Timmons, Traci** 6:08  
Umm, can I ask you a follow-up question really quickly?  
Umm, with the union jobs?  
Is it that volunteers aren't allowed to do anything, or are they not allowed to do?  
Maybe work that was formerly a done like a paid position.

 **Mcminn, Howard S.** 6:26  
Yes, they can't.  
They can't take a pay.  
They can't take the place of a paid position, so if we were able to come up with something new that we wanted to do, that wouldn't be paid, there might be a loophole there.

 **Timmons, Traci** 6:31  
OK.  
OK, sounds good.  
Thank you.

 **Mcminn, Howard S.** 6:42  
Sure.

 **Timmons, Traci** 6:43  
OK, so let's go next to Susan Green.

 **Mcminn, Howard S.** 6:45

 **Timmons, Traci** 6:51  
Susan.  
Go ahead.

 **Greene, Susan (LEO)** 6:57  
Hi I'm from the regional library in Michigan and I'm in charge of machine services, so we use volunteers here to repair our machines.  
The digital talking book machines, so we have a very active volunteer in Grand Rapids that we ship the machines to him, he fixes them and then ships them back to us.

 **Greene, Susan (LEO)** 7:23  
And we also work with a national group that are volunteers.  
I think they started out with Bell, but they're they come from many different types of industries and they work on memory recovery in the machines that we get back from patrons.  
And then we also just recently finished up a three month project where we had a young man that had gone through the training center here in Michigan, learned how to repair machines, and he worked a day a week for us for three months to get to familiarize himself with a job situation and a work environment.  
And then he repaired 88 machines.  
So that's how we in my area utilize volunteers.

 **Timmons, Traci** 8:19  
OK, wow, that's that is amazing.  
Thank you.

 **Greene, Susan (LEO)** 8:22  
Yeah.

 **Timmons, Traci** 8:26  
OK.  
How about next?  
Let's go to Felicia Brown. Felicia.  
Go ahead.

 **Felicia E. Brown** 8:35  
Hi, I'm Felicia Brown from Miami and Florida.  
We currently do not have volunteers, so I'm just on the line just to see how you all would utilize volunteers.

 **Timmons, Traci** 8:49  
Sounds good.  
Thanks for being here.

 **Felicia E. Brown** 8:52  
You're welcome.

 **Timmons, Traci** 8:56  
OK, let's go with Jacqueline Owusu.  
Jacqueline, go ahead.

 **Jaclyn Owusu** 9:06  
Hello. Yes.  
So we use volunteers for our volunteer recording studio.  
So monitor review or and narrators.  
And we previously had used them in ours for circulation facility before duplication on demand.  
And then we're also now thinking of having some volunteers come in or interns come in for some project based ideas that we can have for in the office as well as outreach.  
And then we're also looking at expanding our braille program to possibly have some volunteers come in and review Braille.

 **Timmons, Traci** 9:44  
And I'm sorry.  
Where were you?

 **Jaclyn Owusu** 9:46  
Ohh sorry, I'm in Texas.

 **Timmons, Traci** 9:46  
Where are you?  
That's OK in text.

 **Jaclyn Owusu** 9:47  
Uh, TX 1A yeah.

 **Timmons, Traci** 9:49  
Excellent. OK.  
Thank you.  
Alright, how about let's go with Zarina.  
Please unmute.

 **Mohd Shah, Zarina** 10:09  
Good afternoon everybody.  
I'm Zarina Macha, from the Wisconsin talking book and Braille Library in Milwaukee.  
I'm the library services manager.  
We have a group of special education high school students that come every other week to assist us with stuffing.  
Umm.  
Welcome Umm package for new patrons and also put labels on our promotional magnets and things of that nature.  
They would like to come actually every week, but we just don't have enough tasks for them at this time.  
There's about between two of six of them, but we do appreciate their their assistance.

 **Timmons, Traci** 10:55  
Yeah. That's great.

 **Mohd Shah, Zarina** 10:56  
Thank you.

 **Timmons, Traci** 10:57  
Yeah.  
Thank you.  
All right, let's go to.  
How about Sarah Wilford?  
I hope I'm saying everyone's name correctly.  
Apologize if I'm not.

 **Sarah Willeford** 11:10  
No, that is correct.  
And so that's Sarah with Iowa.

 **Timmons, Traci** 11:11  
OK, good.

 **Sarah Willeford** 11:15  
So we use volunteers within our audio production.  
We have, I think, over 20 volunteer narrators.  
We have both.  
They come into our studio and then also have set up home studios for those who aren't in our in our area to come in to the studio.  
We also have Braille transcribers who volunteer for kind of patron requests and collection, transcribe for us, and then we also have some volunteers who do general kind of help shelve, help get get books processed, ready for the shelf.  
Uh, and then we also have groups that kind of come in and do special projects as needed and that could be getting cartridges ready or taking labels off of cartridges.  
All of those fun projects.

