

PATRON HANDBOOK

Individual Service

An Introduction to the Services of the

Department of Cultural Resources
State Library of North Carolina

Library for the Blind and Physically Handicapped

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Patron Handbook

For Individual Patrons of the State Library of North Carolina's Library for the Blind and Physically Handicapped

I. General Information

Q: What is the Library for the Blind and Physically Handicapped?

A. The Library for the Blind and Physically Handicapped, hereafter referred to as the LBPH or the Library, is a free, tax-supported library service located in Raleigh, NC. It loans books and magazines in special formats to anyone who cannot see to read regular print, hold a book to turn its pages, or who has a physically based reading disability. All of the lending is done through the mail. The LBPH is a part of the State Library of North Carolina, which is a division of the Department of Cultural Resources. The LBPH is also part of the National Library Service for the Blind and Physically Handicapped network of regional libraries. Our patrons call our toll-free number 1-888-388-2460 and speak with a Reader Advisor, or RA, a special staff member who is thoroughly familiar with the collection and has special training in assisting patrons with making selections and in finding solutions to patrons' problems.

Q: What does the LBPH offer?

A: The LBPH loans books and magazines in large print, braille, on cassette tapes and digital cartridges. Patrons may read one or more formats of their choice. The cassette tapes are recorded at slower speeds than commercially available tapes. Thus, the library also loans specially designed cassette players to patrons who request tape service. The same holds true for the digital cartridges, the library loans specially designed digital players for the digital books. Special accessories such as remote controls, breath switches, extension levers, and amplifiers are available to those who need them to use the players. Amplifiers, however, require a separate application signed by an audiologist. The LBPH repairs, at no cost, the LBPH machines loaned to patrons and offer a toll-free telephone line for use throughout the United

States (1-888-388-2460). The library newsletter, *TarHeel Talk*, is provided to patrons quarterly and is available in braille, tape, or large print.

Q: What does it cost to use the service?

A: The service is free. There is no cost for using the materials or equipment, and no postage is required to return library materials.

Q: Do I have to pay postage on books, magazines, or equipment mailed to and from the LBPH?

A: **No.** Materials sent to and from the Library are considered **Free Matter for the Blind**. The Free Matter status is a mailing privilege allowed by the Post Office and certain regulations must be observed. Anything that is in braille or large type (14 point typeface, such as you see here), recordings specifically for the blind and/or physically handicapped or adaptive equipment as defined by the Domestic Mail Manual qualify to be mailed as Free Matter as long as certain conditions are met. These include the following:

- The matter must be unsealed so that it may be opened for postal inspection.
- The matter contains no advertising.
- The matter must be for the use of the blind or other persons who cannot use or read conventionally printed material because of a physical impairment, and who are certified by a competent authority as unable to read normal reading material.
- The matter must show in the upper right corner of the address side the words **Free Matter for the Blind**.

All of our books, magazines, equipment boxes/ mailing labels, and documents/order forms needing return to the LBPH comply with these regulations. Please respect these regulations by using the following reminders:

- Handwritten letters, regardless of print size, do not qualify as Free Matter for the Blind. Only letters that have been typed in 14 point print or larger qualify.
- Letters must not be sealed. The post office has the right to open and inspect anything mailed as free matter.

- Letters, regardless of format, may not be enclosed in a mailing container for braille or recorded books or in a mailing container for a player.

Q: What types of books and magazines are available?

A: The LBPH has leisure reading books and magazines like those you would find in your local public library. They are available for both children and adults. **Listening music is NOT available**, but music instructional materials and scores can be obtained directly from the National Library Service for the Blind and Physically Handicapped. We can supply a brochure about this music service upon request. Reference resources are not available, although information about other services or products for those who are blind or visually impaired is available. For answers to general reference questions, please call your local public library.

Q: Why do I need a player to play LBPH books?

A: LBPH books on tape are recorded at slower speeds than regular commercial tapes cutting down on the number of tapes needed for any given book. Also, while commercial tapes are recorded on 2 tracks (using each side once), LBPH tapes are recorded on 4 tracks (using each side of the tape twice), doubling the amount that can be recorded on any one tape. Our cassette players are specially designed to playback at the required speeds. The cassette players also allow the playing of all 4 tracks of the tapes by simply pressing one switch when told to by the narrator on the tapes.

Our digital players are specially designed for ease of use, with special digital cartridges that hold the book, or books, and only can be inserted one way into the machine.

More information on this topic is included in the Machines, Digital and the Books sections of this manual.

Ila. Cassette Machines

Q: What type of equipment is loaned by the LBPH?

