

SUMMER 2015

Illinois State Library
 TBBS
 300 S. Second St.
 Springfield, IL 62701-1796



Jesse White
 Secretary of State
 & State Librarian

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TBBS NewsLink is available in braille and large print, on cassette, on NFB-NEWSLINE, via email by contacting the State Library or on the TBBS website at

www.ilbph.org

(click TBBS NewsLink).



Customer Service Award

The State Library Talking Book and Braille Service and its affiliates, the Chicago Public Library Talking Book Center, the Illinois Talking Book Outreach Center and the Illinois Machine Sub-lending Agency, participated in the Secretary of State's annual Customer Service Week, October 6-10, 2014. This was an opportunity to give special recognition to SOS customers and the employees who provide service to them. As a token of appreciation, a large print, braille ruler was mailed to all patrons who contacted any of the TBBS service centers during that week by phone, email or in-person. Visitors to the State Library could view an informational table promoting talking book and braille service, along with a historical display of materials, equipment and posters filled with patron quotes. On May 7, 2015, TBBS employees were presented with a Certificate of Excellence commending them for their teamwork and exemplary customer service.

Toll-free numbers

- Illinois State Library TBBS**800-665-5576, ext. 1**
- Chicago Public Library Talking Book Center**800-757-4654**
- Illinois Talking Book Outreach Center**800-426-0709**

National Library Service Visits

Two representatives from the National Library Service (NLS) in Washington, D.C., recently visited the State Library Talking Book and Braille Service. On April 30-May 1, 2015, Network Services Consultant Pamela Davenport conducted a biennial evaluation to assess the services offered by the library to patrons according to established standards. This review gave Davenport the opportunity to offer practical suggestions for improving services, inquiring about the services received from the multistate center (MSC) for the region, answering questions of the TBBS staff and following up on problems and questions with appropriate NLS and MSC staff.

Audiobook Production Specialist Phil Carbo evaluated the new TBBS recording studio May 4-7, 2015. During his visit, Carbo evaluated the equipment, checked sound quality and analyzed the first digital talking book produced in the studio. He also reviewed recording procedures and conducted staff training on proper narration techniques.

Adult Reading Programs

TBBS is pleased to announce that Anthony C., Kurt V. and Evelyn M. are the winners of the 2015 Adult Winter Reading Program, "United & Brave: Celebrating Nationalism and the End of the Civil War at the Library." Each winner received a voice controlled talking alarm clock and a library-themed canvas tote bag. All participants received a letter, certificate of participation and a thank you gift.

Join the ongoing 2015 Adult Summer Reading Program, "Explore and Soar: Destination Outer Space at the Library." Participants will be sent a program catalog filled with endless opportunities to explore space and learn about the galaxy, with a variety of books to suit everyone's tastes. Read at least 10 books from the program guide and return the completed reading log to the library by September 14, 2015, to be entered into a multiple-winner, grand-prize drawing. To register, please call the Illinois Talking Book Outreach Center at 800-426-0709.

Free Matter for the Blind

There have been several instances when shipping charges have been paid to UPS, FedEx and even the U.S. Postal Service to return talking book players that are no longer wanted or that need repair. TBBS would like to remind patrons and their family members or caregivers that they never have to pay to return books and equipment to the library. These items, when properly addressed, can always be shipped free through the U.S. Postal Service. If you no longer have the library-issued mailing card, book container or box for the talking book player, just call TBBS and ask for one to be sent.

Unrated Commercial Audiobooks

NLS is partnering with commercial audiobook producers to bring a higher volume of titles to TBBS patrons. Almost 500 commercially produced titles from leading audiobook sources such as Audible, Hachette, Random House and Scholastic were added to the collection in 2014 and

that number will double in 2015. When NLS is not able to screen a commercial title for content like strong language, violence or sex, the book description will note that it is “unrated.” Patrons who find this type of content in unrated books objectionable have two options.

If it is only one or two of these subject matters that you dislike, TBBS recommends that you continue to receive unrated books. For example, you might like unrated books that contain strong language and violence as long as they do not include descriptions of sex. Whenever you receive an unrated book that includes undesirable content, simply return it and ask the Reader Advisor (RA) to stop sending books by that author.

If you dislike all three types of content, strong language, violence and sex, ask the RA to add No Unrated Books to your subject preferences. This will stop unrated books from being sent.

Overdue Notices

TBBS periodically sends out overdue notices to patrons whose accounts show books checked out beyond the six-week loan period. If you receive an overdue notice, don't panic, patrons are never charged fines or replacement fees. Call your service center to discuss what's overdue. If you still have any of the books, simply return or renew them. Often a book will show up as overdue on your account because it's been lost in the mail, either before it gets to you or on its way back to the library. Let the Reader Advisor know if you don't have the book and it will be cleared from your record. TBBS really appreciates your efforts to be good stewards of the books you receive and understands that sometimes things happen that are beyond your control.

BARD Account Reminders

Braille and Audio Reading Download users do not need to register for a new account when they move or change email addresses. Simply notify TBBS of your address change and request that your BARD account be transferred if you are moving to a different network library service area. If you change your email address, you do not need to create a new BARD account with that address as your user ID. Instead, log into your BARD account and choose the Update Account Settings link. This will take you to a page of options, including a link to Change Your Email Address. Once you change your email address/user ID, you will be required to reset your password to protect the security of your account. By taking these steps you will avoid the problem of multiple accounts and help ensure that NLS maintains one BARD account per patron.

Hadley School for the Blind

The Hadley School for the Blind offers distance education programs free of charge to individuals who are blind or visually impaired and their families, and affordable tuition to blindness service providers. These courses can help you:

- Learn to read and write Braille.
- Adjust to life after vision loss.
- Enhance independent living skills.

- Improve employability and business skills.
- Foster the development of a child with a visual impairment.
- Earn a high school diploma through Hadley.
- Support your family member's adjustment to vision loss.
- Earn Continuing Education hours while building skills to work more effectively with clients/students.

The courses can be started and completed at your own pace and are available in a variety of formats including large print, braille, audio and online. Classes include academics, braille instruction, parenting and child development, independent living skills, technology, job skills and recreational activities. For more information contact the Hadley School for the Blind at 800-323-4238 or visit www.hadley.edu.

The announcement of products and services in this newsletter should not be considered an endorsement or recommendation by the Illinois State Library Talking Book and Braille Service. Products and services are listed free of charge for the benefit of our readers. TBBS cannot be responsible for the reliability of products or services mentioned.



Free matter for the Blind.

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