Braille and Talking Book Library Service

Patron Handbook

2012

California State Library, Sacramento

The Braille and Talking Book Library (BTBL) provides library services free of charge to residents of Northern California who are unable to read standard print because of visual or physical disabilities.

BTBL is part of the California State Library and is affiliated with the Library of Congress, National Library Service (NLS) for the Blind & Physically Handicapped.

Braille and Talking Book Library

800-952-5666

Public Hours:	9:30-4:00, Monday-Friday
Voicemail:	24 hours a day
Local Phone:	(916) 654-0640
Fax:	(916) 654-1119
Address:	(for books, machines, and packages)
	900 N Street
	Sacramento, CA 95814
Mail:	(for letters, cards, and book orders)
	PO Box 942837
	Sacramento, CA 94237-0001
Website:	btbl.ca.gov
E-mail:	btbl@library.ca.gov

Phone Tips are on the reverse side of this page. You can cut this page out and keep it by your phone.

Braille and Talking Book Library

Phone (Toll-Free in CA):

800-952-5666

Public Hours: 9:30-4:00, Monday-Friday

Voicemail: 24 hours a day

We have implemented a telephone menu system. Please be ready to leave a message in the event you do not reach a live person. Staff will address your service concern as soon as possible, including a return phone call if needed.

If you reach voice mail, please:

1. **Leave your full name (spelling out last name)**
2. **Leave your phone number (with area code)**
3. **Tell us if you need a call back**
4. **Leave a detailed message of your service need, including detailed book orders**

See reverse side for additional ways to contact us.

Table of Contents

WELCOME **3**
Free Matter Postage 3
WHAT CAN I BORROW? **4**
Braille (BR) Books 4
Audio (Talking) Books 5
Magazines 7
Descriptive Video Service (DVS) 8
HOW DO I LISTEN? **9**
Digital Book Machines 9
Cassette Book Machines 12
Accessories for Book Machines 16
WHAT ELSE CAN I BORROW? **16**
BARD (Braille and Audio Reading Download) 16
Foreign Language Books 17
Newspapers 17
Music 18
Californiana Collection 18
Reference 18
HOW LONG CAN I BORROW? **19**
Overdue Notices 20

HOW DO I RETURN? 20
Postal Mail Procedures..... 22
Maintaining a "Flow" of Books 22
Multiple Part Cassette & Braille Books 22
Damaged Books or Malfunctioning Machines..... 23
HOW DO I FIND? 25
Bimonthly Catalogs..... 25
BTBL Online Catalog..... 25
NLS Online Catalog..... 25
Magazines 25
Descriptive Videos..... 26
Catalog Codes..... 26
HOW DO I ORDER?.....26
YOUR SERVICE ACCOUNT 28
Reader Advisors..... 28
After Ordering..... 29
Service Options..... 29
Address or Contact Changes 31
Holding Service 31
Cancelling Your Service 32
BTBL POLICIES.....33
CONTACT US 38

WELCOME

This handbook will help you understand and use our free library services at the Braille and Talking Book Library (BTBL). We appreciate the opportunity to serve you and hope you will enjoy your free service.
This handbook is available in braille and audio upon request, and electronic formats at btbl.ca.gov. Audio recordings of additional information about our services can be accessed through our telephone menu system. Please be sure to read BTBL Policies on page 33.

Free Matter Postage

Any book order forms or typed large-print correspondence (not handwritten) sent to the library via U.S. mail should ship postage-free. Any of the library's books, machines or equipment sent to the library via U.S. mail should ship postage-free. Simply write "Free Matter for the Blind" in the upper right-hand corner, where the stamp would go. Leave paper letters unsealed to comply with postal regulations.

WHAT CAN I BORROW?

This section describes the different formats of materials you may borrow from our library. You may sign up to receive any combination of these formats concurrently.

Braille (BR) Books

Our collection of braille (BR) books is primarily in contracted (grade 2) braille, though we do have some uncontracted (grade 1) braille books for loan. The collection also includes combined print/braille picture books for young children, instructional braille books, and some hand-copied books.

BTBL ships braille book volumes in reusable boxes. Sometimes longer books will need two or more boxes to hold the entire book. Other times multiple book titles may be shipped in one reusable box.

BTBL now offers braille books in electronic format via internet download. For more information, please see the section on BARD.

Audio (Talking) Books

For information on how to listen to audio books, please see the section "HOW DO I LISTEN?"
There are two types of audio books:
Digital Book (DB) cartridge and Recorded Cassette (RC).

Digital Book (DB) Cartridge

Digital book (DB) cartridges are about the size of a cassette tape, but to listen to them you need special equipment that BTBL will lend to you. The DB cartridge is made of plastic and is rectangular in shape with a finger hole in one side. Opposite the side with the finger hole is a USB flash memory device on which the digital book is stored.

BTBL ships DBs in plastic containers that hold only one DB cartridge. Keeping track of DB books is fairly easy since there is one book per container. However, please make sure you remember to put the DB cartridge back in its correct container before returning the container to the library. BTBL now offers digital books in audio format via internet download. For more information, please see the section on BARD.

Recorded Cassette (RC) Book

Recorded cassettes (RC) look just like commercial cassette tapes, but to listen to them you need special equipment that BTBL will lend to you. RCs are not recorded at commercial speeds, allowing the cassette tape to record on four sides (or tracks), instead of just two. This configuration can pack up to six hours of reading time on a single cassette tape.

BTBL ships RCs in plastic containers that hold multiple cassette tapes. Each container should hold only one book title. Sometimes longer books need two or more containers to hold the entire book. But one container should never have more than one book title inside. To avoid mixing up cassette tapes from different books, it is best to read one RC book title at a time.