A: The LBPH may loan one cassette player and one digital player (see **Iib.**) to each registered patron. Accessories are also available. The most common, current machines and the accessories available are described below:

Cassette Players

1. Standard Cassette Machine (CBM)
 - plays LBPH (4 tracks at 15/16 rpm) and conventional (2 track at 1 7/8 rpm) cassettes
 - is portable
 - is equipped with a rechargeable battery and electrical cord
 - includes a variable speed control that permits speeding up or slowing down playback speed (by using the speed control slide)
 - has ten controls (stop, rewind, play, fast forward and eject buttons; volume, tone, and speed control slides; a side selector rocker switch, and a speed selector rocker switch)
2. Easy Cassette Machine (E-1)
 - plays only LBPH and other 4 track cassettes recorded at 15/16 rpm
 - must be plugged into an electrical outlet; is not equipped with a battery
 - does not include a variable speed control
 - automatically rewinds cassettes
 - automatically plays all four sides of each cassette without the need to flip the tape over
 - has only two controls, but lacks the versatility of the Standard Cassette Machine
 - may be unsatisfactory unless disability makes use of Standard Cassette Machine difficult

Accessories

1. Amplifier
 - for persons with significant hearing loss
 - requires separate application signed by LBPH librarian, then sent to patron for separate medical doctor's certification and mailed by the patron to NLS per instructions
2. Remote Control
 - for persons confined to bed or with limited mobility
 - turns playback equipment on and off but will not control other functions
 - LBPH submits application to NLS in Washington, D.C. so playback equipment and books may be received 2 - 3 weeks before the Remote Control is received.
3. Breath Switch
 - for persons with little or no use of their extremities
 - must be used with remote control
 - is ordered by LBPH from NLS for patrons
4. Extension Levers
 - for persons who have difficulty manipulating the key controls on a cassette player
5. Pillow Speakers
 - only available for persons who are confined to bed
 - is placed under the reader's pillow and is normally heard only by the reader
6. Standard Headphones
 - issued to readers who require them such as in nursing homes and hospitals where loudspeakers are not permitted or to patrons with impaired hearing
 - blocks out noise and can be used with or without amplifier for patrons with moderate hearing loss
 - volume controls on both ears

Q: How will I know how to use the cassette player?

A: This depends on what type of cassette player you have. Each cassette machine comes with an instruction tape already in the machine. Listen to the instruction tape carefully (several times if needed). To play the instruction tape, proceed as follows:

If you have a **Standard Cassette Machine (CBM)**

- Locate the PLAY button and press it. (The PLAY button is the green button with the raised O on the top of it. It is the middle button of the 5 buttons on the left front of the machine.)
- When you press play, the machine will run using its battery and the instruction tape will begin.
- When you are ready to listen to an LBPH book on tape, just follow the instructions you learned. The narrator on each side of each tape will instruct you when to "turn the tape over" and when to "change the side selector switch."
- Remember, when you begin a new book, your Side Selector rocker switch should be rocked down to the left so side one will play.
- The Speed selector rocker switch should stay rocked down to the left unless you are listening to a 2 track tape.
- Follow the battery care instructions (on the instruction tape) carefully.

If you have an **Easy Machine (E1)**, to play the instruction tape:

- Plug in the machine.
- Be sure the sliding door over the cassette tape is pulled forward (it will cover about half of the cassette tape.)
- Slide the volume control slide to the right. The Easy machine only has two controls. The volume control is the one on the left.
- When you are ready to listen to an LBPH tape book, just follow the instructions you learned.
- Remember, with an Easy machine, you never have to change sides or turn the tape over.
- If you remove a tape from the Easy machine, the machine will automatically rewind it when you reinsert it. So, if you don't want to lose your place, don't remove the tape until the narrator says "This is the end of Side 4" or until the book is finished.

Q: What do I do if the machine doesn't work properly?

A: If you have any problems with operating your machine, please call the LBPH. Be sure to have the machine with you when you call. Our toll free number is **1-888-388-2460**.

If the machine is malfunctioning, call the LBPH. The Machine Department staff can advise you on how to proceed. If repairs are necessary, the machine can be returned to the library free of charge using the original mailing container and the Free Matter mailing label, which came with it. (Another Free Matter label can be obtained upon request by calling the LBPH if necessary.) There is no cost for the phone calls or the machine repair.

Q: How long may I borrow the equipment?

A: The equipment is the property of the Library of Congress National Library Service for the Blind and Physically Handicapped. It is provided on extended loan to our registered patrons. You may keep the equipment as long as you meet the eligibility requirements and **read at least one book or magazine a year from our Library**.

