Reader's Handbook



Ohio Library for the Blind

And Print Disabled

Cleveland Public Library

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Cleveland, Ohio 44110

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Rv. 1/22

Dear Reader,

 The staff of the Ohio Library for the Blind and Print Disabled (OLBPD) are pleased to welcome you to our readership. We sincerely hope that you will enjoy this free service and that it will bring you many hours of enjoyment, information, and knowledge.

 OLBPD is providing you with this handbook which can hopefully answer some questions you may have about this program, introduce you to the service and help you better understand it. The information included here could be of use to you both now and in the future, so we encourage you to please hold onto this handbook and keep it handy.

 If you still have questions regarding this program or wish to review your service after reading through this handbook, then please feel free to call OLBPD at 216-623-2911 or 1-800-362-1262 or email us at olbpd@cpl.org. OLBPD staff will be happy to answer your questions and review your service with you.

Welcome to the service!

The Ohio Library for the Blind and Print Disabled

# About OLBPD

In partnership with the State Library of Ohio Talking Book Program, OLBPD serves as the Regional Library for the National Library Service for the Blind and Print Disabled (NLS) of the Library of Congress, administering a free library program of audio and braille reading materials circulated by postage-free mail and internet downloads to eligible borrowers in the State of Ohio. The State Library of Ohio Talking Book Program distributes all the equipment as part of this program and OLBPD circulates all the library materials.

The Ohio Library for the Blind and Print Disabled (OLBPD) is part of the Cleveland Public Library. Cleveland Public Library’s history of providing library service to blind individuals dates to 1897 with a reading club for blind patrons. In 1903, a collection of books in embossed print were made available for circulation to the public.

In 1931, the Cleveland Library for the Blind’s ability to provide adequate, regional library service to the blind led to their invitation as one of nineteen charter libraries across the country to join NLS.

In 2009, the Ohio Library for the Blind and Print Disabled began statewide library service emanating from Cleveland. OLBPD and the State Library of Ohio Talking Book Program received the 2010 NLS Network Library of the Year Award for excellence in library service.

In 2022, OLBPD celebrates its 125th anniversary!

# Loan Policy

The following policies govern the circulation of books and equipment to eligible blind and/or print disabled readers of the Ohio Library for the Blind and Print Disabled at Cleveland Public Library and the State Library of Ohio Talking Book Program (collectively known as 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.

## Policy

Braille books and recorded books and specialized playback equipment will be loaned by this library to eligible registered readers without charge. The Library will keep records of all such loans. 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.

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 or the National Library Service (NLS) for the Blind and Print Disabled. It is the borrower’s responsibility to ensure equipment is properly cared for and kept free of any damage. Machines needing repair or not functioning properly should be returned to the Library. Replacement machines will be provided. Under no circumstances should a borrower attempt to repair the playback equipment or accessories.

Borrowers in good standing may have a maximum of fifty (50) books charged out at one time. Borrowers can request to adjust their minimum and maximum number to meet their own individual reading needs. Unless requested otherwise, for each book returned, a replacement book will be sent to the borrower. The Library offers a variety of service types to suit borrower’s individual reading needs. The Library reserves the right to limit a borrower’s maximum number of books to ensure adequate service and collection availability for all patrons. The Library may also lower a borrower’s maximum number of books due to material abuse or negligence. Once a borrower reaches the maximum number of books, no additional books will be sent until books are returned.

The loan period for books is six weeks. Books are considered overdue at six months from their circulation date. No fines for overdue books will be levied; however, borrowers are urged to observe the loan period so books can be available to other readers.

Borrowers are strongly urged to return each container with its original contents. Damaged items should be correctly marked or reported to the Library prior to returning the item.

Borrowers may not lend books, magazines, or equipment to other persons.

Borrowers 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 (USPS) by being placed in a mailbox or delivered to a USPS office. Placing materials and equipment on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the USPS.

Examples that may lead to suspension of service by the Library:

* repeated requests for replacement of equipment and accessories that have been damaged by negligence, maliciousness, or unauthorized repair
* excessive number of overdue books or magazines
* repeated loss or damage of books or magazines
* repeated abusive verbal attacks or behavior toward library staff that is offensive and threatening

## Suspension Procedures

If any of these policies are repeatedly violated, the borrower's service may be suspended. The following steps will be taken:

1. The Library will discuss the problem with the patron. A warning letter that summarizes the discussion and the problem will be sent. The patron will have an opportunity to reply.
2. If service abuse continues, a second written letter will be sent to the patron citing the earlier warning letter, listing examples of subsequent abuse, and giving the patron an opportunity to appeal by a given deadline. Service may be suspended (up to six months). A date for service resumption will be included in this letter.
3. A third letter will be sent to the patron notifying them when service is resumed. Further violations may result in additional suspension of service.

