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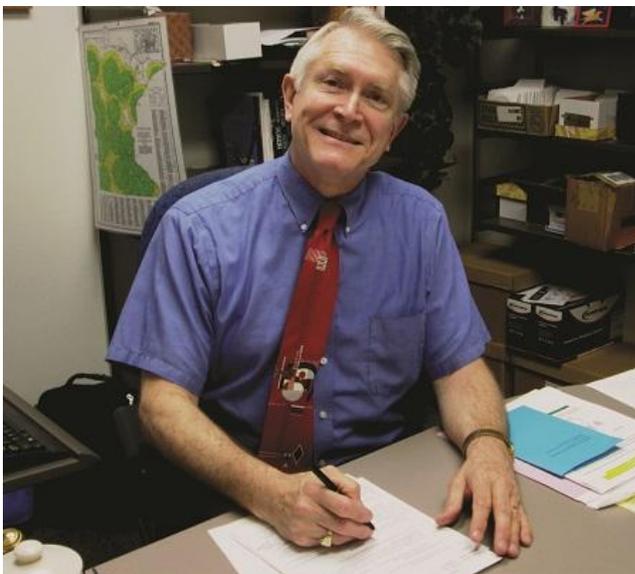
The



Report

May 2016

From the President



I was having some difficulty thinking of what to write for this newsletter and Jen Nigro suggested I might write about memorable moments during my presidency. There have been a number - some were during conferences, some were at board meetings, and some were about actions that we have taken as the IAAIS Board.

The very first board meeting I led, I talked about how I enjoy leading meetings in a way that allows everyone to have a voice and does not allow anyone to dominate the meeting. One board member approached me and mentioned how apprehensive the person was about how this approach would work. When we actually had a chance to use this process, this same person came up to me and expressed how well the system worked and how this person felt totally included in the discussion.

The IA AIS Board has an annual all-day meeting in the fall. This allows the board to have the time to work on complex ideas or plans; one year, we took a day at the fall meeting to focus on the strategic plan. It was exciting to see how well we worked together.

Memorable conference moments:

A number of presentations stand out, like a few years ago when we invited some presenters on technology to bring a show-and-tell of technology through the years. It was fascinating how we have moved through so many adaptive tools.

Another memorable presentation was when board members Maryfrances Evans and Melanie Brunson did a tag-team presentation on government affairs and what was happening on the federal level.

One of the advantages of coming to the conferences is the opportunity to interact with those who do the same work in different locations, and there have been a number of times when we have put people of the same job description in the room with each other to discuss what their successes and challenges.

And a couple years ago, we had a workshop in which we were asked to brainstorm on new volunteer positions. As someone who occasionally feels jaded (I've been in this industry a long time), I was not expecting to benefit greatly from it; how surprised I was! My sub-group came up with a great idea, and it's one that I was able to take back to my station and turn into a reality.

The IA AIS Board has had a number of incidents in which we attempted to sway opinion for services that were struggling or facing survival issues. In my opinion, we actually became an activist board with letter writing, phone calls, and letters to the editor. In a couple of cases, I believe we made a difference. Not all. But in the cases where we were not successful, the decision to cut the service had already been made before we found out that there was an issue.

I will share that the funniest conference session was actually impromptu. We had a time slot to fill and we decided to give the floor to members to speak about their most memorable and ridiculous volunteer interactions. There were many, and laughter filled the room.

Our current set of bylaws has the sitting president remain on the board for only six months, so I will continue to interact with other board members for several months after the conference. But I will continue coming to the conferences in the future as long as I am associated with my own Audio Information Service, the Minnesota Radio Talking Book Network.

I do have feelings as I leave my position. I have seen many people come and go over the years, which makes a lot of sense. No one should stay in a position forever, whether paid or volunteer, and many people that I've worked with over the years have retired from their paid positions and left the industry. Others have changed jobs or moved away from the service. I, too, will one day

be one of those people, leaving my paid employment and people may say, "Do you remember Stuart?" I'd like to think that I've had some effect on the IA AIS and people will say, "Yes, of course! Isn't he the one who...? Or maybe that was someone else."

Stuart Holland, President, IA AIS

[Visit Our Website](#)

Conference Corner News Update

By Karen Carson, Coordinator, NJ State Library Talking Book & Braille Center

Come prepared to meet, greet, learn, laugh, dance, and have FUN FUN FUN til your Daddy takes theT Bird away!