Q: How do I clean and care for the equipment?

A: Use a cloth moistened (not dripping) with a mild detergent such as Ivory liquid. Wipe the outside casing only. Do not apply cleaning, lubricating, or bug-killing sprays to the equipment as they may cause damage.

Recommendations for patrons who have LBPH equipment:

- Open the equipment container upon receipt. Read and listen to the machine instructions carefully. Save the return label and instructions (printed and/or recorded) to the machine. Store the box in a dry place so you may use it to return the machine if needed.
- Take reasonable care of the equipment. Keep it clean. Continued patron abuse of equipment will result in suspension of service.
- Plug in the machine. Be sure the electrical outlet and your extension cord (if using one) are working properly.
- If the equipment malfunctions, call the LBPH and DO NOT attempt to service the machine yourself.
- Notify the LBPH if you are moving to another address.

- Do not exchange equipment with other users.
- Respond promptly to correspondence, surveys, and questions regarding equipment from the LBPH. **1-888-388-2460**
- Stolen or fire damaged equipment must be reported to the LBPH, and a police or fire report must be submitted.
- Notify the LBPH if you wish to discontinue service. At that time, the machine must be returned to the LBPH.
- **Always** call the LBPH prior to returning malfunctioning equipment. They can send out another machine while you are sending yours back.

IIb. Digital Machines and Information

Digital players are being sent to patrons as they become available. There are Standard digital players and Advanced digital players. Digital books (DB's) are also now available on a digital cartridge from NCLBPH. An alternative way of obtaining digital books is the BARD Service mentioned below.

BARD Service

BARD stands for "Braille and Audio Reading Download." This system allows you to use your computer to download digital books or magazines onto your own flash-drive to play on the library's digital player or a player that is compatible. You can download a variety of books from the National Library Service's online catalog at www.loc.gov/nls/ For more information please contact us. **1-888-388-2460.**

Web-Braille

Web-Braille is an Internet, web-based service that provides, in an electronic format, many Braille books, some music scores, and all Braille magazines produced by the National Library Service for the Blind & Physically Handicapped.

To register for Web-Braille patrons contact the Library and provide the library with an e-mail address and a six-to-eight-character password. When the subscription is activated, the new subscriber will receive access instructions by e-mail.

III. Books

Q: How long may I keep the tape and/or digital books?

A: **The loan period for books is six weeks.** The **magazines** which circulate to and from the LBPH should be returned in **two weeks.** Magazines which do not have a reversible return label in a plastic slot are yours to keep. A complete copy of the loan policy is included in **Section VI** of this handbook. Please read it carefully.

Q: How do I return books?

A: All LBPH materials are mailed in containers with plastic slots in which a 3" x 5" card has been placed. Your address is on one side of the card, and the Library's address is on the other. To send books back to us, remove the card from the slot and flip it over. To ensure the Library's address is showing, check the card. One corner has been clipped. When this clipped corner is at the upper left side, the Library's address is showing. Reinsert the card into the plastic slot and toss it into the mailbox.

Q: Should I send books back one at a time or all at once?

A: Books should be mailed back to the Library one at a time, within the loan period, as you finish reading them. The LBPH mails books to you on a one-for-one replacement basis. By sending books back to the Library as you finish them, you create a circular flow of books to and from the Library rather than sending materials in large amounts and having long waiting periods between mailings.

Q: How can I make book selections?

A: The best way to get books that you want to read is to request specific books. In the initial packet of information you receive from us, there is a catalog. This catalog -- which is available in large print, braille, or cassette, -- lists many of the newer titles available from the LBPH. There is an order form in the back that can be marked and mailed to us.

Library users may, also, call the Library to ask for specific titles, books on a particular subject, or books by a specific author. If you want to know if

we have a certain title, then call and ask! If it is in our collection, we will add the title to your request list.

You may also write a letter listing the requests you have, or you can call in your requests using our toll-free number if the request list is short. No more than 12 requests at a time can be accepted by phone.

Every two months, you will receive an update to your catalog called Talking Book Topics. It lists all the new titles produced in that two month period. Use the same ordering procedures. We also have several older title catalogs. A list of them is available upon request. All the catalogs you receive are yours to keep, and they do not need to be returned to the Library.

Online Public Access Catalog (OPAC)

Located at <http://www.klas.com/ncbph> or by going to the library's web site, <http://statelibrary.ncdcr.gov/lbph> and clicking on "Search the Online Catalog" on the left menu.

To get an id and password for your own account in order to request books, please contact the Library, at **1-888-388-2460**, and a reader advisor can provide them to you.

