

# Expand Reading Accessibility: Partner with Your California Talking Book Libraries!

## FAQ for librarians and library workers with patrons who are struggling to read standard print

1. How can California libraries help patrons for whom large print is no longer large enough or who struggle to read due to a visual, physical, or perceptual reading disability?
  - a. Sign them up for free service with your California National Library Service for the Blind and Print Disabled (NLS) talking book library. To find your local NLS library, go to: [pd.library.ca.gov](http://pd.library.ca.gov)
2. How do I know if a patron is truly dyslexic, blind, or qualifies for special library service?
  - a. The National Library Service for the Blind and Print Disabled (NLS), a division of the Library of Congress, is confident that when certifying patrons for accessible library services, you will utilize your professional judgement
3. Who is eligible?
  - a. Anyone who cannot see well enough to read standard print
  - b. Anyone who cannot comfortably hold a book and turn the pages
  - c. Individuals with reading disabilities such as dyslexia
4. What services do these libraries provide?
  - a. Free circulation of accessible, recreational reading materials and playback equipment and BARD (Braille and Audio Reading Download) app
  - b. Phone, email, and in-person specialized reference and readers' advisory service
5. What is available?
  - a. A wide variety of audio and braille books for all ages and interests
  - b. Audio Magazines
  - c. Descriptive videos on DVD
  - d. Assistive Technology loans
  - e. NLS Music Service for music instruction and accessible music scores
  - f. NFB Newslines® for accessible state and national newspapers and periodicals

6. How do I sign them up for service?
  - a. You can find links to fillable, printable, and online applications for service by visiting: [pd.library.ca.gov](http://pd.library.ca.gov)
  - b. Fill out the application completely and mail or fax to your local California network library via U.S. Free Matter for the Blind postal subsidy
  
7. How much time will this application process take and what is the turnaround timeline to get patrons these specialized services?
  - a. On average it takes 5-15 minutes to fill out an application for service
  - b. Approximate application turnaround time is 5 business days
  
8. Who and what types of authorities are able to certify the application?
  - a. Eligibility must be certified by one of the following
    - i. Librarian, doctor of medicine, doctor of osteopathy, ophthalmologist, optometrist, psychologist, registered nurse, therapist, or professional staff of hospitals, institutions, and public or welfare agencies (such as an educator, library professional or paraprofessional, social worker, case worker, counselor, rehabilitation teacher, certified reading specialist, school psychologist, or superintendent)
  
9. What happens to my patron when they join a California NLS Network Library?
  - a. Your patrons continue to have access to all your resources, programming, and services as well as to accessible materials from their California NLS Network library. They get the best of both worlds!