# What OLBPD Offers

## Materials

OLBPD patrons can expect to borrow audio or braille books and magazines such as they might find in print at a local public library. OLBPD also lends described DVDs and Blu-Ray titles, as well as Playaway pre-loaded digital audio books. OLBPD does not lend large print books or music. Check with your local public library for books in large print and music.

## Book Collection

Books are selected based on their appeal across a wide range of interests. Bestsellers, biographies, fiction, and how-to books are in great demand. Some titles are produced in Spanish. Registered borrowers learn of new books added to the collection through two bimonthly publications, Talking Book Topics and Braille Book Review. The NLS book collection and resources of cooperating agencies are listed in the NLS International Union Catalog, searchable online at www.loc.gov/nls.

## Magazines

Magazines are selected for the program in response to demonstrated reader interest. OLBPD also offers locally produced magazines to patrons. Please refer to the “Magazine” section for more information.

## Music Scores and Books

 Individuals who are interested in music materials may receive them directly from the NLS Music Section. The collection consists of scores in braille and large print; textbooks and books about music in braille and large print; music appreciation, including interviews and opera lectures; and self-instruction for voice, piano, organ, keyboard, guitar, recorder, accordion, banjo, harmonica, and other instruments. Braille scores and books are also available on the Internet through BARD. In addition, NLS compiles and produces three music publications in accessible formats: Musical Mainstream; Contemporary Sound Track: A Review of Pop, Jazz, Rock, and Country; and Popular Music Lead Sheets. The music section may be reached at https://www.loc.gov/nls/music or 800-424-8567.

## Playaway Books

Playaway books are self-playing digital audio books that are pre-loaded on a small memory storage unit housed in a lightweight, portable player the size of a credit card. Playaway books are provided to OLBPD readers in addition to the braille and talking book service offered by the National Library Service. Patrons interested in receiving Playaway audio books can contact OLBPD for service.

## Described Blu-Ray and DVD

Described Blu-Ray and DVDs are available to OLBPD readers and include television programs, feature films, and other visual media accessible to people who are blind or visually impaired by providing descriptive narration. The descriptions include key visual elements in a program that a viewer who is visually impaired would ordinarily miss. For example, actions, costumes, gestures and scene changes, are just a few of the elements that, when described, engage the blind or visually impaired viewer with the story. Described DVDs are free to borrow, just like our braille and talking book service. Any patron interested in receiving described DVDs can contact OLBPD for service. Patrons can search the OLBPD online catalog at https://olbpd.klas.com and perform a Subject search for “DVS DVD” or “DVS BLU-RAY” for the most up-to-date list of available titles. Patrons who do not have access to the Internet can contact OLBPD.

## Downloading Library Materials

BARD (Braille and Audio Reading Download) allows OLBPD patrons to download electronic braille and talking books and magazines directly to a personal computer which can then be transferred to a flash memory drive and read on their digital talking book machine or third-party player. BARD Mobile is available to download for smart devices. Please refer to the “Braille and Audio Reading Download (BARD)” section for more details.

## OLBPD Book Discussion

The OLBPD hosts a monthly book discussion group. All OLBPD patrons can participate in the book discussion and talk with other OLBPD readers. Please call OLBPD at 1-800-362-1262 for information on participating in the discussion.

## Selecting Materials

Catalogs and special booklists, updated regularly, keep readers informed about new books. "Talking Book Topics" and "Braille Book Review" are bimonthly publications that inform patrons of new acquisitions and related library services. Patrons who do not wish to select books can have the library select for them based on subject interests. Messages and requests are taken 24 hours a day on a toll-free telephone line: 1-800-362-1262 or by email to olbpd@cpl.org.

The OLBPD online public access catalog (OPAC) allows readers who have a computer with Internet access to search OLBPD’s collection of books, place reserves, make service requests, update their reading interest and patron information, and much more. In order to make requests and service changes, patrons will need a username and password provided by OLBPD. Simply contact OLBPD for your username and password that can be used immediately. The OLBPD OPAC is located at https://olbpd.klas.com.