The site has extensive Help files (link located at the bottom of the page) to assist patrons in using OPAC to its fullest extent. OPAC will not allow you to order books in a medium for which you are not active. For example, a tape-only reader may not order a large print book.

Patrons may also access the NLS Union Catalog through the following web address: <http://www.loc.gov/nls> and click on the link **Search the Catalog** at the top of the page.

Q: How can the Library help me make book selections?

A: The Library provides four types of service: **Nightly Service**, **Turn Around Service**, **Only on Request**, and **Only When Calls**. The type of service you choose determines the level of LBPH assistance in making selections.

Nightly Service

Patrons can get the fastest service available using a special option called Nightly Service. This is a completely automated selection process where each night the computer reviews the number of books a patron has. If the patron is not at the "maximum" number of books they want, the computer send books to the patron until the patron's "maximum" is reached. The

computer first checks the patron's request list and sends a specified number of those books that are available. If requests are not available, the computer then checks for books by authors the Library has been informed that the patron likes. If no books by a patron's favorite authors are available, the computer then selects books using the subject and genre preferences the patron has provided. This service can be tailored at any time by calling the Library and asking to add, delete, or exclude authors or subjects, or increase or decrease your "maximum". Patrons can ask for Nightly Service by calling the Library at **1-888-388-2460**.

Turn Around Service

With **Turn Around Service**, a patron is sent a new book every time he/she returns one. In other words, books are sent on a one-for-one replacement basis. This means that a patron should always have reading materials on hand. When a book is returned, the Library staff first checks a patron's request list. If a title that the patron has requested is available then the Library will replace the returned book with it. In the event a patron's request is not available at that time, a Reader Advisor will make a selection. In the absence of an available request, the RA will choose another book for the patron based on the patron's expressed reading interests as indicated orally and by the original application.

Only on Request Service

Patrons who only want specific books they request, but have even more specific criteria requiring staff review of the requests, may prefer "Only on Request" service. To receive service in this manner, call the library, and the necessary changes will be made.

Only When Calls

Patrons who only want books at particular times may wish to be placed on the Only When Calls service. Books will only be sent when the patron calls the library for books. However, you must borrow a book or magazine at least once a year in order to keep your player on extended loan. If you wish to receive Only on Request, Only when Calls, or Nightly Service, please call and speak with a Reader Advisor. If you choose the Nightly Service or Turn Around Service, please call the library at any time if you would like to change the types of books you are receiving.

Q: How long will it take for me to get new books?

A: The time will vary. If you are on the Nightly Service, the computer will usually send you another book the day a book you returned is checked in. If you are on the Turn Around service, your wait will be longer. When you return a book, you will be entered on a list of patrons that require service. The next working day, you will be assigned to a Reader Advisor. Within two to four working days replacements for each book you returned will be shipped. When mail time is also considered, it usually takes about a week to a week and a half for new books to arrive at your home. Patrons are encouraged to sign up for Nightly Service. Patrons on the Nightly Service receive same day service, because everything is computerized, and staff involvement is not necessary. This can speed delivery to you by several days.

Q: What do I do if I am not receiving materials that you send?

A: Check with your local post office. They may be holding the materials there. If not, call us and verify that we have your correct address.

Q: What do I do if I am getting too many or too few books?

A: The LBPH automatically establishes a minimum and maximum range of books that you receive. For most patrons, this range is 2-4 books at a time, depending on the number of media you read. If this is not correct for your reading needs, please call a Reader Advisor and ask them to change the minimum and maximum numbers of books you receive. Also, don't forget that delivery time is required. Our materials are mailed fourth class, which means it may take materials longer to reach their destination.

Q: What is the difference between requests and reserves?

A: Requests are titles that you have asked to receive, whether by phone, letter, or order form. When we receive requests, we add them to a special file, which is reviewed each time we send books to you. If the request is available at that time, then we send it. If not, we will wait until the next time we send books to you to see if the title is available. Reserves are a special form of requests, which are placed in a separate file. When the reserved title becomes available, it is automatically sent to the patron. However, if someone else reserved the title prior to this patron, the title will be sent to

them first. Reserved titles are sent to patrons in the chronological order in which the reserve was made.

Q: When requesting books using the catalogs, what do the letters and numbers mean?

A: Our books are coded and numbered to convey format and location. The letters indicate format, and the numbers tell us where the book is located in our warehouse. All our books are stored in numerical order. The letter codes are explained below:

- RC = Recorded Cassette Tapes
- CBX = Tape materials which are produced by sources other than the National Library Service for the Blind and Physically Handicapped. These would include local, volunteer-produced titles.
- DB = Digital Book Cartridge which are produced by NLS.
- LT = Large Type Materials purchased by the LBPH.
- BR = Braille materials which are produced by NLS.
- BRA = Hand copied braille for which only limited copies are available. These are interlibrary loaned for patrons when requests are received at the Library.
- BRX = braille materials which are not provided by NLS. These include locally purchased, donated, and volunteer-produced braille.