***Reminder:** Remember to have your picture ID with you at all times. Some events may be held in state or city-owned buildings and require appropriate identification. Don't forget to bring your cellphone.

FOODIE FUN & THE PRINCETON FESTIVAL

Chocolate habanero ice cream appears on foodie critic **Peter Genovese's** "ultimate foodie bucket list" of the 50 New Jersey foods you must try before you die! Try this dish and other ice cream and sorbet made from local organic, hormone-free produce at The Bent Spoon, 35 Palmer Square West in Princeton, near Princeton University. Then walk around the corner to The Princeton Public Library for the free preview of The Princeton Festival Thursday, June 2nd at 7:00pm with scenes from *A Little Night Music* and the opera *Peter Grimes*, followed by a discussion with the directors.

DON'T MISS OUR GUEST CHAMPIONS!

Will you be attending the Board of Directors meeting on Wednesday, June 1st? You're in for a real treat as we proudly present championship Irish step dancers **Erin and Sarah O'Railly!** Come early to get a seat! Get to the conference before 8:30 a.m. on Thursday, June 2nd for a rousing warm-up to the Opening session from the 2015 U.S. Cheerleader Finals Champions, Burlington County's own **Sparkle Effect Cheerleaders!** The team made history last year by being the first inclusive cheerleading team to perform at the national level! Cheer them on as they welcome you to New Jersey!

WE HAVE A WINNER!

Cindy Johnson of the Recording Library of West Texas: Come on down! You are the winner of the Early Bird Prize: a set of free tickets to the June 3rd Trenton Thunder baseball game! (For all others tickets are \$12 advance; \$13 game day (60yrs+ \$11 advance \$12 game day). Go to <http://trentonthunder.com/>.

Reminder: If you have registered for the conference by May 15th, you are automatically eligible for the Grand prize drawing to win 2 tickets to the smash Broadway musical *On Your Feet* (the Fri 6/3/16 performance) plus 2 round trip NJ Transit train tickets to New York City! Email Karen at kcarson@njstatelib.org with your contact information.

CONFERENCE VOLUNTEER SPOTLIGHT

Here is just one of the many dedicated volunteers whom you will meet at the June conference:

Ronni Shearn spent a 30-year marketing career at Lenox China & Crystal and Waterford Wedgwood, where she handled crystal and gifts for the White House. Ronni moved on to the fragrance industry at Firmenich Corp. where she volunteered at the NJ State Library Talking Book & Braille Center for several years as part of the company's Global Community Day program. Now in retirement, Ronnie continues to record news and features for Audiovision, TBBC's radio reading service in Trenton, NJ. Also a volunteer peer leader for Project Healthy Bones, an osteoporosis prevention, exercise and education program for older adults, Ronni stays active with her chocolate Labradoodle mix rescue pup, Grace.

CONFERENCE TRANSPORTATION INFORMATION

(By train): If you can't get an Amtrak train (<https://www.amtrak.com/home>) directly to Princeton Junction, you may have to go to Trenton and switch to a NJ Transit train www.njtransit.com.

The Westin Hotel shuttle makes stops within a five-mile radius (including the Princeton Junction train station). Call The Westin HotelPrinceton@Forrestal Village at (609)452-7900 for information or visit www.westinprinceton.com/.

The State Shuttle provides shared ride shuttles, private town cars, limousines, and mini coaches when you need a ride to the airport, a town car for a night on the town, or a limousine or mini coach. Reservation agents are available 24 hours a day, 365 days a year to take you where you need to go.

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Fax Number: 1-973-347-4412

Speed Dial Number at Airport: 22

reservations at www.stateshuttle.com.

(For a price quote enter 201 Village Boulevard · Princeton, New Jersey, 08540 in the address field.)

The Princeton Shuttle runs daily to Newark Airport with connections to JFK with departures from most Princeton area hotels as well as Princeton Univ.

Local transportation for Princeton and surrounding area:

Tony Taxis & Limousines serve Princeton and the surrounding area. Go to their website at www.h-hlimocarservices.com or call them at (609) 933-0305 or (609) 532-8344. Email: h.hlimo@yahoo.com. Princeton Taxi Stand (609) 924-1222 Located at Nassau Street and Witherspoon. Services hotels, airports, train stations, etc. throughout Princeton.

Local NJ Transit buses accept exact change only (See your goodie bag for info on #600 bus which stops in the parking lot of Forrestal Village around the corner from The Westin Hotel).