## Reference Services

OLBPD has information resources related to blindness and disabilities. Residents throughout the state are encouraged to contact OLBPD for reference assistance on these topics.

## Outreach Services

OLBPD patrons receive the “OLBPD Dimensions” newsletter which features announcements, news, resources, and service updates. OLBPD also offers small deposit collections of braille and talking books for loan or demonstrations for public libraries and schools. OLBPD is also available to provide talks about our library service to public service agencies or other groups who serve people that could benefit from OLBPD library service. OLBPD provides applications and display posters about our service upon request.

## Volunteering

OLBPD currently has a need for volunteers to help us inspect returned books. Volunteers are also needed throughout the year to help with addressing newsletters and special mailings mailed to patrons and narrating locally produced materials. Training is provided. For more information about volunteering, please contact OLBPD.

For those unable to volunteer at the library, patrons can still do their part by helping to ensure that their library materials are sent back with the correct media in the correct container with the correct mailing card. Please mark mailing cards as damaged when materials are received that are missing media or have been damaged. Also, our patrons are usually our biggest advocates to help promote this service. If someone you know is eligible for this service and could benefit from it, please feel free to recommend it to them.

# How to Contact OLBPD

 If you should ever need to contact OLBPD, here is how:

1. Phone: If you are calling from Cuyahoga County, you can phone OLBPD at 216-623-2911. If you are calling from outside Cuyahoga County, use the in-state toll free number, 1-800-362-1262, to avoid long distance charges.
2. Mail: If you choose to communicate with us via mail, remember to always include your name or agency’s name, current address, and zip code. Our address here is:

Ohio Library for the Blind and Print Disabled

17121 Lake Shore Boulevard

Cleveland, Ohio 44110

1. Email: If you use email, feel free to email us your questions or requests to: olbpd@cpl.org. Please include your name, address, and telephone number in your email message.
2. Fax: If you have access to a fax machine, you can fax your questions or requests to OLBPD at 216-623-7036. Please include your name, address, fax, and telephone number.

Please Note: If you are communicating with us on behalf of one of our patrons, please be sure to use their name and address, and if you wish, include your name 'in care of.'

# Service Options

 As a new OLBPD reader, patrons are automatically set up on a mailing schedule. Patrons can expect to receive three (3) cartridges with eight (8) books on each cartridge, selected by default from your reading interests submitted on your application. Adjustments can be made at any time to the number of books you receive based on your reading needs. OLBPD offers the following service options that may be better suited to your reading needs:

* Books are automatically sent

Books will be replaced when they are checked in by the Library. The Library regularly sends books based on your reading interests and from your requests. Requests and reading interests can be updated by contacting the Library.

* Request Only

OLBPD sends books **ONLY** as requested by patrons. Patrons who are "Request-Only" must submit reserves and requests in order to regularly receive books. Also, they must order at least one book per year from the library or actively receive magazines or download materials from BARD to remain active!

* Download Only

No reading materials will be mailed to you unless you request them. Instead, you will download all your reading materials using BARD rather than having items mailed to you.

 For the most part, new readers are set up by default to have eight (8) books charged out per cartridge. If OLBPD patrons wish to adjust the number of books to accommodate their reading needs, simply contact OLBPD.

# Returning Books

In order to keep receiving books on a regular basis, please return books as soon as you are finished reading them. OLBPD would like to encourage our patrons to return books within six weeks of receiving them. Patrons should contact OLBPD if they need an extended loan period on books if they have them longer than six months.

To return a book, remove the mailing card from the container so OLBPD's address label is displayed on the container. You can dispose of the mailing card.

Figure 1

Return Address Label on Container



The return address labels are applied by the Library to all containers mailed to patrons and are underneath the mailing card when sent and viewable once the mailing card is removed for return.

 When returning books, it is important to remember to return the items as you received them. The books should be mailed in the same containers they were received. When returning cartridges, please place them back in their container braille and print side up.

Patrons should only use containers for OLBPD books. Please do not store any personal items inside containers. Often, patrons mistakenly place personal items in containers, and OLBPD cannot guarantee that these items will be found and returned. Also, please do not put items like candy or other tokens of appreciation or dissatisfaction inside containers. Once in the mail, books could take up to three (3) weeks to arrive at OLBPD. Once OLBPD receives the books, more titles will be mailed, unless patrons are "Request-Only."