No new books are being produced on RCs. RCs are being phased out and will eventually be completely replaced by the newer digital book (DB) cartridge format. However there are still some older book titles that are not yet available in the new DB format and are only available in RC format.

Magazines

BTBL provides access to a limited selection of magazine titles free of charge. Magazines are currently distributed on cassette, in braille, or by download (see the section on BARD). Magazines are not yet available on digital cartridge. BTBL will help you with magazine subscriptions, cancellations, and address changes. Changes to magazine subscriptions take longer to implement than changes to your book service, so please let us know about magazine changes immediately. Magazine subscriptions usually take between

6–8 weeks to initiate, cancel or change an address. If your magazine is returned in the mail as undeliverable, your subscription is automatically cancelled.

Descriptive Video Service (DVS)

A descriptive video is a movie or television program that includes special narration which provides an in-depth description of what is happening in the story, including key visual elements, such as character actions, gestures, costuming, facial expressions, scene changes, and onscreen text. The narration occurs during the natural pauses in the film dialog. Our videos are in either DVD or VHS format. The library does not lend televisions, DVD players or VCRs – just the videos.

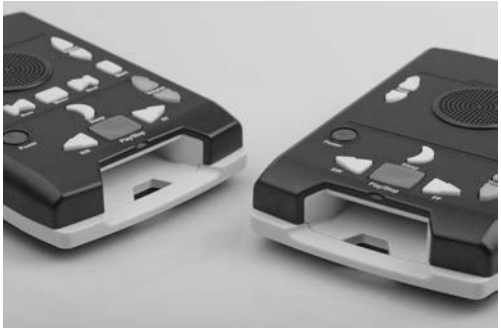
DVS Sign-up

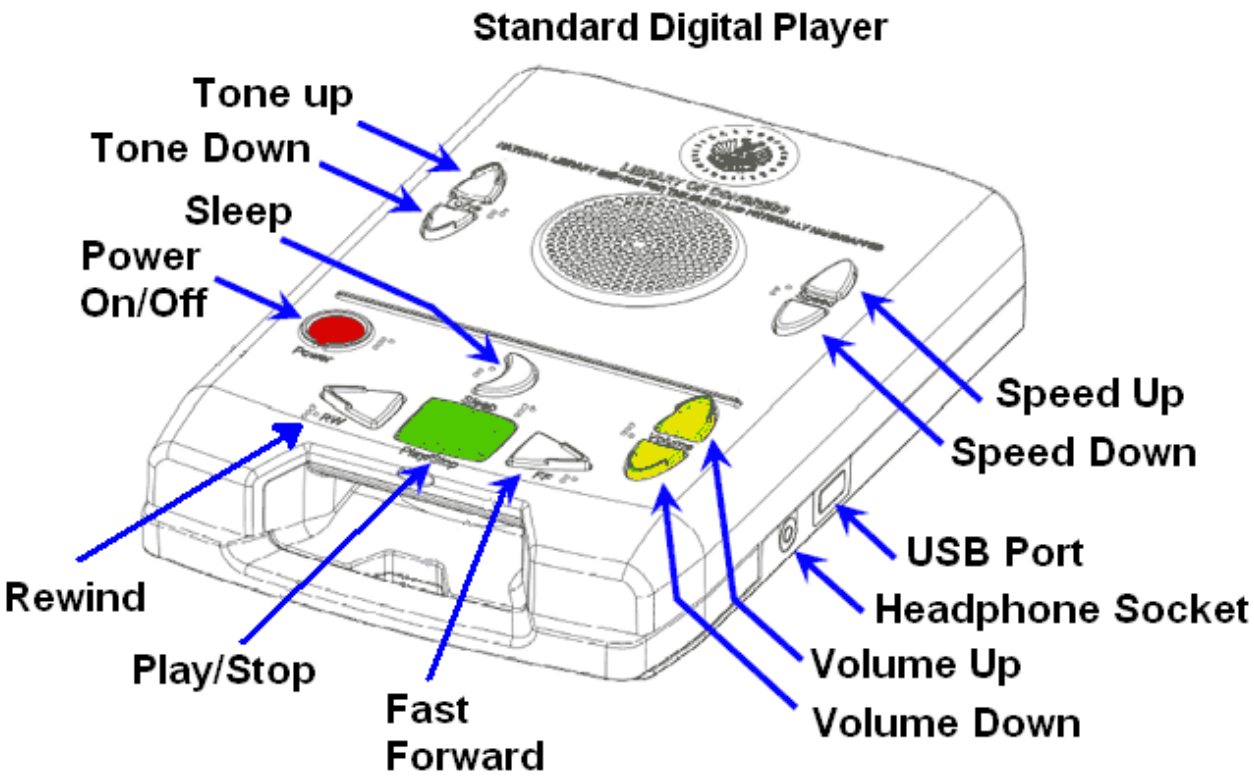
You must complete a separate "Descriptive Video Borrower Registration Form" before you can use our descriptive video service. Please visit our website at btbl.ca.gov to sign-up for DVS. Or you can contact us to receive via mail a "Descriptive Video Borrower Registration Form", DVS instructions, or catalogs of videos.

HOW DO I LISTEN?

Digital Book Machines

Digital books (DB) are recorded onto USB flash memory cartridges and require a special digital book machine to listen to them. BTBL loans the digital book machine to you free of charge. When you receive your digital book machine in the mail, **please save the box and packing material in which your machine arrives.** This packaging will be needed to return the machine for repair or if you cancel your service. You may keep your machine as long as you use our service.





How to Use

Remove the power cord from the rear compartment and plug the machine into an outlet. The machine will turn on and you will hear "Player On." Do not yet insert a book. Press each button to hear a brief description of its purpose and use.

