

PATRON HANDBOOK

Individual Service

An Introduction to the Services of the

Department of Natural & Cultural Resources

State Library of North Carolina

Library for the Blind and Physically Handicapped

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Table of Contents

I. General Information.....	1
Q: What is the Library for the Blind and Physically Handicapped?	1
Q: What does the LBPH offer?.....	1-2
Q: What does it cost to use the service?	2
Q: Do I have to pay postage on books, magazines, or equipment that is mailed to and from the LBPH?	2-3
Q: What types of books and magazines are available?.....	3
Q: Why do I need a digital player to play LBPH books?	3
II. Digital Machines.....	3-4
Q: What type of equipment is loaned by the LBPH?	3-4
Digital Players.....	4-5
Accessories.....	5

Q: How will I know how to use the digital player?.....	5-6
Q: What do I do if the machine doesn't work properly?	6
Q: How long may I borrow the equipment?	6
Q: How do I clean and care for the equipment?	6-7
BARD Service.....	7
Downloadable Braille.....	7
III. Books.....	8
Q: How long can I keep the books?	8
Q: How do I return books?	8
Q: Should I send books back one at a time or all at once?.....	8
Q: How can I make book selections?	8-9
Online Public Access Catalog (OPAC).....	9

Q: How can the Library assist me in making book selections?9-10

Nightly Service10

Turn Around Service.....10

Only on Request.....10

Only when Calls10

Q: How long will it take for me to get new books? 11

Q: What do I do if I am not receiving materials that you send? 11

Q: What do I do if I am getting too many or too few books? 11

Q: When requesting books using the catalogs,
what do the letters and numbers mean? 11-12

Q: What do I do if I am not receiving books that I like? 12-13

Q: What can I do if a book I really need/want is not available? 13-14

Q: How can I change the format I read or add a new format? 14

Q: What happens if I receive incomplete or damaged materials?..... 14

IV. Magazines 14-15

Q: Which magazine titles do you offer?..... 15

Q: Do I have to return magazines to the LBPH? 15

V. Volunteer Services..... 15

Q: Does the Library use volunteers?..... 15-16

Q: Does the Library accept donations? 16

Q: What is the descriptive video service and how do I get it?..... 16

Overall Reminders 16-17

VI. Loan Policy: Individual Service 17

Policy.....	18
Equipment.....	18
Books.....	18-19
Magazines.....	19
Other Information.....	19-20

VII. Commonly Requested Resources..... 20

1. Division of Services for the Blind.....	21
2. Governor Morehead School for the Blind	21
3. Division of Services for the Deaf and the Hard of Hearing	21
4. Radio Reading Services.....	21-22
5. CARELINE.....	22
6. North Carolina Assistive Technology Project	23
7. LEARNING ALLY (formerly Recordings for the Blind & Dyslexic)	23
8. American Printing House for the Blind	23
9. Currency Readers-Bureau Of Printing & Engraving	23

Patron Handbook

For Individual Patrons of the North Carolina 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 Natural & 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, and digital cartridges. Patrons may read one or more formats of their choice. The library loans specially designed digital players for the digital books. Special accessories such as remote controls and breath switches 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 twice a year and is available in braille, digital cartridge, 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.

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: 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. The books that are mailed to you can only be played on one of our players.

II. Digital Machines and Information

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

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

Digital Players

Digital players are being sent to patrons as they are requested and become available. There are standard digital players (DS1) and advanced digital players (DA1). Digital books (DB's) are also available on a digital cartridge from NCLBPH. When you receive your digital player it will have a maximum charge of eight hours or higher. Try to charge your player some each day or overnight. If you are listening to a cartridge and can keep it plugged in, that might help keep it charged. After charging your player about three times, it should start holding more of a charge. We will replace your player only if it holds a charge less than eight hours.

The rewind, play and fast forward controls are centered and are close to the front edge of the player. The square green button controls stopping and starting the book. The white triangular rewind and fast forward buttons to the left and right of the of the play button allow you to move through the book more quickly the more times they are pressed. Each key gives audio feedback about how far ahead or back you are moving. Just behind the navigation buttons are the power, sleep and volume buttons. The white crescent shaped button is the sleep button. This button will turn the player off 30 minutes after it is pressed. It is centered just behind the play button.