 **Timmons, Traci** 12:07  
Alright.  
OK, thank you.  
Uh, next, let's go with Liz Kelly.  
Liz go ahead and unmute.

 **Liz Kelly** 12:17  
Hello everyone.  
I'm Liz Kelly.  
I'm the adult services librarian at the New Jersey State Library, talking book and Braille Center, and we actually only use volunteers.  
A couple times a year in New Jersey for our bigger events, we do a golf outing and we have volunteers check people in for that event.  
We also bi-annually host a day at a local sculpture park so volunteers will help to direct patrons and help them navigate the grounds on on those days.  
And we're actually here hoping to hear some new ideas and ways to potentially use volunteers in the future.

 **Liz Kelly** 12:47  
So thank you for having us.

 **Timmons, Traci** 12:50  
You're welcome.  
Thank you.  
Alright, let's look at.  
Let's see.  
How about Ruth Hemphill?  
Right, go ahead.

 **Ruth Hemphill** 12:59  
Hi. Can.  
Hi, can you hear me great?

 **Timmons, Traci** 13:01  
Yes, we can hear you.

 **Ruth Hemphill** 13:04  
I'm from the Tennessee Library for accessible books and media, and their outreach librarian and we really only have one volunteer is also a patron and he's a retired state employee and he does what someone called housekeeping.  
He does photocopying.  
We create catalogs for our large print collection.  
He staples, those he we also send out make new page and packets and he stuffs those we in our patron packets we put a couple we print off and put a couple additions of talking topics in large print and he staples and stuffs those he also removes labels from cartridges and cases and things like that.

 **Timmons, Traci** 13:48  
Excellent. OK.  
Thank you.  
All right, let's go to.  
Terry is it Marcotte?  
Terry, go ahead.

 **Marcotte, Terri** 14:03  
Yes, it is Marcotte.

 **Timmons, Traci** 14:04  
OK, good.

 **Marcotte, Terri** 14:05  
OK.  
And I'm in Colorado, so we do, of course, a studio, although there is a separate studio director to help with that.  
So we have narrators, reviewers, monitors and final review, which is kind of a quality assurance step.  
We do use still continue to use them in circulation and they help us shelving and pulling books in large print and Braille especially, although there are some other areas, but they do not help with the digital on demand.  
We use quite a few now in cataloging only one or two who are retired.  
Librarians are doing what might be considered original cataloging, but we use them a lot at updating.  
Some of the some of our terminology doesn't match.  
What is currently being used and some of the books, especially large print, come to us without.  
Complete records that kind of one of our newer areas.  
So we also have uh beep ball as a partner program.  
And so we have volunteers who come in and actually make beep balls.  
If you're not familiar with them, they are a modified softball that people who are blind and low vision can play.  
That's a very big thing and very, very popular with people wanting to volunteer.  
And there's another group that does crafting, which does some fundraising on our behalf.  
Ohm, we have uh, just one gentleman right now technically helping in the Braille Department and we hope to kind of grow in that area also.  
We do still have a few machine repair things to do, so there's a occasionally, obviously there's still the the digital E readers.  
We have someone who downloads the, umm, updating all the.  
Yeah, all the firmware on those and a lot of other things in that area.  
And then we have kind of a small group under general, so they help with recycling old Braille, taking it apart.  
So it can't be, you know, stolen or used in other ways.  
They might remove labels from old cartridges or help put on new labels when necessary.  
They assembled the welcome packets many of the same things that are already mentioned.  
Always good to have a crew of them.

 **Ruth Hemphill** 16:27  
Hi Clayton.

 **Marcotte, Terri** 16:28  
He, his author, one of his primary jobs is he takes a lot of pride in going around the building and wiping all the tables in our conference room and our break room in every, you know, every area of the library he takes, he, he takes a lot of ownership for making sure the building is ready for when the director comes in.  
Yes.  
So he is a special needs volunteer who is uh placed with us.  
Quite a few years ago, and then his service agency dropped out from behind him.  
And we've just continued to kind of help support him.  
So I was trying to remember everything else we do, but that's probably a good synopsis.

 **Timmons, Traci** 17:08  
Wow, that's quite a bit.  
That's fantastic.

 **Marcotte, Terri** 17:10  
Gives keeps me busy.

 **Timmons, Traci** 17:13  
Yeah, I bet.  
OK.  
Thank you.  
Let's go with Betsy Branch.  
Betsy, please unmute.

 **Branch, Betsie (LEO)** 17:23  
Hi there I'm Betsy branch at the Braille and Talking Book Library in Michigan.  
I work with Sue Greene, who spoke already.  
I'm a reader advisor, librarian, and I coordinate the recording studio activities.  
We've been closed for the last four years with volunteers.  
We haven't had any volunteers doing recording, so we're trying to get that back up and running and bringing back some of our old volunteers.  
One of the things that we do is every year, the Michigan State University Theatre students that are seniors have to do a like a seminar or something where they have to do some outreach, community outreach.  
And so I usually have five or six of those students that come and help with a little bit of recording.  
And that's always an interesting time.  
So that's what like the the most unique way that we use volunteers.  
But umm, but I do have three or four volunteers that that are.  
Consistent you retired individuals who come into the studio and record and do editing and reviewing.