An audible, comprehensive user guide is built into the machine. If your machine has an "Information" button, press and hold down this button until the user guide begins to play. If your machine does not have an "Information" button, press and hold down the "Play/Stop" button until the user guide begins to play. For more information on the different machine types, please see the section "Advanced Digital Book Machines". Once you have explored the machine you are ready to listen to a book!

Listening to DB Books

The digital book (DB) cartridge will only fit into the machine in one orientation. Hold the DB cartridge by the finger hole, with the braille label face up, and firmly insert it into the slot at the front of the machine directly below the "Play/Stop" button. If the machine is on, the book will start playing automatically. To stop playback, press the "Play/Stop" button. You can remove a DB cartridge at any time and the machine will automatically remember where you were in that particular book. When you have finished listening to a DB cartridge there is no need to rewind it before returning the book to the library.

Battery

Your digital book machine is designed to play while plugged in or on a rechargeable battery for those times when you are not near an electrical outlet. Keeping the machine plugged in as often as possible (even when you are not using it) is recommended to avoid a dead battery. Playing the machine while it is plugged in does not recharge (or discharge) the battery.

To fully charge the battery the machine must be connected to an electrical outlet for approximately 2-3 hours without using the machine. Your digital book machine will play for approximately 29 hours on a new, fully charged battery. Over time, as the battery ages it will start to hold fewer and fewer hours when you charge it. If, after charging the battery for 2-3 hours the time remaining on the battery will not charge past 12 hours, please contact us to get a new machine.

Advanced Digital Book Machines

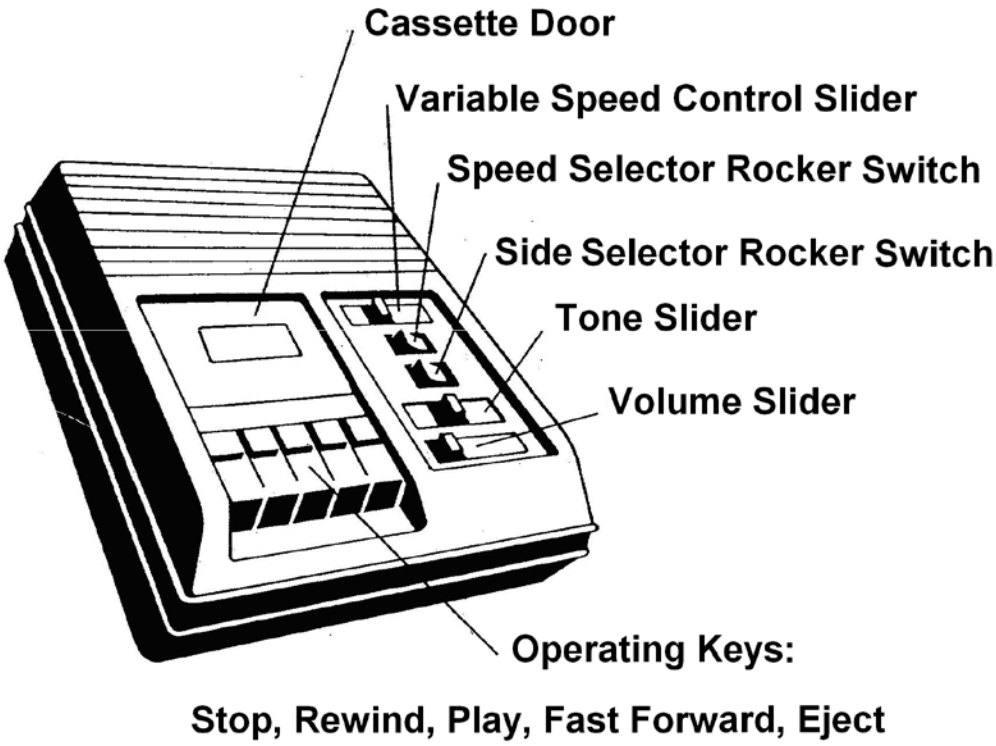
There are both standard and advanced digital machines. The advanced machine has five additional buttons: an "Information" button which tells your current reading position and is your access to the audible user guide; a "Mark" button for making your own bookmarks; and three navigation buttons ("Menu", "Previous", and "Next") to help you work your way quickly to a specific section of a book or to your bookmarks.

The advanced machine is helpful for reading books not meant to be read straight through (e.g. the Bible, craft or cookbooks, poetry, footnoted works). Navigation levels vary from book to book. If you have an advanced player, please refer to section 3.10 of the audible user guide to learn more about the advanced functions of your player. If you wish to trade your standard player for an advanced, please contact us.

Cassette Book Machines

Recorded cassettes (RC) are recorded at a special speed and require a special cassette book machine to listen to them. BTBL loans the cassette book machine to you free of

charge. When you receive your cassette book machine in the mail, **please save the box and packing material in which your machine arrives.** This packaging will be needed to return the machine to us for repair or if you cancel your service. You may keep your machine as long as you use our service.



How to Use

Remove the power cord from the rear compartment and plug the machine into an outlet. Instructions for using the machine are on a cassette tape that should already be in your machine. To play the instruction tape, press the green "Play" key down until it locks into place. The "Play" key is in the middle of the operating keys and is marked with a raised circle. Please listen to the entire instruction tape before you read your first book.

Helpful Hints

- If voices sound garbled or too fast on your machine, it may be set to the wrong speed. The "Variable Speed Control" slider should be to the far left for normal speed. The "Speed Selector" rocker switch should be in the left 15/16 position.
- If a tape does not play, try removing the tape and tapping it firmly on a flat surface. Place the tape back in the machine and try again.
- When inserting a cassette tape into the machine, the edge of the cassette with the exposed tape will be facing toward you. Be careful not to touch the exposed tape.
- Push the red "Stop" button on the far left of the operating keys before pushing any other button ("Eject", "Rewind", etc.).