UBER: There is still a bit of a kerfuffle between Uber and local Princeton taxi companies. Check the Uber website at <https://uphail.com/us/nj/princeton/>.

Mata chikaiuchini o ai shimashou! (See you real soon!)

Karen

Conference 2017

Start planning now to attend the 2017 conference, which will be hosted by WJCT in Jacksonville, FL! Dates and location to be announced. See you in sunny Florida!

Update from Illinois Radio Reader

By Kathie Spegal, Coordinator

I will be missing all of you in New Jersey. The financial situation here just doesn't allow that expenditure. However, here is the good news, I think, about the lack of state funding.

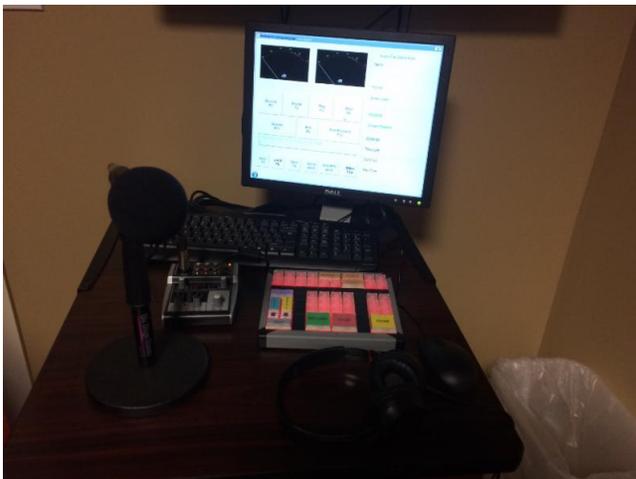
Management here at the station have begun to take an interest in assisting with some funding. Where I had been met with disinterest and an attitude of "tough but we can't help" before, I am now hearing "what can I do to help." The outcome is that I am getting help in seeking alternative funding. Most of our eggs were in the state funding basket, so with the lack of a state budget, there was no state funding. A last minute reprieve in December gave us 80% of the grant which, combined with a fundraiser, is getting us through until July.

Being tied to an NPR station and a university has its good and bad side. The university foundation will not approve grant requests from sources that are already giving to them. The station has a similar policy, and the fund development director at the station is focused on the many fund drives held annually. Recently, there have been efforts to identify alternate sources and to pursue some new funding. It's good to feel that support. While the majority of the staff are friendly and supportive, the IRR service is not seen as an integral part of the mission of the station. The direct expenses of the service are not a

part of the budget. It's too early to tell if this will keep us afloat past July or if the station will absorb expenses until the grants kick in, or the state restores funding. This station fund raises for the coming year and I think this is a smart thing for IRR to do as well.

Meanwhile, IRR is now available as a clear stream on the web site and there are podcasts added to the site every day during the week. The Facebook page is generating more interest and the university foundation has given us a page with our name on it for individual gifts. All good stuff and the Vintage Vinyl sale will be held on Oct 1. It's piecemeal but, if it keeps us on the air, I will take it!

Visually Impaired Preschool Services offers studio space to Radio Eye



Radio Eye, Kentucky's only radio reading and information service for those who are visually impaired or physically disabled, is excited to announce their recent partnership with Visually Impaired Preschool Services (VIPS).

Formed in 1988, Radio Eye is a non-profit organization based in Lexington that broadcasts the reading of printed news, magazines and community

events to people who can't read printed material because of a disability.

VIPS has offered Radio Eye the use of an office to turn into a recording studio. Radio Eye has been broadcasting in Louisville since 2010, but this will be the first time volunteers in the city will be able to help with recording the program.

"Ever since we expanded to Louisville, people have been asking when we'll have studios here. They want to help us provide our programming to our listeners," Amy Hatter, Radio Eye's Executive Director said. "We're excited to be able to offer this volunteer opportunity."

Kathy Mullen, Director of Education at VIPS, said, "As two statewide agencies serving individuals who are blind or visually impaired, the partnership between VIPS and Radio Eye is a natural fit. We are excited to welcome Radio Eye volunteers to our Louisville campus to help serve all Kentuckians in need of current and ongoing information. We anticipate our partnership being long-lasting and far-reaching!"

Anyone interested in becoming a Radio Eye volunteer or listener can also email the Studio Manager Lucy Stone at lucy.stone@radioeye.org or call 859-

422-6390.

