

PATRON MANUAL

Table of Contents:

- Page 1. Library Locations, Hours and Contact Information
- Page 2. Eligibility for Program
 - Service Overview
 - Equipment
- Page 3. Reader Advisor Services
 - Loan Policy
- Page 4. Book and Magazine Circulation
 - Duplication on Demand
 - North Dakota Collection
 - Magazines
 - Ordering Books
- Page 5. Service Options
 - BARD—Braille and Audio Reading Downloads
 - BARD Express
- Page 6. BARD Mobile
 - Magazine on Cartridge (MOC) program
 - Returning Materials
- Page 7. Damaged Materials
 - Reading Multiple Books or Magazines on the Same Cartridge
- Page 8. Discovery Newsletter
 - Accessories
- Page 9. Suspension due to abuse

Location and Hours

North Dakota State Talking Book Regional Library

604 E. Boulevard Avenue Dept. 250

Bismarck, ND 58501

Monday through Friday: 8:00 am—4:00 pm

Phone Hours: 8:00 am – 2:00 pm

Closed for state holidays

Contact information:

Toll Free: 1-800-843-9948

Local: 1-701-328-1408

Email address: tbooks.nd.gov

Website: <http://library.nd.gov/talkingbooks.html>

Eligibility for Program:

Individuals who cannot read regular print because of visual, physical or reading impairment may apply for service. The application form specifies who is eligible and who is qualified to certify eligibility.

North Dakota Talking Book Library Services include:

- Reader Advisory service
- Audio Books on cartridge
- Discovery, the newsletter of the North Dakota Talking Book Library
- Talking Books, titles recorded about North Dakota or by North Dakota Authors
- Braille and Audio Reading Downloads (BARD)
- Large Print Books
- Magazine on Cartridge (MOC) Program

Equipment:

- A specialized digital talking book machine will be loaned by to eligible registered patrons without charge.
- Patrons should keep the original box and enclosed Styrofoam packing for return of the player.
- Under no circumstances should the borrower attempt to repair the equipment or accessories.
- In the event that a machine ceases to function properly or needs repair, it should be returned to the lending agency, and a replacement machine will be provided.
- When returning a machine, we ask that the patron checks either the “cancel” or the “replacement” box on the mail card so we know the reason for returning.
- In case the original box is lost, the address to return the machine is on the bottom of the machine and can be mailed “Free Matter for the Blind and Physically Handicapped”.

Read Advisor Services:

Contact a Reader Advisor if:

- You want to request books or magazines
- You want information about titles, subjects, or authors
- You want to read a particular book series in chronological order
- You have questions about downloading books from BARD
- You need to request a new password for BARD
- You stop receiving materials
- Your machine does not work properly
- Your machine is lost or stolen
- Your name, address, phone number, or e-mail address changes or your temporary address changes.
- You wish to have your service put on hold or restarted.
- You have materials or equipment you are not using or wish to discontinue service.

Loan Policy of the North Dakota Talking Book Library:

The following policies govern the circulation of books and equipment to eligible blind and/or physically handicapped readers of the North Dakota Talking Book Library.

- Eligible readers who borrow materials from the library accept responsibility for using materials with reasonable care, returning them to the lending agency according to established loan policies, and not losing or damaging them through negligence. Violation of this policy can result in suspension of some or all library services according to the NLS Network Library Policy Manual, section 9.10.
- Large print and recorded books will be loaned by this library to eligible registered readers without charge. The borrower should notify the library of changes of address, a desire to cancel the service, or temporary or permanent transfer of service to another geographic area. To remain active, a patron must borrow one book or subscribe to one magazine per year.
- The loan period for large print books is 8 weeks and renewals are available upon request. The borrower must have a ND State library patron card in order to check out large print books. The Reader Advisor can assist you when applying for the patron card. The State Library will charge for replacement for a large print book not returned.
- Equipment necessary to read the recorded materials may be borrowed on extended loan for as long as the borrower is using it to read materials provided by the library.
- Patrons in good-standing may loan the maximum of 4 cartridges at a time.
- The loan period for cartridges is 90 days. Materials may be renewed once for a further 90 day period. No fines for overdue books will be levied; however, borrowers are urged to observe the loan period so books and magazines can be available for other readers.

- 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. Placing them on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the postal service and, if problems arise by use of this method, the borrower is responsible for the lost or damaged books.
- Borrowers may not lend library books, magazines, or equipment to other persons.
- 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.

Book Circulation:

Duplication on Demand

This book delivery system makes it possible for patrons to receive multiple titles on a single cartridge or if a patron prefers one title on a cartridge they may request it. Each cartridge is specifically created for each patron.