Q: What do I do if I am not receiving books that I like?

A: There are several things you can do.

1. Send more requests. You are the best judge of the things you like to read. The more requests you send us, the more likely it is that we can fill that request and send you something you truly want.

2. Order more catalogs, or check the online catalogs. The bimonthly catalogs you receive list only newer titles. We have older title catalogs available upon request. You can request a list of these by calling the Library. Internet users may see what titles are available by using the LBPH online public access catalog, available through the NC LBPH web site at <http://statelibrary.dcr.state.nc.us/lbph/lbph.htm>. To order books using the online catalog, call us for a User ID and Pin Number.

3. Call the Library and ask for a Reader Advisor (RA). The RA always looks at your computer file every time he/she sends you a book. The computer file reminds the RA what you like and don't like. The RA can update your reading interests or specific instructions by adding or changing special computer codes that describe your reading interests or by making notes in your file. Also, review any exclusion codes in your file with your RA to see if they are necessary. Many people tell us they don't want to receive any books with descriptions of sex, violence, or strong language. If you tell us this, we code your computer file, and the computer will not allow us to send anything that has any of these objections in it -- including many bestsellers that frequently contain at least a small amount of these items. (The only exception to this is the patron request. If you ask to read a specific title that includes one of the mentioned objectionable items, then we will send it to you.) If you feel that you can tolerate some descriptions of sex, violence or strong language, then we can remove the exclusion codes from your file, and there will be more title selections from which we can choose.
4. Recheck your order form before you mail it. Be sure that you have marked the correct order number.
5. Put your name and address on your request forms and letters. We may receive your requests, but if your name isn't on the form, then we don't know whose requests they are. Likewise, we have many patrons with the same names. The only way to distinguish between them is by address. Be sure that you include your name and address on ALL correspondence.
6. Be sure to send your requests and all correspondence to our address in Raleigh. DO NOT send requests to CMLS in Florida or to the National Library Service in Washington. They will simply forward the information to the Library. Our address is: Library for the Blind and Physically Handicapped, 1841 Capital Boulevard, Raleigh, NC 27635.
7. Keep in contact with us. Unless we are aware that you do not like the books you receive, we assume that you are satisfied. To call us toll free, dial 1-888-388-2460.

Q: What can I do if a book I really need/want is not available?

A: There are three options available to you. They are described below.

Reserves

If the book you need is in the LBPH collection but no copies are available, ask for the book to be placed on reserve for you. Doing this places you on a special waiting list to automatically receive the book as copies are returned. It works just as reserves work at your local public library, the first person on the list gets the first available copy, etc.

Interlibrary Loan

If the book you need is in the LBPH collection, no copies are available and you have an urgent need for the book, ask a Reader Advisor to Interlibrary Loan a copy for you. Additional copies of most NLS produced books are housed at a central location called a Multistate Center. Your LBPH can request one of those copies be sent to you if needed. (NOTE: Interlibrary loan through the LBPH is not possible for Large Type titles.)

Some titles are not in the North Carolina LBPH collection but may be available through interlibrary loan from other regional LBPHs. A Reader Advisor can check the Union Catalog to see if a title may be available at another LBPH. Patrons may check the Union Catalog at the following web address: <http://www.loc.gov/nls>. Call the LBPH at 1-888-388-2460, if you wish to order a book through interlibrary loan.

Referrals to Other Sources

Some titles may not be available through this or other LBPHs, but we may be able to direct you to another source for borrowing or buying the title.

Q: How can I change the format I read or add a new format?

A: Simply call the LBPH. We can work with you to make any service adjustments so that you get the types of materials you want.

Q: What do I do if I receive incomplete materials?

A: Remember, each tape has four sides. If you are using a standard cassette machine, you must play each tape twice. Rock the side selector switch to the left and play both sides of the tape like a regular tape to hear sides 1 and 2. Then rock the side selector switch to the right and play both sides of the same tape again. This time you will hear Sides 3 and 4. The tapes are numbered 1, 5, 9, and so on, indicating each tape has four sides. If you have followed these instructions for standard cassette machines, or are using an Easy cassette machine or record player, and part of the material is still missing, please write "MISSING TAPE" on the return mailing card, and we will give the copy special attention. Call us if you would like another copy.