Triangle Radio Reading Service Celebrates Successful Year

By May Tran, Executive Director

The Triangle Radio Reading Service (TRRS), located in Raleigh, NC, is pleased to report that FY 2015-2016 is truly our most successful year ever for a number of reasons including:



1. Our second year of **Program T3** (Teens Tools Talent): Angle on Broadcasting, a partnership with the Governor Morehead School for the Blind (GMS), expanded from four students to six, one of whom is a distance learner from Winston-Salem. The course is a full-fledged course in radio broadcasting that is geared toward blind and low vision students. The course developer and instructor is a professional broadcaster and sound engineer who is legally blind. **Chris Skidmore** came to TRRS initially to volunteer as a sound engineer. His role has grown tremendously as a part-time staffer who has created the T3 course, which includes classroom, labs and site visits. GMS received Department of Public Instruction (DPI) credit for the course, which has been funded through a variety of grants, such as LCI Foundation, Mary Duke Biddle Foundation and AE Finley to name a few.

Our greatest accomplishment with T3 has to do with one of the course graduates who is totally blind and also has CP. This incredibly talented young man, through the mentorship of Chris Skidmore, is now a volunteer sound board engineer and announcer for our regular Wednesday morning live broadcast of the N&O. Noah Long's life dream of being a broadcaster is being fulfilled once a week at TRRS.

TRRS envisions T3: Angle on Broadcasting course as a model course that can be replicated in other reading services and schools for the blind throughout the United States. A "How To" Guide is being developed for this purpose.

2. **AAIIM for Success:** Audio Accessible Instructional and Informational Material is another non-traditional program at TRRS that has expanded from our original audience in the educational arena to the senior living community. Originally, our goal was to take instructional materials for the classroom (printed format) and convert to audio mp3 format. Because schools are required to make materials accessible for their students, we did not have as much "business" as we initially anticipated. One day the light bulb went off and we started thinking about other venues, such as the senior living communities, where newsletters and presentation materials for prospective residents were available only in print. Since print disabilities are rampant in the elderly, we thought it would be great if we could do a pilot with a senior living community and record their prospectus and newsletters and with the help of the Executive Director **Matt Towler** at Abbotswood at Stonehenge, we did just that. We also put the HR manual in audio format for LC Industries. They had CDs made for

more than 600 blind and visually impaired employees.

3. From the traditional reading service perspective, we continue to broadcast 24/7 and five of the other reading services in North Carolina receive our feed. Programming includes newspapers and magazines such as The Lion Magazine! SAVE: Salute a Veteran Every Day is a monthly program where veterans from all eras tell their stories of service to our great country. We have marketed this program to the Veterans Affairs Department and have plans to further expand the outreach. The individual podcasts have a wealth of historical, memorable and invaluable information that should be shared not only with our listeners, but veterans throughout the United States. Perhaps all of our fellow reading services might consider programming such as this. **John Lucy**, former director of the USO in Raleigh serves as the program host and would no doubt be happy to share information with anyone that is interested. Just give us a call at (919) 832-5138 and we'll connect you!

4. Programming for the Latino Community continues at TRRS on Saturdays from 12:00 - 1:00 p.m. when QuePasa is read by bi-lingual volunteers. This program launched two years ago in June and plans are in the works to address the need for more programming in Spanish related to health issues and legal matters. Stay tuned.

5. In the past 24 months, TRRS has added 13 new programs to an ever growing list geared toward an audience of all ages. Programs range from *All About Pets* to *Technology Tips*, to programs for children such as Read to Succeed. Flavor and Reminisce are the two newest programs having begun at the end of 2015.

As we prepare for the 2016 New Visions Gala: Empowering Accessibility for the Print Impaired and Inspiring Success, we reflect on the accomplishments that have taken place in the very building where TRRS has lived for 22 years. Thousands upon thousands of hours of time and talent generously and feely given by countless volunteers has made it possible and we are so thankful. Our goal is to provide the absolute best possible service to our listeners both current and future. We live in a world where there are more people than we can imagine that are affected with some type of print disability. As we broaden the "vision of service" at TRRS, future sustainability, we believe, is assured.

Member Service Profile

Minnesota Radio Talking Book *Minneapolis, MN*

Minnesota Radio Talking Book Network went on the air January 2, 1969, as the Radio Talking Book. The effort was led by **Stan Potter**, and was made possible with the technical help of Bob Watson. The organization's first director was **Joni Jonson**. Minnesota was the first radio reading service in the world, and is currently the fourth largest recording facility for the blind after the National

Library Service, Learning Allies, and American Printing House.