North Dakota Collection:

The Local Book program at the North Dakota Talking Book Library is a local recording program for books of interest to North Dakota residents. Books about North Dakota and by North Dakota authors are recorded that otherwise would not be available to patrons through the Talking Book program. Books recorded include biographies, history, westerns, classics, and romance. To sign up to receive books from this program, please contact a Reader Advisor.

Magazines:

The library offers magazines in audio and braille formats. There are 68 magazines available in audio format and 35 available in braille. We limit patrons to 3 magazine subscriptions. Magazines are also available for downloading from BARD.

Ordering Books:

- Auto-select— The patron chooses their favorite authors and subjects, the computer sends them books based on those reading interests.
- Request Only— the patron contacts the library with the specific books or authors they would like to receive.
- NLS Catalogs —Talking Book Topics and Braille Book Review are bimonthly publications of NLS that contain annotations of new book releases. Each catalog comes with an order form that patrons can fill out and send to their library. Books will then be sent to patrons from these request lists.

Service Options:

- Turn Around: When books are returned, replacement books are automatically sent out to the patron the next business day.
- On Demand: Books are sent only when you call the library and request them.

BARD—The Braille and Audio Reading Download service:

As a Talking Book patron you have access to over 115,000 downloadable audio books, magazines, music scores, and Braille titles.

To download books from your , you will need access to a high-speed internet connection, a valid email-address, and basic knowledge of downloading items from the internet, unzipping files, and transferring files to a flash drive. To register for BARD access, visit <https://nlsbard.loc.gov/ND1A/ApplicationInstructions.html> . Once there, select the link to the “BARD application for Individuals”. Next fill in and submit the application and await approval. Once approved, you can begin downloading books. Books can be played on your NLS machine using a standard flash drive or a cartridge. The North Dakota Talking Book Library will supply the patron with a cartridge and cable.

BARD Express:

BARD Express, a Windows-based application for those who download from BARD through a computer, is available from the National Library Service (NLS).

BARD Express simplifies the process of downloading and transferring audio materials to a cartridge or USB flash drive. The major advantage is that BARD Express unzips and transfers the files to a cartridge for you with the click of a button.

If you are a BARD user, to start using BARD Express, you must first download the software to your computer. It is available on the BARD main page under “Additional Links, BARD Express.” Some FAQs, a User’s Guide and some helpful screenshots are also available within this BARD Express link.

If you are not a current BARD user and want to start, you will first need to apply for BARD at <https://nlsbard.loc.gov/ND1A/ApplicationInstructions.html>.

After logging in with your existing password, you will not need to login again in the future.

Several short NLS produced YouTube videos are available for further help with BARD Express at <https://youtube.com/> and search for BARD Express.

BARD Express will manage BARD materials downloaded to a computer and categorize them by books, magazines, read items, and unread items for easy sorting. It also provides device management options from the main menu for customizing the process.

BARD Express is designed for use on personal Windows computers running XP, Vista, 7, 8, 8.1, and 10. BARD Express is not for use on mobile devices or Macintosh computers.

BARD Mobile:

BARD Mobile is an app for iOS devices available for free through the Apple iTunes store or for Android devices through the Google Play Store. With BARD Mobile, you can download and listen to BARD books directly from your iPhone, iPad, iPod, Android phone or tablet or Kindle Fire.

Magazine on Cartridge (MOC) Program:

The Magazine on Cartridge Program is a magazine subscription program run through the National Library Service. All active patrons are eligible to receive magazines as a part of this program. There are currently around 68 audio magazines and 32 braille magazines offered as part of this program.

- You will receive one cartridge containing your magazine subscriptions, either weekly, monthly, or as new magazines are available.
- Magazines have a loan period of 3 weeks (for weekly magazines) to 7 weeks (for monthly magazines). If you are unsure of the circulation period of magazines, please feel free to contact us.
- It is important to read your magazines immediately and get them returned, as having repeated overdue magazines could jeopardize your standing in the MOC program.
- All magazines available through this program are also available to download from BARD.
- Magazines are sent to patrons on a light blue cartridge and are in a red mailing container, which has a distinctive embossed logo. The magazines are sent from APH in Missouri and should be returned there using the mailing card.
- Please be sure not to send library books back in the red containers as they will be sent to Missouri; it is highly unlikely that these books will ever make their way back to North Dakota and will therefore be permanently lost.

Returning materials:

Books and magazines from the Talking Book Library will arrive with a mailing card located within a label holder on the outside of the container.

- When you are finished with an item, remove the mailing card over so that the North Dakota Talking Book address label on the container is visible.
- Please make every possible effort to return the correct book in the correct mailing container.

- If you end up with a loose book or magazine (a cartridge with no container), call the library and a retrieval box will be sent out to the patron to return the cartridge.