Listening to RC Books

Most RCs have four sides (or tracks) on each cassette tape (rather than the two sides found on commercial tapes). To play a four-track cassette, follow these steps:

1. Begin with the first cassette tape of the book, which is marked "1". Insert this first cassette tape into the machine with the braille label side face UP.
2. Locate the "Side Selector" rocker switch. It is the control third from the top/back of the machine. Push the rocker switch left side down to the 1–2 position.

3. Press “Play” to listen to side 1. At the end of side 1, turn the cassette tape over (braille label side face DOWN) and insert it into the machine. Press “Play” to listen to side 2.
4. At the end of side 2, turn the tape over again (braille label side face UP) and insert it into the machine.
5. To listen to side 3, locate the “Side Selector” rocker switch again. Push the switch right side down to the 3-4 position. Press “Play” to listen to side 3.
6. At the end of side 3, turn the cassette tape over again (braille label side face DOWN) and insert it into the machine. Press “Play” to listen to side 4.
7. At the end of side 4, you can continue the book with the next cassette tape, marked “5.” Be sure to change the “Side Selector” rocker switch to the left side 1-2 position to listen to sides 5 and 6. Then change the “Side Selector” rocker switch to the right side 3-4 position to listen to sides 7 and 8. And so on…

At the end of each cassette tape side, the narrator provides instruction to remind you what is required to play the next side.
When you have finished listening to the last cassette tape in a book, please rewind the tape before returning the book to us. Insert the last cassette tape with the braille side face UP and press rewind.

Battery

Your cassette book machine is designed to play while plugged in or on a rechargeable battery for those times when you are not near an electrical outlet. Keeping the machine plugged in as often as possible (even when you are not using it) is recommended to avoid a dead battery. Playing the machine while it is plugged in does not recharge (or discharge) the battery.

To fully charge the battery the machine must be connected to an electrical outlet for approximately 12-14 hours without using the machine. Your cassette book machine will play for approximately 4-6 hours on a fully charged battery. When the battery power starts to lose its charge the tape will start to sound distorted and eventually fade out. When this happens, plug the machine into an electrical outlet and continue to play your tape as needed.

Accessories for Book Machines

Headphones, amplifiers, pillow speakers, remote control units, breath switches, USB port adapters, headphone adapters, and finger extension levers may be available for patrons who require them to use our service. To request accessories, please contact us.

WHAT ELSE CAN I BORROW?

BARD (Braille and Audio Reading Download)

Books and magazines in audio and electronic braille formats are available for free download through the BARD website. There is no limit on the number of downloads you may

perform, downloads do not need to be returned to the library, and it is OK to have someone help you download.

BARD Sign-Up

You must complete a separate online application to sign up for BARD. A computer connected to high-speed internet and a valid email address is needed for BARD sign-up. For more information on how to sign-up, equipment required, and how to download, please contact us or visit our website at btbl.ca.gov.

Foreign Language Books

A limited number of book titles are available in other languages besides English. There is also a limited selection of instructional materials for learning foreign languages. Please contact us for more information.

Newspapers

NFB-NEWSLINE

BTBL offers access to NFB-NEWSLINE, a touch-tone telephone service for patrons who cannot read a printed newspaper. The NFB-NEWSLINE text-to-speech computer voice reads aloud the text from newspapers (and some magazines) from across the country and around the world. This free service is available through local phone numbers statewide and now features online, email and Spanish language options. Please contact us for further information or for assistance with newspaper service.

Sacramento Access News

Some local newspapers, magazines, and shopping circulars narrated by volunteers are available to our patrons through

the Access News service run by Society for the Blind in Sacramento. These publications will be of most interest to residents of the Sacramento and San Joaquin Valleys. Please contact us for further information or for assistance with newspaper service.

Music

The library does not have recordings of music. Musical scores and instructional materials are available in special formats, including braille or audio music instruction, and braille, audio, or large print sheet music. Some music instruction materials are also available for download from BARD. For more information on music materials, please contact the Music Section of NLS at (800) 424-8567 or online at www.loc.gov/nls/music/

Californiana Collection

Books in this collection are by California authors, about California —especially its history— or of regional interest. The books are recorded by volunteers in BTBL's recording studio. Currently, these books are on recorded cassette only, but will eventually be available on digital book cartridge and for download. A large-print catalog, "BTBL Talking Books on California", is available upon request.

Reference

If your Reader Advisor is unable to answer a more detailed question, they may refer you to a Reference Librarian. Reference Librarians can look for materials that may be outside the limits of our own library collection or which require more time or specialized knowledge to find. In our

telephone menu system, there is an option which allows you to speak to or leave a message for a Reference Librarian.

HOW LONG CAN I BORROW?

Loan Period for Books

The loan period for books is 5 weeks. If you need more time to read a book, please contact us to renew the book title. We would like to remind patrons that the newest books are the most popular and usually have a waiting list. Returning books in a timely fashion ensures that other patrons will not have to wait as long.

Loan Period for Descriptive Videos

The loan period for descriptive videos is 14 days with no renewals. Individuals may borrow one descriptive video in each medium at a time.

Loan Period for Book Machines and Accessories

BTBL provides book machines and accessories on extended loan. The equipment you receive from us will stay with you for the duration of your service. Equipment must be returned if you become ineligible or have not used our service for 12 months.

Loan Period for Magazines

Magazines in cassette, braille or paper format are yours to keep. Eventually magazines will be available on digital cartridge. When magazines become available on digital cartridges, the digital cartridge will need to be returned regularly. The loan period for magazines on digital cartridge is yet to be determined.