Minnesota Radio Talking Book Network has 500 volunteers and nine staff: a manager, program/volunteer coordinator, two full-time broadcasters, two part-time broadcasters, and three fill-in broadcasters, plus three engineers who serve the entire agency. While all paid staff are currently sighted, the service has some volunteers who are blind. The primary coverage is the state of Minnesota, though the signal is picked up by quite a few other audio information services and rebroadcast in part. Minnesota also has listeners via our internet signal in many states.

Minnesota Radio Talking Book Network is on FmXtra digital radio broadcast (the only audio information service to use this format), internet stream, internet archive, cable, podcast, iBlink, AudioBoom, and Dial-In News. Many of our books are on BARD, and all of our books are available through the Minnesota Braille and Talking Book Library, Minnesota's regional library with the NLS.

Primary funding is through the State of Minnesota (Department of Employment and Economic Development, of which State Services for the Blind is an agency). The service also receives private funding through foundations and individual donations.

Stuart Holland, Manager for Minnesota Radio Talking Book Network, says IAAIS has been an important resource for him. "The IAAIS is the only way that I can interact with my peers since I'm the only one in my state who holds my job description. I also benefit from the listserve, and opportunity to ask opinions and exchange ideas with others in the field. We have actually changed programming, on occasion, based on what others are doing," he says. Stuart has this advice for other AIS professionals: "

Connect with as many organizations as possible so that your support is broad-based. Even if they are not funders of your organization, they will be able to assist you in keeping your funding and in staying relevant."

For more information about Minnesota Radio Talking Book Network, visit <http://mn.gov/deed/job-seekers/blind-visual-impaired/braille/radio-talking-book/>.

Staffing Changes

Recording Library of West Texas

After eight years our Station Manager, **Michael T. Mobley**, is leaving West Texas and heading down to the Live Music Capital of the World, Austin TX.

As a San Angelo native, Michael



Michael Mobley, Holly McIntush and Chris Brown

is a lifelong West Texan, what could possibly entice him to leave?

Last year he met Holly McIntush, an Austin attorney and they will be married in May.

Michael was hired in 2008 to start the Recording Library of West Texas Radio Reading Service. It

was a huge project that would not have been possible without his dedication to getting us on the air. It took a few years to get us up and going and then Michael returned to commercial radio part time. For the last few years he has worked both his job here and at local commercial station, and also started several online radio stations.

Austin will be a great place for him as he is a music aficionado!

Michael attended IAAIS conferences in Cincinnati, Houston, Dallas, St. Louis, Ft. Wayne, Minneapolis and Lexington and has at times served on the Technology and the Awards committees.

Our new Station Manager, **Chris Brown** is in the house! We are all very excited to have Chris here and are looking forward to many years of doing great work in our community together.

Chris is currently the afternoon DJ for local hip hop station B93. "I worked with former and very talented Station Manager Michael Todd which is how I learned about the opening he would be leaving here."

Chris is another West Texas native and has a 12 year old son named Dravyn Brown named after the main character in The Crow (Eric Draven) played by Brandon Lee, the son of his childhood hero Bruce Lee.

Chris is another music lover and toured in a Metal band for a good part of his 20's and plays guitar and bass.

Chris won't be coming to the IAAIS conference this year, but look for him in 2017!

Sun Sounds of Arizona

And the beat goes on...**Mike Hayden**, Operations Manager, is leaving Sun Sounds of Arizona and Arizona. He says:

"I have really enjoyed my time here at Sun Sounds and can say with confidence that I have grown a lot here in my career and as a person. While I

was studying at The Conservatory, they had an unspoken rule when working in the studios that you 'leave it better than you found it'. When I first started here I told myself that I was going to make Sun Sounds of Arizona better than what I had found it to be. And I firmly believe that with your help I am leaving it not only better than I found it, but ready to take on the challenges of the 21st century. Thank you for allowing me to be a part of your family and experience this unique opportunity. This is a special place and I will miss it." - mH

We here at Sun Sounds wish Mike the very best on his new adventure!

Audio-Reader

Audio-Reader is pleased to welcome two new staff members!

Nick Carswell is Audio-Reader's new program manager. Originally from Limerick, Ireland, he has a varied background in film, radio, music and production. He performs regularly with several indie-rock bands in Lawrence, KS, and is a commissioned artist. We're excited to have his audio expertise on our team!