Q: What happens if I receive damaged materials?

A: If you receive a damaged cassette, remove it from the machine, but do NOT rewind it. **Place a string or rubber band around the damaged cassette.** Return it to the mailing container, and write "damaged tape" on the return side of the mailing card. This will notify us that there is a damaged cassette inside the container, and we will remove it from the collection. **(Please DO NOT place a rubber band, twist tie, or string on the outside of the container.** These will jam in Post Office equipment.)

If you need another copy of the book, please call us and let us know. We do not automatically send you another copy when a book is returned damaged.

IV. Magazines

Q: Which magazine titles do you offer?

A: We have a wide variety of magazines for all interests and age groups and in cassette tape, large print and braille. The number of magazines and the specific titles offered may change, depending on the publishers and whether or not they change the availability of a magazine. However, we have approximately 100 titles.

A list of the titles should be in the packet of information you receive when you first sign up for service. If you do not have this list, call the LBPH and request one.

Q: Do I have to return magazines to the LBPH?

A: This depends on which of the two types of magazine you receive -- circulating or direct mail magazines. **Circulating magazines**, as their name implies, are mailed to and from the LBPH. Circulating magazines have a plastic slot on the mailing container with a removable card. Please return these magazines to the LBPH. The loan period for circulating magazines is two weeks. **Direct mail magazines** are sent to you from the publisher and they do not have a removable mailing card. These magazines are yours to keep.

V. Volunteer Services

Q: Does the Library use volunteers?

A: Yes. The LBPH has a very active volunteer recording, braille, and administrative support program. The recording program is centered in Raleigh, because this is where the recording booths are located. Volunteers in the Raleigh area can participate in the recording program where they receive special voice and technical training to record local materials onto tape. Many volunteers across the state also work with the LBPH to get certified as braillists with the National Library Service for the Blind and Physically Handicapped. Once certified, they braille local materials for patrons. Finally, many volunteers assist the Library by typing, compiling a volunteer newsletter, preparing the Library's newsletter for mailing, obtaining publisher permission for recording materials, repairing cassette and Braille machines, helping in the circulation department, and more. If you are interested in becoming a volunteer, contact the LBPH and ask for the Volunteer Section.

The Library also has a special membership organization called the **Friends of the North Carolina Library for the Blind and Physically Handicapped (Friends)**. The Friends work to promote and support the Library's services using tax deductible membership dues, donations, memorials, and bequests. The Friends have sponsored an open house and volunteer recognition events, participated in the White House Conference on Library and Information Services, developed a radio public service announcement, and more to help others know and appreciate the LBPH. If you are interested in joining the Friends, a brochure/application has been included in your new patron packet.

Q: Does the Library accept donations?

A: The Library does accept donations, memorials, and bequests. If you would like to make the contribution directly to the library, please send a check to NC Library for the Blind and Physically Handicapped, 1841 Capital Blvd, Raleigh, NC 27635. Our Friends of the NCLBPH also accepts contributions, if you are interested in making such contributions, please send a check to the Friends of the North Carolina Library for the Blind and Physically Handicapped (FNCLBPH), 1841 Capital Boulevard, Raleigh, NC 27635. Please make the check payable to Friends of NCLBPH. Contributions are tax deductible.

Q: What is the descriptive video or DVD service and how do I get it?

A: Described videos are popular videos that play in any VCR. We also have available described videos on DVD that play in any DVD player. The videos have a special sound track that describes the visual elements of the movie. Active users of the Library may join the video club by calling the library for a membership form and paying a one-time membership fee of \$20. The video service is funded by the Friends of NCLBPH, who use the membership fee to continue the video service.

Overall Reminders:

- Put your name and address on all correspondence with us.
- Send all correspondence to the LBPH in Raleigh. Do not send materials to CMLS in Florida or to NLS in Washington unless specifically asked to do so.
- Notify the Library of address changes at least six weeks in advance to avoid delays in service.
- **Return books within 6 weeks**
- **Return magazines with return labels within 2 weeks.**
- **Return videos and/or DVD's within 3 weeks.**
- Return your equipment and materials if you no longer wish to receive service.
- Always notify the LBPH of the reason you are returning equipment.
- Please call the LBPH if you have any questions regarding your service or if you need to make changes in service.
- Keep the original packaging in which your machine arrives. You will need it to return equipment in the event it needs repair.

1-888-388-2460

VI. Loan Policy: Individual Service

The library has established a loan policy formally covering the responsibilities of the Library for the Blind and its patrons. This policy has been reproduced in this section for your reference.