Overdue Notices

Although no fines for overdue or lost books are imposed, we send overdue notices periodically. These are friendly reminders when you forget to return library books. BTBL understands that occasionally books are lost in transit or are checked in incorrectly. These notices provide the chance for patrons' accounts to be updated. Please contact us if you receive a notice and you don't have the overdue book.

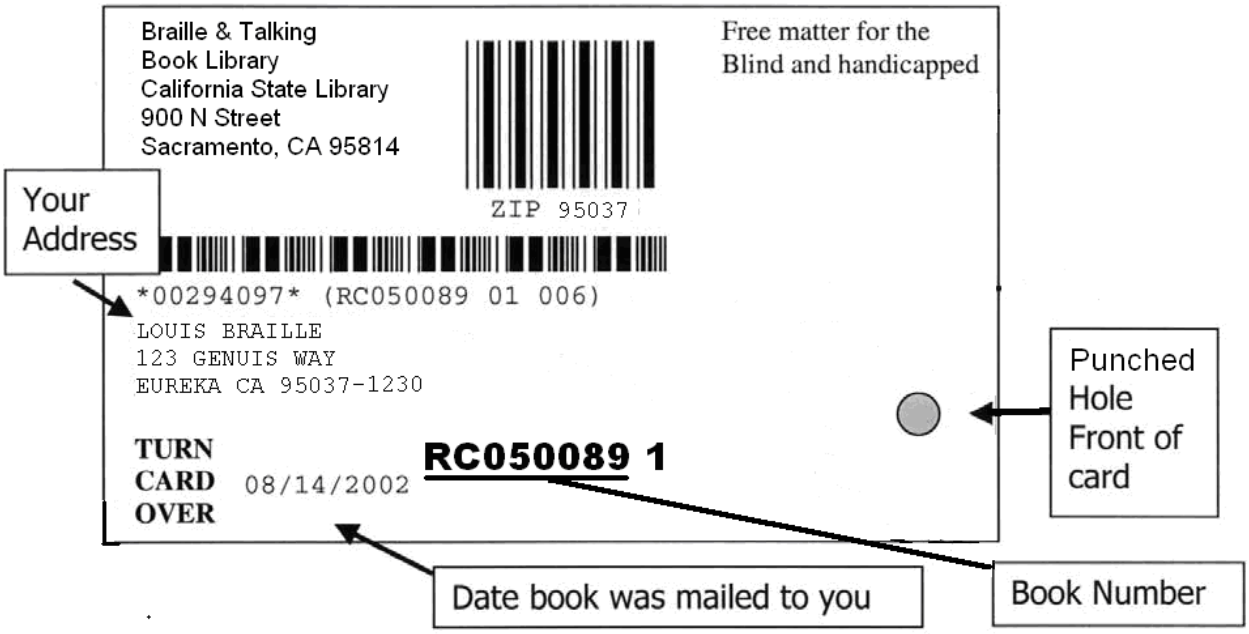
HOW DO I RETURN?

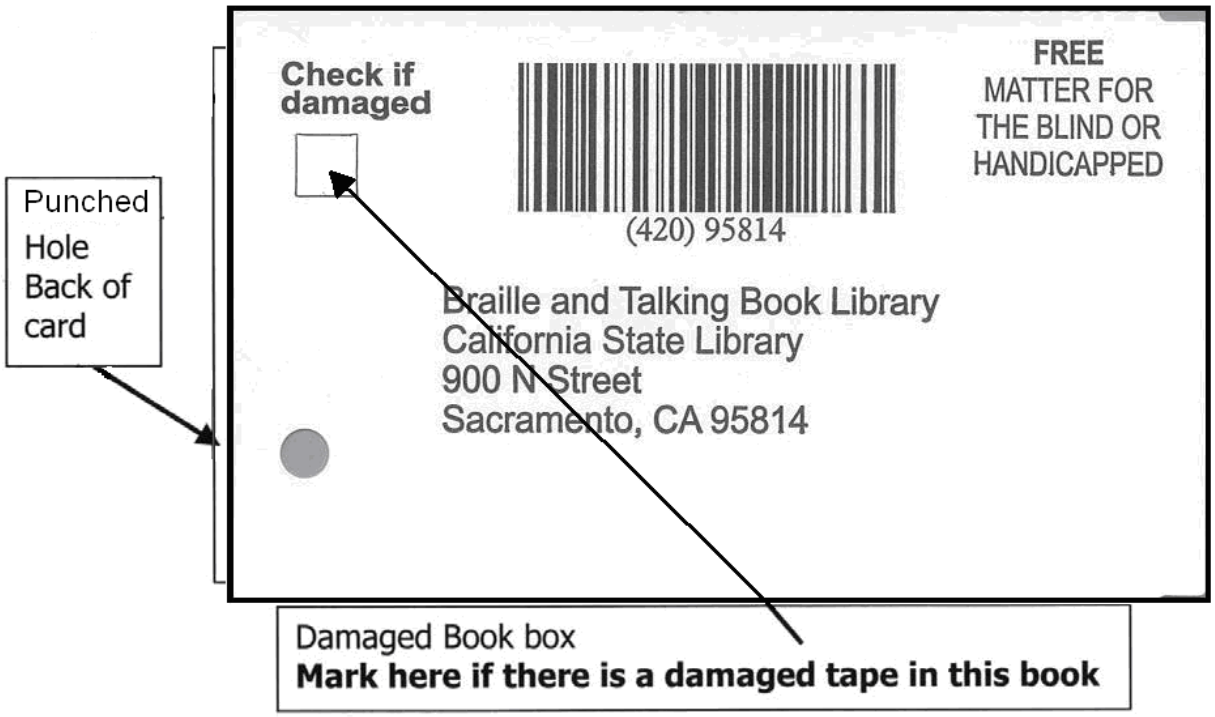
Most items that eventually need to be returned to the library will arrive with a mailing card inserted into a label holder on the outside of the container. In the following illustration we have identified the key information on each side that may be useful to you. One side of the card has your address and the other side has the library's address. The side with your address also has the book number and the date the book was mailed to you. The mailing card has a circular-punched hole.