The yellow arrow shaped buttons are the volume control buttons. They are located close to the right edge of the player. These are the basic controls of the DS1 player. When you receive your player, instructions will come in the box.

The advanced player, DA1 is exactly the same size as the DS1 but has another row of controls between the power, sleep and volume controls and the speaker. The advance controls are for setting and retrieving bookmarks and for navigations through the book.

The bookshelf feature allows you to move from book to book on your cartridge until you reach the book you want to read. Since this is a multi-book cartridge you will need to select the book you wish to listen to from those available on your cartridge. To do so press and hold the Play/Stop button until you hear a beep. Then press the Fast Forward/Rewind buttons until you hear the title of the book you wish to listen to. Then press the Play/Stop button to select that book.

Accessories

1. 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.

2. 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

3. 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

4. Standard Headphones

- issued to readers who have impaired hearing
- blocks out noise for patrons with moderate hearing loss

The National Library Service has a high volume player for patrons with profound hearing loss. Please call the library if you have questions.

Q: How Will I Know How to Use the Machine?

A: Each player will come with instructions sheet on how to use your new player.

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

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

BARD Service

You can also download books and magazines from BARD. 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 also download books to your I-phone, I-pad, I-pod, tablet, android phones/devices or Amazon Kindle Fire. A free BARD Mobile App is available in the I-tunes store, Google Play store, and Amazon Kindle Fire store. You can download a variety of books from the National Library Service’s online catalog at www.loc.gov/nls/.

To download BARD books to use with the NLS talking book player, you need: a computer, an email address, high speed internet access, to know how to zip/unzip computer files, and a thumb or flash drive or an NLS compatible cartridge and USB cable, application instructions, more details and instructions on using BARD:

<http://statelibrary.ncdcr.gov/lbph/read/download>

Downloadable Braille

Braille is also available on the BARD download site. Many Braille books, some music scores, and all Braille magazines produced by the National Library Service for the Blind & Physically Handicapped are available for download if you have a braille embosser or a refreshable braille display.

III. Books

Q: How long may I keep the books?

A: There is NO loan period for your two (2) personalized **digital cartridges**, however as you finish each cartridge you should return it in order to be refilled with new books and returned to you. The loan period for **large type** and **braille books** is six weeks. The **magazines** which circulate to and from the LBPH should be returned in **two weeks**. A complete copy of the loan policy is included in **Section VI** of this handbook.

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: One of the best ways to get books that you want to read is to request specific books. To help with selections, every two months you will receive a large print, digital or braille catalog called Talking Book Topics. It contains many of the newer titles available from the LBPH. There is an order form in the back that can be marked and mailed back to us at NCLBPH 1841 Capital Blvd Raleigh, NC 27635.

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 just call and ask! If it is in our collection, we will add the title to your account.

You may also write a letter listing the requests you have, or you can call in your requests using our toll-free number **(1-888-388-2460)** 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. 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 <https://ncbph.klas.com> or by going to the library's web site, <http://statelibrary.ncdcr.gov/lbph> and clicking on "Search the Catalog" in the Search the Catalog area. 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 digital 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 right corner 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- Available with Digital Books

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 patron accounts of cartridges returned and automatically erases and replaces those titles with new choices that will go back out in the mail the next day.

Turn Around Service- Available with Large Print and Braille

With Turn Around Service for large type and braille patrons, 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- Available with Large Print and Braille

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- Available with Large Print and Braille

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 remain an active patron.** If you wish to receive Only on Request, Only when Calls, Nightly service or Turn Around Service, please call the library at any time and speak with a Reader Advisor.

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

A: The time will vary. If you are on the Nightly Service, our computer will erase and replace your digital books with new ones.

If you are on the Turn Around service for large print or braille, when you return a book, you will be entered on a list of patrons that require service.

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.

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: LBPH automatically establishes a minimum and maximum range of books that you receive. For most patrons, this range is 2-5 books at a time, depending on the type 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 the delivery time needs to be factored in. Our materials are mailed fourth class, which means it may take materials longer to reach their destination.

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:

- 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.
- DBX = Digital Book Cartridge produced at LBPH.
- DBC= Digital Book Cartridge produced at another library in the network.

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 newer titles. 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 [order books using the online catalog, https://ncbph.klas.com](https://ncbph.klas.com) 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 mailing. Be sure that you have marked the correct book numbers.