Please feel free to include a note inside the box describing the problem. Please **do not** mark or write on the cartridge or tie a string or wrap a rubber band around the damaged book or mailing container. Patrons can request a replacement copy by contacting OLBPD.

# How to Find Items in Our Collection

Most readers simply call or email OLBPD to inquire on the availability of an item. The OLBPD Online Public Access Catalog (OPAC) is also available to our readers. The OLBPD OPAC allows readers who have a computer with Internet access to search OLBPD's collection of books, described DVD and Blu-Ray, and Playaway titles. In addition to searching our collection, the OLBPD OPAC shows patron’s ‘Has Had’ and ‘Has Now’ lists\*, and allows patrons to place reserves, and make service requests, update their reading interests and patron information. In order to make requests and service changes, patrons will need a username and password that is provided by OLBPD. Simply contact us, and OLBPD will assign your username and password, that can be used immediately. The Web address for the OLBPD OPAC is https://olbpd.klas.com.

\*Please Note: It may take up to 3 – 4 weeks for an item you mail to be received by OLBPD and cleared from your records.

The OLBPD homepage at http://olbpd.cpl.org has information describing the online catalog, such as hotkeys for use with the OPAC, as well as a link directly to the catalog. If you have any questions regarding the OPAC, please feel free to contact us for assistance. We sincerely hope that you will find the OLBPD OPAC to be a valuable means of enjoying and/or improving the books and service you receive from OLBPD.

# Requesting Books

 OLBPD readers can contact the library and ask for specific book titles, books on a particular subject, by a specific author or part of a series, etc. Patrons may simply call, email, or mail their list of book requests. OLBPD will send any available titles out immediately or add it to your request list. New readers are automatically registered for Talking Book Topics. Talking Book Topics is available in audio, braille, or large print, and contains a list of new titles available from NLS. An order form for Talking Book Topics is also sent that patrons can fill out and return to OLBPD. Talking Book Topics is updated every two months and contains all the new titles produced by NLS within that two-month period. Remember to include your NAME and ADDRESS on each order form. Please list books by number. For example, use DB 12345 for digital cartridges, or BR 12345 for braille.

 OLBPD will keep a file of your unfilled book requests. If you need a book for a book club, discussion, or school assignment, then please let us know and OLBPD will make every effort to get the book to you on time.

# Equipment and Accessories

OLBPD works in partnership with the State Library of Ohio Talking Book Program. Playback equipment is loaned free of charge for use with audio reading material recorded on cartridges. The State Library of Ohio Talking Book Program acts as the machine lending agency loaning equipment and accessories to eligible participants for the State of Ohio. To help in this effort, SLO has signed formal agreements with machine sub-lending agencies, local public libraries or social service organizations to loan the machines to eligible citizens in their areas. Patrons can direct questions regarding their players and machine equipment to:

State Library of Ohio

Talking Book Program

274 E. 1st Avenue

Columbus, Ohio 43201

Toll Free: 1-800-686-1531

## Digital Talking Book Machines

The digital talking-book machine (DTBM) is the core of the digital delivery system. All new patrons receive a DTBM. A DTBM plays a digital book (DB). The DTBM is about six inches wide by nine inches long by two inches thick and weighs two pounds. The body of the player is charcoal grey to create maximum visual contrast between the background of the case and the colors of the controls. The DTBM can be operated on A/C power or on power from a rechargeable battery. The announcements played by the machine can be set for English or Spanish, and user guides in both large print and Braille will be provided in a plastic envelope with each unit. The user guide in audio format is stored on the DTBM.

Two DTBM models are available: a standard model (DS1) and an advanced model (DA1). The advanced model is the same size as the standard model but has a second row of controls between the power, sleep, and volume controls and the speaker. These additional controls are for setting and retrieving bookmarks and for navigating content. Further descriptions of the player’s features may be found on the NLS public web site at http://www.loc.gov/nls.