When you receive an item from the library, the circular-punched hole will be in the bottom right side of the mailing card. To return items, turn the mailing card over so that the circular-punched hole is on the bottom left side of the mailing card. The library's address will then be visible, and the container is ready to be returned in the mail postage-free.

When you return books to the library, please do not tape book containers together. If you are missing the container that an item is shipped in, simply put the item in an envelope

or box and address to the library with "Free Matter for the Blind or Handicapped" written in place of postage.





Postal Mail Procedures

Mail carriers are not required to pick up library materials at your home. However, library materials are excluded from the weight restrictions established by the post office for placement in street corner mailboxes. If you cannot use street mailboxes, discuss it with your carrier or local post office. You may be able to hand materials directly to your carrier or they may request that you take them to your local post office. Due to potential loss, materials should not be left on doorsteps.

Maintaining a "Flow" of Books

Returning each book as soon as you finish it will help ensure that you have a constant flow of books. "Stockpiling" books and returning them all at once can result in longer periods without books. In most cases, when you return a book to us a new book will be sent to you. However it may take a week or more for the book to reach you through the mail. If you are receiving too few or too many books, please contact us to adjust your account.

Multiple Part Cassette & Braille Books

Some RC or BR books are so long that they require two or more shipping containers to hold the entire book. When the library sends you such a book, all the containers are sent at the same time. When you send the book back to the library, please do the same.

Damaged Books or Malfunctioning Machines

Damaged Books

You may occasionally receive a damaged or defective book. This can include the wrong book in a container, books with contents missing, inaudible books, or braille books with missing or loose pages. If you have a damaged book:

1. Contact us if you would like to receive a replacement copy of the book.
2. Prepare the book to be returned as usual by inserting the mailing card so that the punched hole is on the bottom left side and the library's address is visible.
3. Mark an "X" in the box located in the top left corner of the mailing card above the circular-punched hole and place the container in the mail.

Because thousands of books are returned to the library each day, it is not always possible for each and every book to be inspected (opened) before it is mailed to the next reader. Thus it is not a good idea to put notes to the library inside of book containers. Call or write to us separately if you have a message for us.

Malfunctioning Machines

Please do not attempt to repair library equipment. If your machine is not performing properly, contact us to help you solve the problem or to initiate a replacement machine request. If the defective machine cannot be exchanged in person, a replacement machine can be mailed to you after you contact us. If the original machine box and packaging is unavailable, the box in which the new machine arrives may then be used to return the defective machine. Unfortunately, Free Matter postal regulations do not allow us to send empty boxes in the mail.

Caring for Books and Machines

To avoid dust and dirt, you can occasionally wipe machines down with a clean, dry cloth or keep them covered when not in use. Do not use cleaning solutions on machines, book containers, books or videos. Please keep food and beverages away from machines, books, and videos as spills can cause the equipment to fail. Direct sunlight and excessive heat can also cause problems for machines, books, and videos. Do not store them next to heaters, stoves, in hot cars, etc. Damage or loss of equipment through intentional defacement, abuse, negligence, or carelessness may result in suspension of service.

HOW DO I FIND?

For information on ordering, please see the section "HOW DO I ORDER?"

Bimonthly Catalogs

Every 2 months NLS publishes 2 catalogs: *Talking Book Topics* (TBT) and *Braille Book Review* (BBR). TBT lists the newest produced audio (talking) books. TBT is available in either large print or audio cassette. BBR in the braille edition lists both the newest produced braille and audio books. BBR in large print lists only the newest braille books. Both catalogs also list available magazines.
New patrons are automatically set up to receive via mail TBT in large print and/or BBR in braille. Both catalogs are also available online at www.loc.gov/nls/

BTBL Online Catalog

Find books (including foreign language and Californiana collection) to order from BTBL online at btbl.library.ca.gov

NLS Online Catalog

Find books (including foreign language) from all NLS libraries online at nlscatalog.loc.gov

Magazines

There are additional magazine titles available in special formats that are not listed in TBT/BBR. These magazines are usually offered through other organizations and may include publications from specific locales. Some of these magazine titles charge a subscription fee. Please contact us for more information about these special format magazines.

Descriptive Videos

Find videos to order from BTBL online at btbl.ca.gov The library can also mail a catalog of videos to you.

Catalog Codes

In our catalogs, you may find items listed with various letter codes, followed by an item's number (e.g. DB074147) Here is a list of the more common letter codes in use:

BR = Braille Book
DB = Digital Book
RC = Recorded Cassette Book
CBC = Californiana Collection Cassette (specific to BTBL)
CDB = Californiana Collection Digital (specific to BTBL)
DVC = Descriptive Video VHS (specific to BTBL)
DVD = Descriptive Video DVD (specific to BTBL)

HOW DO I ORDER?

By Phone: 1-800-952-5666 Toll-Free in CA

916-654-0640 Local Phone

You can call in orders by phone. You can leave a message with your order or speak to your Reader Advisor.

By Mail: PO Box 942837

Sacramento, CA 94237-0001

Write orders on a piece of paper with your name and contact information. You can also send in completed order forms from *Talking Book Topics* (TBT) and *Braille Book Review* (BBR) with your name and contact information. Do not send order forms to Florida or Washington, D.C. as this will delay your order.

By Fax: (916) 654-1119

Fax orders with your name and contact information included.

By Email: btbl@library.ca.gov

Be sure to include your name and contact information.