 **Timmons, Traci** 18:35  
Great.  
Thank you.  
Alright, how about?  
Leslie Heinzler.

 **Leslie Heinzler** 18:45  
Hi, I'm Leslie.  
I'm also from Iowa.  
The special services librarian.  
I don't.  
I say yeah, pretty much covered everything we do here in Iowa.  
We do also maybe use some volunteers for our youth programs, getting some of the mailings out the door throughout the year.  
So that's about it.

 **Timmons, Traci** 19:01  
Great.  
Thank you.  
OK.  
And let's see.  
Make sure OK.  
Uh Alexandra Zealand.  
Did you go yet?

 **Alexandra Zealand** 19:24  
No, thank you.

 **Timmons, Traci** 19:25  
Yeah.

 **Alexandra Zealand** 19:26  
Thank you.  
I'm the access systems manager for the Talking Books Department at Arlington Public Library in Arlington, VA.  
And we do not, currently we we have historically used volunteers before the pandemic.  
But we haven't used any since I started managing the the service about a year ago.  
And we've sort of changed the model that we're doing for a lot of things.  
And so I'm interested in learning about how other people are using volunteers, cause I'm interested in recruiting some of our patrons who are really interested in getting more involved.  
Helped.  
Yeah, particularly for outreach.

 **Timmons, Traci** 20:11  
Hmm.  
OK.  
Thank you.

 **Timmons, Traci** 20:15  
Uh, how about Amanda Diggs?

 **Amanda Diggs [KSLIB]** 20:19  
Hi.  
I'm Amanda from Kansas talking books.  
I am the volunteer coordinator and we use volunteers for our recording studio, mostly narrators.  
We did have some monitors and editors before and before the pandemic.  
I should I think everything's before the pandemic, but but we just haven't really picked back up from that yet.

 **Timmons, Traci** 20:46  
Yeah, yeah.

 **Amanda Diggs [KSLIB]** 20:54  
We did have students from the library school.  
We are on campus for the Emporia State University, and it was nice having those library students come by and volunteer, but they have gone totally online now and we have not been able to get them back in just yet.  
We do have a lot of plans for recruiting, but we just haven't quite gotten there yet.  
We also have been looking into getting a volunteers from the Kansas Authors Club.  
We're hoping to get authors to read their own work, and we've got a couple of leads so far, but again, it's it's kind of early stages for that.  
We had been using some volunteers for machine repair, but I didn't really interact with them, so I don't really know how that's going.  
I think that a couple of them are retiring, so I don't know what the future looks like for that.

 **Timmons, Traci** 21:58  
OK.

 **Amanda Diggs [KSLIB]** 21:59  
Yeah, I think that's pretty much it.  
And I I would, I would like to know about how to kind of recuperate from the pandemic drop.

 **Timmons, Traci** 22:02  
Great.

 **Amanda Diggs [KSLIB]** 22:12  
Yeah. Yeah.

 **Timmons, Traci** 22:12  
OK.  
Yeah.  
OK.  
Thank you.  
All right.  
How about uh, Anne?  
Is it minner?

 **Ann Minner** 22:23  
It is excellent.

 **Timmons, Traci** 22:24  
OK.

 **Ann Minner** 22:25  
I am Anne Minner.  
I'm the director of the Talking Book program in Texas.  
Jacqueline already told you a bunch of the things that we already do.  
But when she mentioned outreach, I thought I'd go a little farther with that.  
We recently had one of our audio vocal volunteers who's a narrator and one of our patrons go down to the local radio station and they did us as a local get involved spotlight for the month.  
And so they did a little bit of a snippet of an interview.  
So the interview was me talking, and then one of our narrators talking, doing a much better job than me.  
And then one of our patrons talking and being like, as charming as possible about how he could never have gotten half the books he'd read without TBP, which is precious.  
So that worked really well and I was, I would like to do more with our patrons and our our audio folks to do more things like that.  
And then just just recently, someone mentioned using authors to read their own books.  
I would like authors to come in and do some PSAS for the agency. You know?  
Hi, I'm Chris Barton and I wrote Swoosh and you can find that on the Texas talking book program if you may go to blah blah blah.  
So that's how I'd like to add some more things into our volunteers.

 **Timmons, Traci** 23:43  
Excellent.  
That's great.  
Thank you.  
Next, let's go to Brian Bertucci.  
Brian, go ahead.