Damaged Materials:

If an item is damaged or defective when you receive it, or if it becomes damaged while you are using it, follow these steps:

- Notify the library of any defective material. Let us know if you would like to receive a replacement copy.
- If you receive a digital book that starts at the end of the book, the book may need to be rewound. Pressing the “play / stop” button twice should start the book from the beginning. You can also hold down the “rewind” button to rewind the book. If this doesn’t work, you can contact the library for a replacement book.

Reading Multiple Books or Magazines on the Same Cartridge:

Easy Method:

The player will announce “End of book, press Play/Stop to go to the next book.” Tap the play button to go to the next book. The updated software is included on all cartridges that contain multiple books or magazines and installs itself automatically when a cartridge is inserted into the Talking Book Machine. No action is required on the part of the user.

Bookshelf Mode:

1. Insert the cartridge in the player and turn the power on by holding the red, circular Power button.
2. Press and hold the green, rectangular Play button for about 3 seconds until the player beeps and says “Bookshelf” and announces the number of books on the cartridge.
3. Tap the Rewind or Fast Forward button, located on each side of the green, rectangular Play button, to select the next book. The book title will be announced. To advance to the next title, just press the Fast Forward button again, or tap the rewind again to go to the previous book.
4. Once you get to the title you want to read, press the green, rectangular Play button. The player will exit Bookshelf Mode and start playing the selected title.

Discovery Newsletter:

The Discovery is the newsletter of the North Dakota Talking Book Library. It provides updates to patrons about new services available, changes in services, and upcoming events of interest. It is available to patrons in large print, on a digital cartridge, on our website, or by e-mail.

Accessories:

Headphones

A stereo headphone set is available to all patrons upon request anytime during service. Supplies are available from multistate centers.

USB Breath Switch

The USB breath switch is issued with a shirt clip, removable mouth tube and inline moisture filter that permits patrons to use Sip-and-Puff actions to control the Digital Talking Book Machine (DTBM). Using their breath, patrons may operate all buttons and functions with the exception of the Power on/off feature. This unit is for patrons who are unable to use the buttons on the DTBM. The accessory is compatible with both the standard DS-1 and advanced DA-1 models. A separate application is required. Each accessory is equipped with DTBM audio cartridge instructions. Supplies are available from the NLS Equipment Control Officer.

DTBM Remote Control

The remote control comes with an IR receiver attachment to plug into the DTBM USB port of the player, which allows the remote to control the DTBMs functions. The remote has 15 buttons, identical in shape and function to the DTBM advance model. The remote controls functions such as stop/play, volume, fast forward, rewind, speed, menu, information, sleep timer, previous/next, bookmark and tone. The DTBM player must be powered on from the player to operate the remote control functions. The DTBM remote control works with both the DA-1 & DS-1 player. Model DS-1 must receive a software update to recognize the advanced player functions (i.e. menu, previous/next, Information, and bookmark). Audio instructions are available for download at DTBM Accessories: Remote Control. Supplies are available from the multistate centers.

Right Angle Adapter

USB flash-drive AT-port adapter allows you to connect your USB flash drive to the USB adapter at a 90 degree right angle. Supplies are available from multistate centers.

Digital talking-book (DTB) cartridge cable

The cable is three feet long with a standard USB type A plug on one end and a USB type A socket and plastic molding—conforming to the “D” shape of the cartridge—on the other. This molding assists in the alignment of the cartridge with the USB socket upon insertion to facilitate the use of DTB cartridges with a personal computer (PC). The accessory connects a digital talking-book cartridge to a universal serial bus (USB) port on a personal computer (PC). Supplies are available from multistate centers.

Suspension Policy:

In cases of repeated verbal abuse, including sexually inappropriate messages or religious, political or racial harassment of library staff or physical abuse of books or equipment by a borrower; service to that borrower may be suspended by the North Dakota Talking Book Library per NLS Network Library Manual 9.10. Examples of abuse include, but are not limited to:

- Verbal attacks or behavior toward network library staff that is offensive and/or threatening
- Excessive numbers of overdue books, magazines, or other library media
- Repeated loss or damage of books, magazines, or other library media
- Repeated damage of equipment, books, and magazines or due to insect infestation and detritus.
- Repeated requests for replacement of equipment and accessories that have been damaged by negligence, maliciousness, or unauthorized repair.

Procedures of Suspension:

In the event that any of these policies are violated, 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 that summarizes the discussion and the problem and provides an opportunity for the patron to reply. Until a reply is received from the patron, service is suspended.
2. If 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. When the service is resumed, a letter will be sent to the borrower notifying him/her of the resumption of the service and reminding the patron that further recurrences of abuse MAY result in additional suspensions of service in accordance with these procedures.
4. Local library administrative policies regarding suspension of services to patrons are the final determining factors for suspension.