The following policies govern the circulation of books, magazines and equipment to eligible blind and/or physically handicapped readers registered with the North Carolina Library for the Blind and Physically Handicapped (NCLBPH.) Eligible readers who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to NCLBPH according to the policies stated below, and not losing or damaging library materials or equipment through negligence. Violation of this policy can result in suspension of some or all library services.

Policy

Braille books, recorded books, and large print books and specialized playback equipment will be loaned by this library to eligible registered readers without charge, and this library will keep records of all such loans. The borrower should notify the library of temporary or permanent changes of address or a desire to cancel the service.

Equipment

Equipment necessary to read the recorded materials may be borrowed on extended loan for as long as the borrower meets National Library Service eligibility requirements and the borrower reads at least one book or magazine per year provided by the library. If neither of these two conditions is met, the equipment must be returned to the library.

It is the borrower's responsibility to ensure equipment is properly cared for and kept free of damaging substances or infestation. In the event that a machine ceases to function properly or needs repair, it should be returned to the library for repair and/or replacement. Under no circumstances should a borrower attempt to repair the playback equipment or accessories. When possible, the borrower, their caregiver or family should inform the library of the reason for any equipment return.

Books

The loan period for books is six weeks. Borrowers are encouraged to return each book as they finish reading it, to ensure a smooth flow of books to the reader. To return a book, flip the mailing card over and reinsert it into the slot on the container. No fines for overdue books will be levied; however, borrowers are urged to observe the six week loan period, so books can be available for other readers.

A minimum and maximum number of books in each format (braille, cassette, digital cartridge and large print) to be sent to the borrower at one time is determined by the library, based on the borrower's reading record and as desired by the borrower. The library reserves the right to limit readers' maximum number of books to ensure adequate service and collection availability for all patrons. The library may lower a borrower's maximum number of books if books are not returned on time. Once a borrower reaches their maximum number of books, no additional books will be sent until books are returned. Borrowers should call the library to adjust their minimum and maximum number of books to meet the borrower's individual reading needs. Unless otherwise requested by the borrower, for each book returned in each format, a replacement book will be sent to the borrower. Borrowers may choose to receive only specific books they request.

Borrowers are urged to rewind cassettes and return each container with its original contents. Damaged items should be marked or reported to the library prior to returning the item. To mark a damaged cassette, do not rewind the tape, and place a rubber band or string around the cassette. Damaged braille or large print books should be reported to the library prior to returning the book. Patrons should call the library if they would like to receive a replacement copy for a damaged book.

Magazines

Magazines are provided to borrowers in two ways. Magazines that are mailed in containers bearing a return mailing card are circulated to multiple readers through this library. These magazines should be returned to the library by flipping the card over and reinserting it into the slot on the mailing container. The loan period for magazines bearing return mailing cards is two weeks. Other magazines are mailed to borrowers directly from the producers and do not have a return card. These magazines should not be returned to the library.

Other Information

Borrowers may not lend library books, magazines, or equipment to other persons. The borrower will ensure that books, magazines, and equipment being returned to the library by Free Matter are delivered into the hands of the United States Postal Service by being placed in a mailbox or delivered to the post office. No postage is needed to return any library materials or equipment. All preprinted library mailing cards and labels used to return materials are marked Free Matter for the Blind to allow free mailing.

In case of repeated verbal abuse of library staff by a borrower, in-person or telephone service to that borrower may be suspended by the library.

In the event that any of these policies are violated repeatedly, the borrower's service may be suspended for a period of time after being given a written warning and an opportunity to reply. If, after reinstatement of service, abuse continues, service may be suspended again.

In the event of suspension, the following steps will be taken:

1. The library will first discuss the problem noted with the patron by telephone or in person, then will send a warning letter which summarizes the discussion and the problem and provides an opportunity for the patron to reply.
2. If service abuse recurs, a second written communication will be sent to the patron citing the earlier warning letter, listing examples of subsequent abuse, giving the patron an opportunity to reply by a certain date, and then suspending the service for a stated period (up to 6 months). A specific date for resumption of service will be included in this letter.
3. Once notified of service suspension, it will be the borrower's responsibility to contact the library for resumption of service on or after the date specified in the suspension notice. Any further recurrences will result in another suspension of service as it relates to the documented abuse.

Any questions regarding library service or policies may be answered by calling the library on our toll-free number, 1-888-388-2460.

This loan policy has been approved by the National Library Service for the Blind and Physically Handicapped, Library of Congress, Washington, D.C.