 **Bertucci, Brian (ELC)** 23:55  
Hi, can you hear me alright?

 **Timmons, Traci** 23:57  
Yes, I can hear you.

 **Bertucci, Brian (ELC)** 23:58  
OK.  
Good deal.  
I'm the studio coordinator and volunteer coordinator for that Kentucky Talking Book Library and we use narrators.  
We use volunteers for a recording studio as narrators, monitors proofreaders.  
And we have a couple volunteers.  
We have about 30 total in our in our program and that's fluctuated a little bit.  
A few people left.  
We had a hiatus during COVID where we were closed for a period of time and some people didn't come back, but we've built back up to our our previous numbers.  
Now we also have a couple people who have audio production background or a librarian background and we they help us with a little bit of the beginning stages of markup in Hindenburg as well.  
Uh, generally, when somebody does that, they'll do the first step like place the the navigational tags and then uh as experienced studio staff member will go back and sort of QA their work and check it before the final export.  
During COVID, we had some volunteers who also wanted to help remotely and we weren't really set up to record remotely at that time.  
But we had a large back view of analog to digital conversion books.  
These are books that had originally been on cassette and that we had digitized and were awaiting the markup process, and so we sent volunteers.  
MP3 files of books just to listen to and they were able to tell us where the major portions of the books were.

 **Bertucci, Brian (ELC)** 25:44  
They were able to write down the time code of the chapters and so for more complex books that saved our staff members a lot of time to be able to go in and do the markup much quicker than they otherwise would have been able to.

 **Timmons, Traci** 25:59  
Well, that's excellent.  
OK, cool.  
I'm I wrote that down.  
We might.  
I might look into that here.  
That was a great idea.

 **Bertucci, Brian (ELC)** 26:07  
We we kind of created a new volunteer position, we called it a remote markup position and that was something that they didn't have to have specialized software for.  
They could play the audio files back on their phones or a tablet or whatever they had.

 **Timmons, Traci** 26:24  
That's great.  
Thank you.  
OK.  
Umm, some, Samantha Burkett did I call on you already?  
I know you were.  
I know we talked for a SEC.

 **Burkett, Samantha** 26:36  
Hey, yeah, I was just really early.

 **Timmons, Traci** 26:37  
Hey.  
Yeah.  
OK, sorry, I'm sorry I missed you.

 **Burkett, Samantha** 26:38  
Never.  
That's OK.

 **Timmons, Traci** 26:40  
It's weird how it it kinda everything keeps switching around here about where people are.  
So yeah, go ahead.

 **Burkett, Samantha** 26:47  
So I am head of home borrower services in Lee County, Florida.  
We are a subregional of talking books here in the state, and right now we do not utilize talking about a volunteers.  
And I have envisioned if we do utilize them, maybe utilizing them in outreach.  
So as here to gather some ideas and see if that's something I should be pursuing.  
Thank you.

 **Timmons, Traci** 27:18  
Yeah, sounds good.  
Time just reading some notes here.  
OK, UM.  
Let's see if I got.  
Max Robinson, I don't believe you've gone yet.

 **ROBINSON Max \* SLO** 27:42  
Yeah.  
Hi Traci, I am your southern border neighbor down here in Oregon talking book and Braille library.

 **Timmons, Traci** 27:43  
Hi.

 **ROBINSON Max \* SLO** 27:49  
Uh hey.

 **Timmons, Traci** 27:49  
Hey, I'm sorry.  
This is like a little one off, but are you the person who runs the book club?

 **ROBINSON Max \* SLO** 27:56  
Uh, yes, that's correct I am.

 **Timmons, Traci** 27:57  
Oh, OK.  
Nice.  
That's why I recognize your name.  
Well, welcome.

 **ROBINSON Max \* SLO** 28:01  
Thank you.  
Yeah.  
So a little bit about me.  
I am the as of February, the new recording studio coordinator, as well as administrative specialist for talking books and Umm, I don't manage all the volunteers here, but I do manage the recording studio.  
So anybody who comes through to record books, we have both remote volunteers as well as in person volunteers.  
The remote ones have their own special setup and the people in person we've recently.  
Operationalized our program to include training and I've actually chopped with John Pai Washington talking books to learn a bit more about how they do it there and take in some of what they do and made some of it my own.  
So still really new to the process, but we currently have 5 volunteers.  
And it's really fun to help them learn the process of both narration and editing.  
Currently I'm still the only monitor and reviewer, but hopefully we can get that process going with some new volunteers.  
Maybe in 2024?

 **Timmons, Traci** 29:16  
Sounds good.  
Uh, OK, I'll see.  
Naomi, I am gonna try something here.  
See if I can get OK.

