

Guide to Talking Book & Braille Library Services

How to Contact Us: Email us at tbbl@nysed.gov or call our toll-free number (800) 342-3688 to speak to a Reader Advisor, Monday through Friday, 9am – 4:30 pm. You will be prompted to leave a message after hours or when staff may be unavailable. We will call you back as soon as possible. Please do not hesitate to call us with questions about any matter related to your membership.

Our Website: Visit our searchable website regularly for important information and updates about TBBL services <http://www.nysl.nysed.gov/tbbl>. We are also on Facebook: <https://www.facebook.com/NYSLtbbl>.

Digital Talking Book Players: All library members are loaned a digital talking book player when they join the library. Please contact us if you have any questions about using the player or if there are any malfunctions. Players should be left plugged in when not in use.

How to Get Books: Downloading the books is the easiest and most efficient way to utilize your TBBL membership. Every title in the collection is available for downloading. If possible, all new members should sign up for a free downloading account on the BARD (Braille and Audio Reading Download) website at <https://nlsbard.loc.gov>. The BARD Mobile apps also enable members to download audio and braille books and magazines directly to their iOS, Android and Kindle Fire devices. If downloading by computer or mobile device is not feasible for you, we recommend that you call us so that we can explain the other selection methods available to all members. Many members who are not able to download receive random books via US Mail based on author or subject interests that are checked off on their library application. Or you can mail in selections of books that are listed in Talking Book Topics, a bimonthly publication of some selected new titles. The book request forms are listed at the back of the magazine.

How to Return Books: Turn over the mailing label on the container, then drop it in a mailbox or take it to your post office. Books travel FREE MATTER and no postage is ever required. It is extremely important that you return your books in a timely manner. Not returning them will slow the circulation of new books to you and also deprive other members who are waiting for your copy.

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Magazines: Members can download or subscribe via US Mail to over 70 popular magazines in audio format such as People, Discover, Money, Sports Illustrated, The Nation, Consumer Reports and many others. There are also over 25 braille magazines for adults and children available by subscription.

A Few Tips for Good Service:

- Remember to add your name and address on all correspondence.
- If your address or contact information changes, call or email so that we can update your account and you will not miss any books or magazines.
- Materials are mailed to members as FREE MATTER and may take as much as two weeks to arrive. Notify us if you are receiving too few or too many books. We can adjust your book quota or change your subject preferences.
- Digital players are powered by battery. Keep them plugged into an electrical outlet for recharging when not in use. Call us immediately if you experience any problems with your player. We will mail you a replacement.
- If you want our software to choose books for you automatically based on your reading interests, be sure to let us know what subjects to add to your account.
- If you receive an audio cartridge that is damaged and will not play correctly, put a rubber band or a piece of string around the closing strap before returning it. Call us if you want another copy.
- Return books as soon as you finish them so they will be available for other borrowers waiting to read them. Our library serves over 13,000 borrowers in 55 New York state counties.
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