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 Data Management 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 two 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 (Braille Only)

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. LBPH can request one of those copies be sent to you from another source if needed.

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

A: Simply call 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 or damaged materials?

A: If you receive a damaged or incomplete cartridge, remove it from the machine. (This include books that say “end of book”, “cartridge error” or other problems with the cartridge.) **Place a string or rubber band around the damaged cartridge.** Return it to the mailing container, write “damaged” on the return side of the mailing card. This will notify us that there is a damaged cartridge inside the container, and we will remove it from your account. **(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 cartridge, please call us and let us know. We will send you another cartridge in place of the damaged one.

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 digital, 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 LBPH. Circulating magazines have a plastic slot on the grey mailing container with a removable card. Please flip the card over and return these magazines to LBPH. The loan period for circulating magazines is two weeks. **Direct mail magazines** are sent to you from the publisher and need to be returned within a month unless they are only weekly magazines. These magazines come in a red case.

V. Volunteer Services

Q: Does the Library use volunteers?

A: Yes, 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 LBPH to get certified as brailist 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, helping in the circulation department, and more. If you are interested in becoming a volunteer, contact LBPH and ask for the Volunteer Coordinator.

The Library also has a special membership organization called the **Friends of the North Carolina Library for the Blind and Physically Handicapped (FNCLBPH)**. The Friends work to promote and support the Library's services using tax deductible membership dues, donations, memorials, and bequests. The Friends have sponsored 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 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. Contributions are tax deductible.

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

A: We have descriptive videos on DVD that play in any DVD player. The videos have a special sound track that describes the visual elements of the movie. We also have older VHS descriptive videos available. 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. This form should be included in the welcome packet. 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 LBPH in Raleigh. Do not send materials to Data Management 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 (Braille and Large Type)**
- **Return magazines with return labels within 2 weeks.**
- **Return DVD and VHS tapes within 3 weeks.**
- **Remember with digital books, you must return a cartridge to be reloaded with new books.**
- **Return your equipment and materials if you no longer wish to receive service.**
- **Always notify LBPH of the reason you are returning equipment.**
- **Please call 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.**

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, audio 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. If a machine ceases to function properly or needs repair, it should be returned to the library for repair and/or replacement. The borrower should not attempt to repair the 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 Large Type and Braille books is six weeks. Digital books have no loan period but 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, 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 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 cartridge, place a rubber band or string around it. 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 need to be returned to that location. These magazines are in a red container. 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 problem.

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 at 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) 733-9744; 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.

www.ncdhhs.gov/divisions/dsb

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 **www.governormorehead.net**

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. **www.dsdhh.dhhs.state.nc.us**

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) 672-2013 or (910) 672-1600. **www.sencrrs.org**
Email: wjwoodard02@aol.com

Triangle Radio Reading Service, 211 East Six Forks Road Suite 103, Raleigh, NC 27609 (919) 832-5138. Email: info@trrsnc.org
www.trianglereadingservice.org

Triad Information Reading Service (TIRS), Winston-Salem, NC (336) 758-6011 Email: tirs@wfu.edu www.tirs.ws

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).
Email: info@downeastreading.org. <http://www.downeastreading.org>

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

5. 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 by calling 1-800-662-7030 (English/Spanish) or 1-877-452-2514 (TTY). <http://www.ncdhhs.gov/ocs/careline.htm>

6. North Carolina Assistive Technology Project

North Carolina Assistive Technology Project, 4900 Waters edge Dr. Raleigh, NC 27606; (919) 859-8360. NCATP provides information on technology, aids, and appliances for the visually impaired. Email: lynne.deese@dhhs.nc.gov <http://www.ncatp.org/Centers.html>

7. LEARNING ALLY (formerly Recordings for the Blind & Dyslexic)

Learning Ally; 20 Roszel Rd Princeton, NJ 08540. 1-866-732-3585 (Member Services) or 1-800-221-4792. Learning Ally provides textbooks in special formats. www.learningally.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/>

9. CURRENCY READERS-BUREAU OF PRINTING AND ENGRAVING

If you are interested in a free currency reader you must fill out an application. You can call 1-844-815-9388 to request an application or go to www.moneyfactory.gov/uscurrencyreaderform.html and print it yourself. If you are a patron of the library, the application does not need to be certified.

Questions?

Call:

1-888-388-2460