 **Naomi Bradey** 29:25  
OK, you can hear me, yes.

 **Timmons, Traci** 29:26  
Yes, is that Naomi?  
Ohh yes, we can hear you super OK.  
Yay, I'm so sorry about that earlier.

 **Naomi Bradey** 29:32  
OK.  
No, I I think it was the issue on our end.

 **Timmons, Traci** 29:33  
Yeah, go ahead.  
Oh, OK.

 **Naomi Bradey** 29:37  
So I'm Naomi and the volunteer coordinator slash reader advisor at the South Carolina Talking Books Library and some similar ways to use volunteers.  
We we do have volunteer narrators.  
Again, they're coming back in.  
We don't have any reviewers that came back, but we do have narrators until COVID, we'd still had two telephone pioneers that would come in and repair equipment.  
But they had some changes, so they're not doing that.  
But we were really lucky this summer.  
We had some summer interns from the Commission for the blind in South Carolina and they pulled...  
We're still doing DB recalls.  
So we're still sending that stuff back.  
They pulled off over 12,000 books this summer and then about a month later we had a group from the law school that's across the street from us.

 **Timmons, Traci** 30:33

 **Naomi Bradey** 30:39  
And they got everything, got all those boxes loaded into those tall, big metal bins that the post office uses.  
And so we got 12,000 books out of here without a whole lot of effort on our part.  
We were very, very fortunate.  
So.

 **Timmons, Traci** 30:56  
That is incredible.

 **Naomi Bradey** 30:56  
So we're still, yeah, it was great.  
It was.  
There was a lot of celebrating going on and so we still we do have some student intern sometimes once that recall program gets finished.

 **Timmons, Traci** 31:02  
I bet.

 **Naomi Bradey** 31:12  
I'm not sure if we'll have jobs for them then, but that that's how we're mainly using them now.

 **Timmons, Traci** 31:16  
Umm.  
OK, great.  
Thank you.  
Umm.  
Let's see.  
Hi Stacy Darwin, are you here?

 **Stacy Darwin** 31:31  
I I am indeed here.

 **Timmons, Traci** 31:32  
Great.  
Yeah, go ahead.

 **Stacy Darwin** 31:35  
Hi, I'm Stacey.  
I'm the Volunteer Services coordinator here in the recording studio at the Texas Talking Book program.  
I work for Ann.  
I work with Jacqueline.  
I know that Jacqueline went over a good chunk of what we do down here, but we do have umm about 50 active volunteers a month we have and they narrate.

 **Stacy Darwin** 31:56  
They monitor and they do review for each other, both 1st and 2nd review and as in had brought up one of our narrators.  
I also did umm the interview for our spotlight of the month and that has had a fantastic response.  
So I'm really happy with how our studio numbers have recovered the since locked down and I'm just we have a lot of we have several volunteers who came back since locked down and we've had a whole lot more who started since.  
So they're, you know, busy.

 **Timmons, Traci** 32:37  
Yeah.  
Great.  
OK.  
And then there was someone who joined Deborah.  
And I'm sorry I don't see your last name, but if you are here, would love to hear from you.  
My they might not.  
They might no longer be on the call, OK.  
Did I miss anybody?  
Feel free to unmute and to say you missed me.  
OK.  
And so I don't wanna put my coworkers on the spot, but Jessica Jensen and Riley Curran are both here on the call.  
And maybe I will just have each of them unmute and just introduce themselves and maybe just say what they do here at the library and.  
  
Anything else I would like to share about volunteers or not.  
So, Jessica, how about I start with you?

 **Jensen, Jessica** 33:43  
OK.  
Yeah.  
Let me turn my camera on so you can see me. OK.  
OK.  
Hi, I'm Jessica.  
Also, go by JJ, I work at the Washington talking Book and Braille Library with Tracy.  
I actually just started in March and Traci and I took over in May, so I do more of like the administrative bit mostly like our Volgistics volunteer system for logging the hours we've been trying to do some more like volunteer appreciation events.  
And then just kind of figuring out how we can utilize our volunteers more because we have, I think some of the best volunteers, they're always so passionate and so excited and trying to help out.  
So I think it would be really great if we could use them more for not just the departments that they're in right now, but maybe like I've heard a lot of outreach that sounds awesome and events.  
But yeah, I'm just kind of supporting Traci.  
However, I can right now I think.

 **Timmons, Traci** 34:37  
Thank you.  
And you do a great job.

 **Jensen, Jessica** 34:39  
I think, yeah.

 **Timmons, Traci** 34:42  
Riley, would you like to introduce yourself?

 **Curran, Reilly** 34:46  
Sure.  
Can you hear me and see me?

 **Timmons, Traci** 34:48  
Yes, yes.

 **Curran, Reilly** 34:51  
My name is Riley Curran and I am the outreach librarian.  
At WTBBL  
I am really interested in hearing more about people's yeah, my experience with doing volunteers and outreach, especially doing outreach outside of the library where there might be tabling events or that kind of stuff and how how libraries deal with that and organize that.  
So that's kind of what my interest area is.