Digital Book (DB) Machine Accessories

Contact the State Library of Ohio for the following digital talking book machine accessories if necessary:

* **Stereo headphones.** The headphones (stock number AC023) are compatible with both the standard model (DS1) and the advanced model (DA1) Digital Talking Book Machine. The headphones connect directly to the green headphone jack located on the right-hand side of the digital player.
* **High-volume player and headphones.** Designed for patrons who are hearing impaired, this high-volume player and headphone combination will produce a sound level of up to 120 dB.
* **USB Adapter.** The USB Adapter (stock number AC020) is for patrons plugging USB flash drives and other adapters into the side of their digital talking book players. The right-angle adapters keep these devices tucked close to the player, so they do not stick out away from the machine and exposed to possible accidents and damage.
* **Breath switch adapter.** This adapter (stock number AC022) is compatible with both the standard model (DS1) and the advanced model (DA1) DTBM. The adapter allows for use of the existing NLS breath switch (stock number AC009) to control the Play/Stop function of the digital player. The adapter should be connected to the AT port of the player using the USB right angle adapter (stock number AC020) to reduce the potential for damage to both the player and the breath switch adapter. The breath switch does not have the ability to control power therefore the player should always be connected to AC power when using the breath switch.
* **Digital Talking-Book (DTB) Cartridge Cable.** This accessory (stock number AC025) connects a digital talking-book cartridge to a universal serial bus (USB) port on a personal computer (PC). 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. When connected to the PC, the cartridge will be available as a removable storage device. A user may then transfer DTB files from the PC to the cartridge for playback on the digital talking-book machine. The cable does NOT allow books to be played through a computer.
* **DTBM remote control unit.** The handheld remote control is approximately 5 inches long and 2½ inches wide with rounded ends. The top has a lens with a smooth texture that is different from the rest of the remote control, and the bottom has a pin for attachment to a lanyard. The top should be aimed at the DTBM when attempting to control it. The surface of the remote control has 15 buttons that are identical in shape and function to the buttons of the DTBM advanced model. The only DTBM button not available on the remote control is Power On/Off.

## Digital Book (DB) Cartridge

 The digital book (DB) uses a customized cartridge containing a flash-memory chip. Most chips will have at least one gigabyte (GB) of memory, and virtually any title in the NLS collection will fit on a single cartridge. Each cartridge has a Universal Serial Bus (USB) 2.0 connector. One end of the DB cartridge has a round finger hole that enables easier handling. All NLS DB cartridges are white, while network and personal-use cartridges are mint green. Cartridges are labeled with bibliographic information in both print (using adhesive label stock) and Braille (overlays). Cartridges are durable and do **not** require rewinding or any other type of resetting or reinitializing by library staff.

## Digital Book (DB) Container

The DB container is made of blue plastic and measures 6 inches long by 4-3/4 inches wide by 3/4 of an inch thick.

## Damaged Talking Book Player

At some point, the talking book machine may require repair. The machine should be returned to the agency that assigned the equipment to you. If you need a mailing box to return the player or are not sure where to mail your machine, please contact the State Library of Ohio Talking Book Program at 1-800-686-1531 for instructions on where to send your player. You can also contact the State Library of Ohio by mail or if you wish to return your damaged player (please include a note explaining the damage). Feel free to contact OLBPD or the State Library of Ohio Talking Book Program for more information or any questions you have regarding your talking book player.

# Magazines

The National Library Service for the Blind and Print Disabled (NLS), Library of Congress, produces and distributes magazines for its free reading program on digital cartridge and available for download through BARD.

“Magazines in Special Media” is a descriptive listing of periodicals available to blind and physically disabled individuals throughout the country. It includes all the magazines available through the NLS free reading program, as well as magazines not part of the NLS program but available directly from producers with a paid subscription. Patrons interested in receiving a copy of “Magazines in Special Media” should contact OLBPD. Patrons can also refer to the bimonthly publications of Talking Book Topics and Braille Book Review or visit the NLS web site at www.loc.gov/nls for a complete list of magazines.

There are no fines or fees for overdue magazine cartridges. Each patron is allotted a specific number of magazine cartridges they can have “out” at one time based on the frequency (weekly, monthly, bimonthly, quarterly) of magazines on the cartridge. The number of cartridges “out” will adjust as cartridges are sent and returned. If a patron exceeds the number of magazine cartridges, they can have out at one time then the magazine producer will stop sending new magazines until the cartridges are returned.

Essentially, there are two types of magazine cartridges sent to patrons: weekly cartridges, which hold only weekly magazines, and monthly cartridges, which hold monthly/bimonthly/quarterly (and sometimes weekly) magazines. Any cartridge that has a monthly, bimonthly, or quarterly publication on it will be considered a monthly cartridge.