Online: btbl.library.ca.gov

To place orders using the BTBL online catalog, you will need to initially contact us via telephone to set up your UserID and password. To login to the BTBL online catalog, select the link for "Patron Information".

BARD: nlsbard.loc.gov/CA1A

Download books, magazines, and electronic braille via the internet. See the section on BARD.

In Person: 900 N Street, Room 100

Sacramento, CA 95814

The library is open to the public between the hours of 9:30-4:00, Monday – Friday. If you call and speak with your Reader Advisor about your order at least one business day in advance, materials can be ready when you visit. There is also a small "browsing collection" of books available for check out to visiting patrons. Audio recordings of directions to the library and public transit information can be accessed through our telephone menu system.

YOUR SERVICE ACCOUNT

Reader Advisors

You will be assigned a Reader Advisor to assist you with library services. Each Reader Advisor is responsible for several thousand readers. Therefore, your Reader Advisor's response to your call may happen in a few hours or up to five business days later. Every effort is made to respond to requests as quickly as possible.

Your Reader Advisor is here to serve you and enable you to get the best service BTBL can deliver. Please do not hesitate to contact your Reader Advisor if:

- You want to request books, magazines or videos
- You want books by preferred subject(s) or author(s)
- You want to read a book series in sequential order
- You need a replacement copy of a damaged book
- You are receiving too many or too few books
- You do not like the books you are receiving
- You wish to temporarily hold your service
- Your name, address, or phone number changes
- Your book machine does not work properly
- Your book machine is lost or stolen
- You have machines or accessories you are not using
- You have questions about downloading from BARD
- You need login information for the BTBL online catalog
- You wish to cancel your service
- You have any questions related to your service

After Ordering

When you order a book, it will be put on either your Request List or your Reserve List.

Request List

Your request list is made up of books that you have ordered for a future book shipment. When it is time for you to receive new books, the library will select available books from your request list. The library will select available books from the older requests before checking your newer requests. You can have an unlimited number of books on your request list.

Reserve List

Your reserve list is made up of those special books that you want rushed to you as soon as they are available, even if you are not scheduled for a book shipment. If a book is not available when you reserve it, you will be put on a wait list to receive the book as soon as it becomes available. When ordering a book through the BTBL online catalog, to place the book on your reserve list, check the "Rush This Item" option at checkout.

Service Options

You can control the number of books sent to you and how frequently they are sent. Work with your Reader Advisor to adjust these options until you find what works for you. This section explains the most common options of book service.

Library Selection

With this option, the library will continually send you regular shipments of books. When you return a book to us, a

new book will be sent to you. The library sends you books first from your reserve/request list, and then books from your favorite authors or subjects. By telling us what you like and do not like, we are better able to send you appropriate books. For example you may tell us your favorite book subjects, favorite authors, or if you'd like to exclude materials that contain sex, violence, or strong language. Also, the library remembers which titles have been previously sent and will not automatically resend those titles.

Only Your Selection (List Only)

With this option, the library will continually send you regular shipments of books. But you provide us with a list of specific books to send. The library will only send you books that you have ordered (put on your request/reserve list) or from authors that you indicate to us are your favorites. We recommend that you have at least 50 books on your request/reserve list to ensure that we can continually send books you have chosen. If you don't think you can maintain a request/reserve list please choose another service option.

On Demand Selection

With this option, the library will **not** send you regular shipments of books. The library will only send you books when you order them to be put on your **reserve list**. When you have exhausted your book orders (no more books on your reserve list), the library will not send you any more books until you place a book order on your **reserve list** again. Please keep in mind that you must order (or download) at least one book or magazine per year to continue to use our services.

Address or Contact Changes

Permanent Address Change

Please notify us if you move to a different address, get a new phone number or email address, or change your name. To avoid interruption of service, it is a good idea to have the post office temporarily forward your mail to your new address. But please do not rely on the post office to notify us of your new address.

Temporary Address Change

Please notify us if you are moving temporarily (up to 6 months) to another address. We can send any material, excluding magazines, to that address during your stay. Please let us know when you return to your permanent address.

Moving out of BTBL Service Area (Northern CA)

If you move permanently to another service area (including outside the U.S.), you must transfer your account to the library serving that area. Please let us know as soon as possible so we can initiate the transfer of your account to your new library. No new application needs to be submitted. You may take your machine(s) with you to the new service area, but please return to us any books or videos loaned from BTBL in accordance with their loan period.

Holding Service

If you go on vacation, become ill, receive too many books, or simply want to hold your book service for any reason, please contact us. If you can, provide us with a date to restart

your book service. Otherwise we will re-start your service **only** when you contact us and say you are again ready for books.

Magazines, *Talking Book Topics* (TBT), and *Braille Book Review* (BBR) are handled differently than books. They cannot be put on hold temporarily. Have someone pick up your magazines or have the post office hold them so your subscriptions are not cancelled.

Cancelling Your Service

You may cancel your service at any time. Please contact us to cancel your service and remember to return all books, videos, book machines, and accessories. You may reinstate your account at any time up to two years after the cancel date without having to fill out a new application.

Suspension of Service

BTBL reserves the right to suspend your account in two cases: non-activity for 12 months or in the event any BTBL policies are repeatedly violated. For suspension details, please see the section on BTBL Policies.

BTBL POLICIES

A. Overview
B. Materials Definition
C. Patron Responsibilities
D. Loan Periods
E. Good Standing
F. BTBL Responsibilities
G. Suspension Procedures
H. Updates

A. Overview

The following policies govern the circulation of materials to eligible blind, print-disabled, or reading-disabled patrons who are registered with the California State Library's Braille and Talking Book Library (BTBL). Patrons who borrow materials from BTBL accept the following policies. Violation of these policies can result in suspension of library services.