VII. Commonly Requested Resources

We frequently receive questions about other resources available to people with print handicaps. Following are some of the addresses and information for our most common referrals:

1. Division of Services for the Blind

Division of Services for the Blind (DSB); 309 Ashe Avenue - Fisher Building; Raleigh, NC 27699-2601. Mailing Address: 2601 Mail Service Center; Raleigh, NC 27699-2601. Contact DSB for the following services: Rehabilitation Programs (919) 733-5897 or (800) 846-5860; Independent Living Services (919) 715-0543; Information on Aids and Appliances (919) 715-0249. These programs help people who are blind learn how to adjust so that they can lead full, productive lives.

2. Governor Morehead School for the Blind

Governor Morehead School (GMS) for the Blind; 301 Ashe Avenue; Raleigh, NC 27606. Contact GMS for information related to educational programs for those who are blind. (919) 733-6382.

3. Division of Services for the Deaf and the Hard of Hearing

Division of Services for the Deaf and the Hard of Hearing; Woodoak Bldg GL-3, 1100 Navaho Drive; Raleigh, NC 27609. (919) 874-2212 (Voice/TTY); (800) 851-6099 (Toll free Voice/TTY). Contact this division for information about services for the deaf. Email: DSDHH.Information@ncmail.net -- @dhhs.nc.gov

4. Radio Reading Service

Radio Reading Services (RRS). These are radio stations which have volunteers read local newspaper selections, magazines, stories, recipes, etc. A special receiver is given to RRS patrons to receive the broadcasts. There is no cost for the service, but donations are accepted and appreciated. There are several throughout NC:

CRIS - Charlotte Readers Information Service (broadcasts on Time Warner channel 21 & TW Basic Channel 4), P.O. Box 1904, Huntersville, NC 28070, (704) 875-0040.

Southeastern NC Radio Reading Service, 1200 Murchison Road, Fayetteville, NC (800) 313-7007 or (910) 672-1600. ssencrrs@gmail.com

Triangle Radio Reading Service, 211 East Six Forks Road, Suite 103, Raleigh, NC 27609, (919) 832-5138. TRServ@nc.rr.com
www.trianglereadingservice.org

Triad Information Reading Service (TIRS), Winston-Salem, NC (336) 758-6011. Email: tirs@wfu.edu <http://tirs.wfu.edu/>

Mountain Area Radio Reading Service (MARRS), 75 Haywood St. Suite G-4, Asheville, NC 28801, (828) 251-2166. Email: info@marrswnc.org
www.marrswnc.org

Radio Reading Service of Eastern NC, P.O. Box 20555 Greenville, NC 27858, (252) 758-4683.

Radio Reading Service of Eastern NC (RRSENC) P.O. Box 3274, New Bern, NC (252) 633-5725 <http://www.rrsec.com>

Cape Fear EARRS, PO Box 144, Wilmington NC 28402; (910) 362-0903 (office/fax). Email: ifo@EARRS.org

Down East Radio Reading Service, PO Box 8706, Rocky Mount NC 27804, (252) 443-7551 (voice), (252) 446-7552 (fax).
<http://www.downeastreading.org>

Please contact the RRS nearest you to find out if and how you can receive service.

5. CARELINE

CARELINE. 1-800-662-7030: This toll free number allows you to call the Department of Human Resources. CARELINE is a clearinghouse for information about available services for people with disabilities. In some cases, they can forward your call to the appropriate agency. CARE-LINE between 7 am and 11 pm, 7 days a week including state holidays by calling 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (TTY). For local calls, you may dial 855-4400 (English/Spanish) or 919-733-4851 (TTY).
<http://www.ncdhhs.gov/ocs/careline.htm>

6. North Carolina Assistive Technology Project

North Carolina Assistive Technology Project (NCATP); 1110 Navaho Dr.; Suite 101; Raleigh, NC 27609; (919) 850-2787 (Voice/TTY). The NCATP provides information on technology, aids, and appliances for the visually impaired. They also have a free newsletter in special formats. Email: Ideese@ncatp.org <http://www.ncatp.org/Centers.html>

7. Recordings for the Blind & Dyslexic, Inc.

Recordings for the Blind & Dyslexic (RFB&D); 20 Roszel Rd.; Princeton, NJ 08540. 1-866-732-3585 (Member Services) or 1-800-221-4792. RFB&D provides textbooks in special formats. <http://www.rfbd.org/>

8. American Printing House for the Blind

American Printing House for the Blind (APH); 1839 Frankfort Ave.; PO Box 6085; Louisville, KY 40206-0085; (502) 895-2405; 1-800-223-1839 (toll-free). APH offers specially formatted textbooks and has central catalogs of books in special formats. APH also offers a wide range of products from braille paper to games. <http://www.aph.org/>

Questions? Call:

1-888-388-2460