Regarding the loan periods for magazines, NLS allots a total of five weeks for weekly cartridges, and nine weeks for monthly cartridges. This includes travel time for magazines – one week for delivery to readers, and one week for returns to the magazine producer. Patrons will be designated as delinquent, and their magazine service will be put on hold when the total number of cartridges patrons have overdue is two. Patrons should know that delinquent magazine cartridges do not affect their digital book service, and they can continue to receive talking books despite their audio magazines being suspended. Magazine service will resume once the producer receives any overdue cartridges.

Audio magazine readers may find more than one magazine title on a cartridge. Patrons will need to use the bookshelf mode in the digital player by pressing and holding down the PLAY button on the digital talking book machine. Once in bookshelf mode, patrons can use the Fast-Forward and Rewind buttons to move between titles. Cartridges containing more than one magazine will include an initial message giving instructions on using the bookshelf. Patrons can also contact OLBPD for help on using bookshelf mode.

Audio magazine readers may receive different magazines on a cartridge each month. For example, in January, February, and March a patron receives a cartridge with *Consumer Reports*, *Good Housekeeping*, and *National Geographic* on it. In April they receive a cartridge with *Consumer Reports* and *Good Housekeeping* on it because *National Geographic* was more than one week late arriving to the magazine producer. In May the patron then receives a cartridge with *Consumer Reports*, *Good Housekeeping*, and two issues (the April and May) of *National Geographic* on it.

Audio magazine readers **MUST** return their cartridges. Please **DO NOT** throw away any digital cartridges. This will only delay your magazine service. Please remember to return cartridges using the container which they were delivered.

OLBPD strongly advise weekly audio magazine subscribers to prioritize and read their weekly magazines first and mail them back to the producer as soon as you are finished to prevent any delays with your magazine service. Weekly audio magazine cartridges need to be returned in three weeks from when they were sent from the magazine producer not from when it was delivered to readers by the Post Office. The digital magazine on cartridge program depends on patrons returning their magazines in an efficient and timely manner. OLBPD suggests returning magazines within one week for weekly magazines and one month for monthly magazines. When weekly magazines are bundled together on the same cartridge with monthly magazines, patrons have one month to return the cartridge.Please contact OLBPD with questions regarding the audio magazine service.

OLBPD offers the following Ohio locally produced magazines to patrons:

* Cincinnati Magazine
* Cleveland Magazine
* Columbus Monthly
* Good Old Days
* Guideposts
* Ohio Magazine
* Echoes: Western Reserve Historical Society

# Braille and Audio Reading Download (BARD)

BARD (Braille and Audio Reading Download) and BARD Mobile allows OLBPD patrons to download electronic braille and talking books. OLBPD encourages all patrons who can take advantage of downloading books to use BARD. To register for BARD, visit the BARD website at https://nlsbard.loc.gov/oh. Patrons can register for BARD by selecting the “BARD Application Instructions” link and following it to the “Link for BARD application.” Password and login instructions will be sent via e-mail within two business days.

## Participation

Eligible users may download and read any book, magazine, or other material found on the BARD website. You may not share any materials downloaded from this site. It is also strictly forbidden to share your user ID and password, except by NLS patrons who rely on trusted personal assistants to access BARD, in which case those users are responsible for ensuring their assistants' compliance with the BARD user agreement. Your access to BARD can be terminated if you are found in violation of the agreement.

You may be tempted to download as many items as possible right at the start. There is no need to do that - the materials are not going away. Please download books and other items as you need them.