B. Materials Definition

Materials include braille books, books on cassette, books on digital cartridge, descriptive videos on VHS and DVD, cassette book machines, digital book machines, accessories, or any specialty items on loan from BTBL.

C. Patron Responsibilities

1. Communicate with BTBL

Patrons accept responsibility for notifying the library of any changes in address or other contact information, or to cancel or hold service. Discourtesy toward BTBL staff, including but not limited to the use of obscene, harassing, threatening, or degrading language or behavior may result in suspension of service.

2. Return Materials

Materials are on loan to the patron and remain property of the library. Patrons may borrow materials according to the loan periods listed in this policy. Patrons may not lend materials to other persons, regardless of their program eligibility. Materials must be returned to the library when they need repair; replacements will be issued as soon as possible. Materials being returned to the library must be placed into the hands of the U.S. Postal Service by placing the materials in a mailbox or delivering materials to the post office. Placing materials on the doorstep of the patron's home for the mail carrier to pick up does not constitute delivery into the hands of the U.S. Postal Service.

3. Care for Materials

Patrons accept responsibility for using materials with reasonable care. Damage or loss of materials through intentional defacement, abuse, negligence, or carelessness can result in suspension of service. Please do not attempt to repair library materials. Materials must be returned to the library when they need repair.

4. Maintain Active Status

To remain active with our service, patrons must order or download at least one book or magazine per year. If equipment is not being used to listen to library materials, the equipment must be returned.

D. Loan Periods

Books

The loan period for books sent via mail to individual patrons is 5 weeks. The length of the loan period for books sent via mail to institutional patrons is 3 months.

Magazines

Magazines in cassette, braille or large print format do not need to be returned to the library. Eventually when magazines become available on digital cartridges, the digital cartridge will need to be returned regularly. The loan period for magazines on digital cartridge is yet to be determined.

Descriptive Videos

The loan period for descriptive videos is 14 days with no renewals. Patrons may borrow 1 descriptive video in each medium at a time.

Equipment

BTBL provides book machines and other equipment on extended loan to patrons for the duration of their service. Equipment must be returned if a patron becomes ineligible, or does not use it to read library materials for 12 months.

Overdues

Patrons will not be charged fines for overdue or lost materials; however, persistent failure to abide by the loan period may result in suspension of service.

Renewals

Arrangements can be made for a renewal of the loan period if a book is needed for an extended period of time. Renewals may not be granted if there is a waiting list of other patrons who have requested the book. There is a maximum of two renewals for any library book. There are no renewals for descriptive videos.

Maximum Limits

An individual patron in good standing may have a maximum of 25 books, 1 descriptive video in each medium, 1 cassette book machine, and 1 digital book machine checked out at any given time. An institutional patron in good standing can have a maximum of 50 books checked out at any given time.

E. Good Standing

A patron in good standing will have priority over other patrons in the assignment of materials. A patron in good standing:

- is in compliance with the maximum limits on materials
- has not had any books checked out longer than 6 months
- does not have excessive quantities of overdue or lost materials

F. Responsibility of BTBL

1. The library will provide courteous, respectful, and timely service to patrons.
2. The library will keep records of all loaned materials.
3. The library will loan materials without charge.
4. No fines will be levied for materials returned after the loan period has expired. No fines will be levied for lost materials.
5. By law, the library gives preference in the lending of materials to veterans that have been honorably discharged from the armed forces of the United States.
6. In compliance with state and federal laws pertaining to information privacy, the library will keep patron registration and borrowing records confidential.

G. Suspension Procedures

BTBL reserves the right to suspend a patron's service in two cases: non-activity for 12 months or in the event any BTBL policies are repeatedly violated.

Non-Activity

1. BTBL will mail a letter to patrons who have had no activity in their account for at least 12 months, providing an opportunity for the patron to reply.
2. If the patron does not contact BTBL within 60 days, a second attempt to contact the patron (by phone or mail) will be made.
3. If the patron does not contact BTBL within 60 days of the second attempt, their account will be suspended.
4. When an account is suspended, the patron can contact BTBL to reinstate the account for up to 2 years after suspension. After 2 years, a new application will need to be filled out to reinstate the account.

BTBL Policies Repeatedly Violated

1. A BTBL staff member will make several attempts to discuss the policy violation with the patron by telephone or in person. A follow-up letter summarizing the discussion and violation will be sent providing an opportunity for the patron to reply.
2. If the same policy violation recurs, BTBL will send a written notice of suspension of service for a stated period (up to six months). Specific dates for suspension and resumption of service will be included in this letter. To avoid suspension, the patron must contact BTBL before the scheduled suspension date and be prepared to explain why the suspension should not take place.
3. When service is resumed, written notice of resumption will be sent, including a reminder that further recurrences of the same policy violation will result in another suspension of service.

H. Updates

This policy is subject to change. For the most recent version of this policy, please visit our website at btbl.ca.gov

CONTACT US

Phone:	1-800-952-5666 (toll-free within CA)
Local Phone:	916-654-0640
Public Hours:	9:30 am to 4:00 pm, Monday-Friday
Fax:	(916) 654-1119
Mail:	(For letters, cards, and book orders)
	P.O. Box 942837
	Sacramento, CA 94237-0001
Address:	(For books, machines, and packages)
	900 N Street
	Sacramento, CA 95814
Web:	btbl.ca.gov
E-mail:	btbl@library.ca.gov

Free Postage

Any book order forms or typed large-print correspondence (not handwritten) sent to the library via U.S. mail should ship postage-free. Any of the library's books, machines or equipment sent to the library via U.S. mail should ship postage-free. Simply write "Free Matter for the Blind" in the upper right-hand corner, where the stamp would go. Leave paper letters unsealed to comply with postal regulations.