 **Timmons, Traci** 35:17  
Great.  
Thank you so much.  
Umm well I think wow.  
I heard a lot of.  
Different ways that people are using volunteers and I think this is umm, really?  
This is kind of what I was hoping would happen is that we would hear all these various ways that the people are using volunteers and you know, one thing I know is kind of a perennial problem is.  
This kind of idea of recruiting volunteers and then also sort of a couple of people have said this coming back after COVID shutdowns or COVID restrictions.  
Umm, bringing volunteers back.  
So maybe that might be something we do at a future meeting.  
Maybe that's the focus of a future meeting.  
I was making myself some notes and umm, I don't know, maybe I could just open it up.  
Ohh actually I do have a question and I'm I think it was.  
Sorry, but I'm not totally sure who said it.  
Someone from Colorado and the making beep balls.  
Who was that?  
Sorry I didn't write better notes to myself.

 **Marcotte, Terri** 36:43  
Yeah, that was me, Terry at Colorado, yes.

 **Timmons, Traci** 36:46  
Oh, OK.  
Yeah. OK, good.  
OK, good.  
Could you say a little more about how do you make beep balls?

 **Marcotte, Terri** 36:53  
OK, so I'll try and give you a very succinct answer.  
So we we were asked probably about 8 years ago, the group that already met in town affiliated with as many of them are the telephone companies and the.  
Pioneers retiree.  
So they had been kind of moved around from building to building and they knew we had the machine repair group.  
They called one day and said would you consider adopting us?  
And we were quite eager.  
So my involvement is primarily uh recruiting and is it, like I said, it's a very popular thing.  
So when it comes to making them, they work pretty much as a team.  
So one gentleman, umm, they take the oversize.  
It's a Chicago style softball.  
If anybody is familiar, it's a very large softball somebody unstitched is one of the flaps.  
Another person using a drill press to or the thing basically, and then they put into that opening.  
Umm, an electronic device that they.  
Is built by, you know, by another team within the same program.  
So they're while the one group is coloring and unsticking, another group is pouring epoxy around the electronics.  
So, since I'm not really in electronics person, I can't give you the great detail which would probably bore everybody to death.  
And then then it gets tested restitched one thing about beep ball is there are teams all over the.  
It's actually an international team, so they're all over our country as well as Puerto Rico and all those places where softball or baseball is popular and.  
Unfortunately, interestingly enough, while we got the group that actually make the equipment, the Colorado storm, which was our team fell apart due to some lack of leadership and a good pitcher.  
We had a great pitcher and then so we're hoping to, you know, put that back together and we won't do the team itself, but we would like to work in partnership to help.  
I like adaptive sports.  
I always say what we should look at it is, you know, beyond books beyond just reading a lot of people with limitations, probably spend, you know, more than enough time sitting on couches and to get them up and moving and and actively involved is what I that's kind of my goal behind the scenes.  
So it is a very popular group.  
Interestingly, here's a little tidbit.  
When they came here, it was an all male group, as many of the pioneer groups are, and gradually over time one of my goals has always been to help women join these groups and it can be very difficult for the first person because all the conversation and all the ways they approach things tend to be from their point of view.  
Well, finally, gradually I was able to get women introduced and I think we actually have more women in the group now than we have men.  
And one time when I was saying I have a new person who's interested, one of the leaders.  
Just said.  
Umm is it?  
Is it another woman and the other?  
The other leaders said, you know, that really doesn't matter and we're as happy to have they honestly thought there is some soldering involved and and some heavy duty work.  
They honestly thought women couldn't or wouldn't take this on, and the women who have come are thrilled to have the opportunity to do these kinds of things.  
So anyway, that's that's kind of my story about our.  
Umm, a softball and and beat ball that we do here.  
It is unique and I like to add unique things to our program.

 **Timmons, Traci** 40:51  
Thank you.

 **Marcotte, Terri** 40:55  
We get more people from the community involved because they may not.

 **Timmons, Traci** 40:55  
Yeah.

 **Marcotte, Terri** 40:59  
They may not be qualified to record books.  
Been there.  
Umm, but they can contribute in a lot of other ways, so that's my thing.

 **Timmons, Traci** 41:07  
Yeah, that's that's great.  
And I just wanted to say that Ann had put a a link in the chat umm, to the softball, so that's great.

 **Marcotte, Terri** 41:13  
Yeah.

 **Timmons, Traci** 41:20  
Thank you.

 **Marcotte, Terri** 41:21  
Thank you, you know.

 **Timmons, Traci** 41:21  
That's great.  
Umm well it we have about 13 more minutes and I have some more questions, but I would like to open it up to other people who have questions.  
So if you have a question, feel free to you can type it in the chat, you can raise your hand whichever way you prefer.  
I'll give you a gave you a few seconds here.  
And yeah, Jessica, go ahead.

