

**Summary of Recommendations
Wolfner Library for the Blind and Physically Handicapped
Visit of August 18 – 19, 2011**

- **Provision of Services**

- Consider providing a direct link to a general reference site on the RL web page.
- Resume publication of the newsletter on a quarterly basis.
- Review and update the information and links provided in the “Institution Services” section of the RL’s website.
- Continue to expand outreach to eligible institutions.

- **Resource Development and Management**

- Continue to plan for the maintenance of an adequate physical collection to satisfy the needs of library users in Missouri.

- **Public Education**

- Provide NLS with a copy of the public awareness plan.

- **Volunteers**

- Work toward hosting an annual volunteer recognition event.

- **Planning and Evaluation**

- Share a copy of the RL’s long-range plan with NLS.
- Share a copy of the customer satisfaction survey with NLS.

- **Reports, Statistical and Narrative**

- Reconcile patron files with CMLS files this year.

- **Personnel**

- Work toward hiring reader advisors who possess at minimum a bachelor's degree.
- Work with administering agency to acquire additional staff to meet the ALA *Standards of Service* and ensure provision of services and increase in outreach efforts.
- Send staff to the national conference in Newport, Rhode Island in 2012.

- **Machine-Lending Agency**

- Conduct a BPHICS reconciliation this year.
- Conduct a self-audit next year.
- Conduct a CMLS reconciliation this year.