# OLBPD Frequently Asked Questions

1. I sent my machine back several weeks ago. Why haven't I received a replacement yet?
* The State Library of Ohio oversees equipment repair. Typically, the State Library of Ohio will send out a working replacement player rather than having patrons wait to receive a repaired machine. Patrons can contact the State Library of Ohio to inquire about replacing their damaged equipment.
1. When materials are mailed from or returned to OLBPD, how long does it take to get them?
* Materials are mailed as "free matter" through the U.S. Post Office and can take anywhere from seven to fourteen days to arrive in your mailbox.
* Materials returned can take anywhere from two to three weeks to arrive back at OLBPD.
1. What do I do with my talking book service if I am going on vacation?
* You can call us and place your service on hold until you return.
* If you are vacationing for more than two weeks, instead of placing your service on hold, you can have books sent to your vacationing address, even if you are planning to go out of state.
1. What should I do if I am planning to move?
* Call us. If you are planning to stay in Ohio, we can update your address, so you will receive your material. If you are moving out of state, we can arrange to transfer your service to your new regional library agency.
1. What if I do not like the books that I am receiving?
* Contact OLBPD so we can adjust your reading interests.
1. I am not ordering anything from my large print Talking Book Topics. Do I need to return the order sheet?
	* No. Simply discard it.
2. Do I need to return the cartridge from the recorded edition of Talking Book Topics or NLS Magazines?
	* Yes. Return all cartridges. Do not throw away any cartridges.
3. Do I have to use an order sheet to order books?
* No. You may email, mail, phone or fax your book order to OLBPD but remember to include your name and address.
1. I would like to have my own audio copy of the bible. Is it available anywhere free of charge?
* Yes. Patrons can download DB 68777 “The Holy Bible: Old and New Testaments – King James Version” read by Alexander Scourby from BARD. Patrons interested in a different version of the Bible can contact OLBPD.
1. Do you have music?
* No. Contact your local public library for music.
* NLS does have large print & Braille scores and instructional manuals. For more information, the NLS music section may be reached at www.loc.gov/nls/music or 800-424-8567.
1. Do you have an Internet web site?
* Yes. Visit us at <https://olbpd.cpl.org>
1. If I cancel my service, can I keep my book player?
* No. You must return your player.
1. Is there an online catalog that will allow me to search and order books?
* Yes. The web address is https://olbpd.klas.com.
* In order to make requests, patrons will need a username and password assigned to them by OLBPD. Please contact us for a username and password.
1. The round grips came off the bottom of my digital talking book player. Can I get replacements?
* Yes. The State Library of Ohio Talking Book Program has “sticky feet” to replace any that have become detached from the bottom of the player. Contact the State Library of Ohio at 1-800-686-1531 to request replacement sticky feet.
1. I am not getting enough books. Can I get more books?
* Yes. Contact OLBPD to request increasing the number of books you receive.

1. Can I buy my own cartridge to download books and use with my player?
* Yes. Patrons can purchase their own cartridges to download books and play on their digital talking book machines. But OLBPD does not sell the cartridges. Patrons can contact OLBPD for a list of vendors who sell cartridges just like the cartridges we use here at the library.
1. Can I get more than one NLS issued digital talking book machine?
* Individual patrons are allowed only one NLS digital talking book player.
1. How long can I keep the books you send?
* To keep receiving books on a regular basis, please return books as soon as you are finished reading them. OLBPD would like to encourage our patrons to return books within six weeks of receiving them. OLBPD may phone you or send overdue notices if books are shown being charged out to you for more than six months.
1. How should I clean and care for my talking book player?
* When you receive your player, remove it from the box and plug it in and listen carefully to the operating instructions. Store the box and return label in a dry, safe storage area in case you should ever need to return the player.
* Use a damp, moist cloth with a mild cleaning soap and wipe the outside case only. Avoid using harsh cleansers, oils, or sprays as they could damage the player.
* Do **NOT** open the machine case and please do **NOT** attempt to repair the machine on your own. If your player is damaged, please contact OLBPD or the State Library of Ohio to receive a replacement player.
1. Does the library accept donations?
* Yes. The library does accept donations, memorials, and bequests. Please contact OLBPD for more information.
1. Is there a limit on the number of books or magazines I can download on BARD?
* NLS does limit the total number of downloads per 30 days. Yet, there is no limit to the number of items you can download, and you can keep the items for as long as you want.
1. When are new books added to BARD?
* Books are added to the downloadable collection soon after they have been approved to be added to the general collection. Often, books will be available on BARD before the library receives the title on cartridge.
1. What do I do if I lose my BARD password?
* To recover a lost or forgotten password yourself, direct your web browser to the reset your lost password page and fill out the form. You will be prompted to answer a question which you set during your initial log in. You will receive an e-mail message with a new, temporary password. That temporary password will be valid until you successfully log in and change it.
* If you have not set a question and secret answer, you will need to contact OLBPD for your password to be reset. You will receive an e-mail message with a new password. BARD will prompt you to choose a new password when you first log in. The password that was e-mailed to you will be valid until you successfully log in and change it. After resetting the password, patrons can then go to “Update Account Settings” and set up a question and secret answer. Do not share your user ID and password with anybody, except a trusted personal assistant.