 **Jensen, Jessica** 41:59  
Sorry, I just wanted to jump in since we have some people who already use the volunteers for outreach.  
I know one of the considerations that we have is like training the volunteers and making sure that they're representing our library properly.  
So if there's anyone with expertise or they have some sort of training that they would love to share with us, I would be more than happy to learn more about that.

 **Timmons, Traci** 42:24  
  
And you know, I was thinking that might be a future topic of uh, this meeting as well, because I heard a few people say that they did it.  
And I know I think I also heard a few people who said they were interested in that.  
So.  
So that would be great.  
Any other questions?  
Yeah, and go ahead.

 **Ann Minner** 42:50  
I was just thinking it might be useful in the next 12 minutes that we have that people talk about the topics we would like to talk about in future times and that would give you a chance to organize it and possibly come up with some ideas or whatever.  
And then we would all get our questions answered altogether.

 **Timmons, Traci** 43:11  
That is a great idea.  
So couple couple of topics I have already are outreach and then we could recruiting or?  
Recuperating.  
I like someone used that word.  
I thought that was a good word, so they're kind of two topics.  
What are some other topics people are interested in?  
Volunteer appreciation.  
Excellent.  
That's a good one.  
Looks like we're getting some thumbs up on that one.  
Excellent.  
Anything else?  
Any other topics?  
Special skills training.  
Ooh, I like that one.  
That.  
Yeah, that's great.  
Special skills training.  
Umm.  
Learning more about studios doing remote recording, yeah.  
Umm.  
Demonstration sites and ambassador.  
So yeah, outreach, that's great.  
Now these are great.  
So OK, so we have five or six topics now, that's great.  
Anything else people are thinking of office services.  
OK, for rent?  
I'm I'm curious if people have issues with this.  
So, umm, where we are located, we are in the South Lake Union neighborhood of Seattle and we are literally surrounded by Amazon buildings and just down the street is the Google some of the Google buildings.  
Apple and Facebook are also nearby and we have lots of requests from.  
Organizations in my time, at least here, it's been from tech companies about ways that they can volunteer for us, like for, you know, special volunteer days or they have some, you know, sort of like helping in the community kind of.  
Event that they're doing and I'm wondering, and these are kind of, you know, these are not hey, we want to give you some people for a few you know for for a year.

 **Timmons, Traci** 46:19  
It's like we can come in on Saturday and do this and I'm wondering if, umm, other people have had experience with that and any sort of ways that you deal with that cause right now the way that we're dealing with with it is we say we're sorry we don't have anything to offer you which feels like a missed opportunity.  
Yeah, and.

 **Ann Minner** 46:49  
We used to get that in the Public Library all the time where it's like, hey, we're gonna have 40 people descend on you and you're, like, great.

 **Timmons, Traci** 46:52  
Mm-hmm.  
Yeah, exactly.

 **Ann Minner** 46:56  
And so we did a lot of.  
Envelope stuffing, newspaper or newsletter folding.  
Packet you know bag.  
Stuffing that sort of stuff.  
So if we had a special thing coming up like we've got an open house coming up this weekend and we had sixteen 1800 bags that we needed stuff and we ended up doing it as a staff and it wasn't a big deal.

 **Timmons, Traci** 47:14  
OK.

 **Ann Minner** 47:26  
But if we'd had like 15 young people come in, we could have just, like, shoved the bags at them and and let them do that.  
So I would keep these people's name and number and say I'm going to call you when I need 15 people to come in on a Saturday and then have them do the stuff that you could easily do.

 **Timmons, Traci** 47:38  
Mm-hmm.

 **Ann Minner** 47:49  
But you don't have to if you've got those folks coming in and then you get, then you get good neighbors and you know that sort of thing.

 **Timmons, Traci** 47:53  
Yeah.  
And like that. Yeah, I see.  
I saw uh.  
Betsy, did I see your hand go up?  
I'm sorry if I missed you.

 **Branch, Betsie (LEO)** 48:08  
Yeah, that was.  
I was just thinking with my hand up but but kind of along the same lines I had mentioned the the theater students.

 **Timmons, Traci** 48:12  
Oh, OK.

 **Branch, Betsie (LEO)** 48:17  
It's kind of similar they they wanted, they wanna record a book and that's the in the past I've done like a stack of Michigan author.  
Picture books and each one does a picture book and I usually pair them up so that you know ones monitoring while ones recording and then you know it flips over so the other one monitors well the others recording, but now we are doing Michigan history magazine back issues, so that doesn't require one narrator for the whole thing.  
So each one could do an article and then I can kind of put them all together.  
That's so that would be another way if you had a group of people that and schedule them to, you know, everybody records a a page and put it all together.  
But they're building, coordinating involved, but I can't.