Beth McKenzie is also new to the Audio-Reader staff, joining us as our Development Director. Beth comes to us from Midland Care Hospice where she was the PACE site manager. She also has a background in social work. Beth has hit the ground running as we dedicate a new Sensory Pavilion, host our annual golf tournament and begin planning for our annual

audio sale.

Submit your organization's staff news to jnigro@ku.edu!

3 Illnesses Charity Boards Suffer From (and the cures) Part 3 of 3

By David Noble, Synapse Consulting, LLC

This is the final part of my three-part series dealing with common "illnesses" of not-for-profit boards. In my previous posts I shared about the Overpowering Personality(ies) and the Burned Out board. Today I finish the posting with the cure for an Entrenched Thinking board.

The Entrenched Thinking board has many similarities of the Burned Out board but is different in that participation remains high, however nothing new has been considered for a long time. "We've always done it this way" could be the motto of this board.

The same board members rotate through officer seats and avoiding the benefit of bringing new people to the board as members. Some other signs include open board seats with no recruitment process enacted, non-decisions on new initiatives (often held over for more "study"). Usually the idea dies a slow death on hold. Lastly, super-conservative financial decisions are normal with the tightest possible board control over spending.

This highly visible sign of the entrenched thinking board has Executive Directors justifying requests for spending/money for the most obvious of needs. This Board sees the bank balance as low regardless of its cash balance, or they consider a large stash of cash a vital asset in need of protecting. Every request for expenditures and the annual operations budget is scrutinized for "waste" or "non-mission" spending. Paradoxically, this board also does not display a willingness to improve the bank balance, relying on the ED or perhaps the staff to generate revenue. So, how do we treat this illness?

Convert and Conquer

Convert:

Make diplomacy and daring your friends. Use diplomacy to learn which board members are simply going along with the gang, but quietly hoping for change. Chances are, you already know this! Discovery of the personal goals for each member can illuminate motives and help to assemble a minority willing to speak up for change. This group can begin to challenge the status-quo. After all, people joined the board with the intent of doing something good. Learn what "good" is from their perspective. Once you have a sense of the personal intent and desires of the members, you're ready to be daring. Introduce policy changes - small ones at first - with the goal to interrupt recycling of current Board members through officer seats and committee chairs.

Perhaps the board can begin to release some financial control back to the Executive Director. For example, one way could be during the budget process. Volunteer to save everyone time by working on the budget WITH the director. So much the better if you can bring like-minded board members into this preview. Listen to the the Director's suggestions and requests. Try to encourage and empower him/her in the process. Then, when it's time for the board to approve the budget, you or the board members on the finance committee be the advocate for the budget instead of having the Executive Director do so. Other opportunities like this exist - watch for them and take advantage.

Conquer:

Begin with a check-up of your own thinking. Review your own motives and previous decisions. Why do you want to change the behavior of the board? What's in it for me? Do I really want change?

"The first and greatest victory is to conquer yourself" - Plato

Once you are sure that you are ready to move ahead, conquer the culture of entrenched thinking by breaking the cycles. The board is made up of the same minds coming to the same conclusions. Bring in outside voices. This is where Board Development consultants really earn their money. S/he can assess the member's positions and opinions as well as the community's opinion of your organization. He or she can contrast the inside and outside perspective of what organization-X does for the community and present these findings to the board.

Other important voices or stakeholders can be invited to speak with the Board. In the case of a human services charity, it is sometimes possible to arrange for beneficiaries of the mission to meet the board. Re-connecting the board with the people they are organized to help may be the single most powerful tool in your tool-kit. You may be able to bring some of these individuals onto the board as members.

As a last resort, present the end result of not changing. Because the community has changed, your organization must keep abreast and adapt. Otherwise it risks becoming unimportant, unfundable, and eventually unwanted. This is a good time in the discussion to suggest help from outside be brought to the board.

Synapse Consulting is one source of help and - forgive the shameless plug - I'd be happy to work with you and your board. You might also look to the philanthropic community where you live and work. Some foundations have excellent resources including board development and training expertise. Members of other charitable boards that are doing well may also have suggestions that will be well-received.

For all three illnesses, there are treatments. The treatments must be applied regularly and consistently in order to ensure the good health of your board. This is why many boards conduct annual retreats.

Watch for an upcoming post about conducting a retreat for boards and staff members. Until then, I hope to hear from you in reply-comments or you should feel free to contact me through my website, <http://www.synapseconsultingllc.com/>.

Thank you for your service. Thank you for working with and for charitable causes in your community. Thank you for reading.

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www.iaais.org

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