## Additional Resources for Patrons

**National Library Service for the Blind and Print Disabled**

Administers a free library program of braille and recorded materials circulated to eligible borrowers through a network of cooperating libraries.

Phone: 202-707-5100

Email: nls@loc.gov

**The Ohio State School for the Blind**

A publicly funded educational facility that is dedicated to the intellectual, social, physical, and emotional growth of students with visual impairments, including those with multiple disabilities.

Phone: 1-800-310-3317

**The State of Ohio Department of Education Blind and Visually Impaired Resources**

Provides links to various information, programs and resources related to students who are blind, have visual impairments or print disabilities in Ohio.

Phone: 1-877-644-6338

**Blinded Veterans Association**

An organization of blinded veterans helping blinded veterans. Through their service programs, regional groups, resources, and advocacy before the legislative and executive branches of government, they hope to make life better for blinded veterans.

Phone: 1-800-669-7079

Email: bva@bva.org

**National Federation of the Blind of Ohio**

An organization of blind people providing peer support for one another and working together to integrate blind people into society as equals and productive members by helping them outgrow their many misconceptions about blindness and by changing the laws affecting us.

Phone: 1-866-391-0841

Web: www.nfbohio.org

NFB-Newsline is a free service to those who cannot read regular newsprint. Hundreds of newspapers are available.

To subscribe to NEWSLINE: https://www.nfbnewsline.net/Nl2/NL2NewUserReqInput.jsp.

To access NEWSLINE online: http://www.nfbnewslineonline.org/NOLWelcome.jsp

Subscribers to NEWSLINE should use their local access number whenever possible.

**American Council of the Blind of Ohio**

A membership organization heavily committed to advocacy on the local, state, and federal levels for greater understanding of the needs and aspirations of blind and visually impaired people.

Phone: 1-800-835-2226

Email: acbo.director@gmail.com

**Ohio Radio Reading Service**

Daily broadcasts of topical printed materials including newspapers, magazines, ads and books enabling listeners to be aware of local events, election information, grocery and department store ads, back-page stories, sports and even Dear Abby and the comics.

Contact the closest service area for more information:

Akron – Written Communications Radio Service – 330-784-3393

Athens – WOUB Radio Reading Service – 740-595-1771

Cincinnati – Radio Reading Services of Greater Cincinnati – 888-687-3935

Cleveland – Cleveland Radio Reading Service – 216-791-8118

Columbus – VOICEcorps Reading Service – 614-274-7650

Dayton – Goodwill Easter Seals Miami Valley – 937-461-4800

Portsmouth – The Ohio Valley Audio Link – 740-354-3909

Toledo – Sight Center Audio Network – 419-720-3937

Youngstown – Youngstown Radio Reading Service – 800-452-2525

**Newsreel Magazine**

Newsreel is an exciting monthly audio magazine available in digital mp3 format. Produced by and for persons who are blind or visually impaired, Newsreel contains news, supportive articles, information and entertainment.

Phone: 1-888-723-8337

**Cincinnati Association for the Blind and Visually Impaired (CABVI)**

The CABVI mission is to offer blind and visually impaired people of Greater Cincinnati the opportunity to seek independence. They do this by surrounding their clients with the most caring people and helpful services to build a plan based on their needs.

Phone: 513-221-8558

**Clovernook Center for the Blind and Visually Impaired**

Clovernook provides comprehensive program services in Cincinnati including training and support for independent living, orientation and mobility instruction, vocational training, job placement, counseling, recreation, and youth services.

Phone: 513-522-3860

**The Cleveland Sight Center**

Private agency providing educational, rehabilitative, preventive, and support services for blind and visually impaired individuals in the greater Cleveland area.

Phone: 216-791-8118

**Akron Blind Center**

The Akron Blind Center, a non-profit organization founded in 1948, is committed to serving the visually impaired of Summit County and the greater Akron area with a variety of educational and social programs.

Phone: 330-253-2555

**The Sight Center of Northwest Ohio**

The Sight Center of Northwest Ohio provides services that maximize the independence of individuals who are blind or visually impaired and minimize the incidence of blindness through education and prevention.

Phone: 1-800-624-8378

**Philomatheon Society of the Blind of Canton**

The Philomatheon Society of the Blind is an organization of blind people, along with family and friends, whose mission and goal is to help the blind and sightless help themselves remain independent and a viable member of society through social interaction, educational programs, and activities conducted by the Society.

Phone: 330-453-9157