 **Timmons, Traci** 49:14  
Yeah, I bet.

 **Branch, Betsie (LEO)** 49:15  
I can't get people to show up.  
That's my my problem, but another just another tip that I think was involved with librivox for years, and I get a lot of people calling and they just want to record from home and I'm like I don't have the time to train people to do that, so I saw them over to liberal box and say, like, hey, why don't you go do some test recordings there and when you feel like you're ready, you will send me a message again.

 **Timmons, Traci** 49:26  
Umm.

 **Branch, Betsie (LEO)** 49:43  
And with a sample and I never hear from them again because people don't understand how much work goes into recording.  
And they think they're just gonna sit down and record a book.  
And so I tell them to go try it and and then they don't come back because it's too hard.

 **Timmons, Traci** 49:53  
Yeah.  
Yeah, yeah.

 **Branch, Betsie (LEO)** 50:00  
It's so but.  
But I did have a few of the theater students come back, you know, a couple of times, but they're all seniors, so they're not gonna stick around anyway.  
But you know, if I can catch him when they're freshmen, then I can have him for a few years, but.

 **Timmons, Traci** 50:10  
Yeah.  
Yeah, or I I also like that idea of.  
You know, doing the picture books or something that's short.

 **Branch, Betsie (LEO)** 50:21  
Yeah, it's and then they have immediate

 **Timmons, Traci** 50:21  
Yeah.  
Something that's short like having.

 **Branch, Betsie (LEO)** 50:23  
Immediate success.  
Yeah, it makes a big difference.

 **Timmons, Traci** 50:25  
Yeah, that's fantastic.  
Great, I'm.

 **Branch, Betsie (LEO)** 50:29  
We've run out of picture book, so they're just aren't that many, yeah.

 **Timmons, Traci** 50:31  
Ohh OK yeah.  
I mean, yeah, that's another problem.

 **Branch, Betsie (LEO)** 50:35  
I mean, you could if you went beyond your your own state, you could certainly find plenty of other we did.

 **Timmons, Traci** 50:35  
Yeah, true.

 **Branch, Betsie (LEO)** 50:42  
The whole series of.  
Umm.  
Ohh, the Michigan chillers.  
There's also the United States chillers.  
They're like each state, and it's some spooky thing going on and and you know, they're more like middle grade middle grade novels, but they're still accomplishable by and a semester.

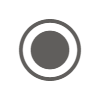
 **Timmons, Traci** 50:53  
Ah, OK, OK.  
I'm fine.  
OK.  
Thank you.  
I'm Susan.  
I see your hands raised.  
Susan Green, sorry.

 **Greene, Susan (LEO)** 51:11  
So I so I don't know how other libraries handled their equipment, but for us here sometimes we have get a backlog of machines that need to be cleaned and so I was thinking that if you have corporate people that want to come in work together, that might be something that a library could utilize them on a Saturday.  
The supplies are minimal and NLS will provide some of the cleaning supplies and then all you would probably have to do, and it could be a work day.  
Whatever.  
All you would have to provide are, you know, like the Q tips and the cheesecloth or the the paper towels and they would be working together and you could clean a lot of machines because we clean ours every time they come back from a patron before we send them out.

 **Timmons, Traci** 52:06  
Umm.

 **Greene, Susan (LEO)** 52:08  
And that's something that could be easily taught to a group.  
And also you could spread the word about what the program does get people more informed about how to spread the word about what a great program we have and that it's free and that it's available to so many different people.  
And then if you threw in some Donuts and coffee, you might have kind of and some music you might have kind of a lively way to get a lot of cleaning done, which is a pretty mundane task.

 **Timmons, Traci** 52:46  
Yeah, that's a great idea.  
I had not thought of that.  
Umm.  
So let me read some stuff that's been going on in the chat.  
So Howard said, our radio information service does have home readers, but these are easier as they are shorter segments.  
Newspaper article adds, obituaries.  
Ohh that's interesting.  
And then Max said for corporate people from tech companies, maybe have them look at the DS1 and DA1s and generate ideas for improving this technology to share with NLS.  
Whoa.  
OK, I like that I had not thought of that.  
And Stacey said if you feed them, they will come, which is so true.  
Well, we're about at a time, so I don't know if anyone has any last thoughts that they wanna share at all.  
Give just a few seconds for that.  
Does anyone have anything to share?  
OK.  
So thank you for this first meeting and thank you for you know, we're trying to kind of final figure this all out together.  
Umm, I love the ideas for future meetings and I'm and I can put some stuff together about that and kind of send it out to the group.  
I'm gonna post the recording of this on the LBPH wiki and I'll send out an email about that, and I think that is it, and I'm gonna stop recording.

 **Timmons, Traci** stopped transcription