

NEW YORK STATE TALKING BOOK & BRAILLE LIBRARY
Cultural Education Center
Albany NY 12230-0001

(518) 474-5935 (800) 342-3688
<http://www.nysl.nysed.gov/tbbl>

tbbl@nysed.gov (email for General inquiries)

MEMBER GUIDE TO LIBRARY SERVICES

HOW TO CONTACT US: Write or e-mail us at the addresses above, or call our toll-free number to speak to a Reader Advisor, Monday through Friday, 9am – 4:30pm. After hours or when staff may be unavailable, you will be asked to leave a message. We will call you back as soon as possible.

OUR WEBSITE: Please visit our site frequently for important information and updates, as well as to search for and request your books yourself using our online TBBL catalog. <http://www.nysl.nysed.gov/tbbl>

PLAYBACK EQUIPMENT: Unless you have already received a player from one of our cooperating agencies, we will mail a digital player to you shortly. Please contact us if you have any difficulty using this equipment.

HOW TO ORDER BOOKS: We have thousands of titles, so if you have a favorite author, or want books on certain topics, just call or e-mail us. You will be receiving catalogs with bimonthly updates of new books. To order from a catalog, check the books you want on the order form in the back. Put your name and address on the form, and mail it to us, postage free. You may also add books to your list and manage your patron account online (see below).

ONLINE PUBLIC ACCESS CATALOG: We encourage you to search for and reserve your own books on our online TBBL catalog. Only registered TBBL users can request books online. First contact us to set up your login and password. Then choose “Catalog (TBBL Books)” from our website (<http://www.nysl.nysed.gov/tbbl>) to use the online catalog. Direct link: <http://tbbl.nysed.gov/klasweb>

ALL DIGITAL BOOKS ARE AVAILABLE VIA DIRECT DOWNLOAD: For more information, see <http://www.nysl.nysed.gov/tbbl/bard> *Downloading is the best and most efficient way to get your books!*

HOW TO RETURN BOOKS: Turn over the mailing label on the container, and drop it in a mailbox or take it to your post office. No postage required.

MAGAZINES: Many free recorded and braille magazines for adults and children are available. Call or email us for more information.

A FEW TIPS FOR GOOD SERVICE:

- Contact us in **Albany** for all your library needs. This is a national service so you will sometimes see other addresses on the materials you receive.
- Your player is battery-powered; plug it into an electrical outlet for a few hours before using it and to recharge it.
- If you receive a book with a damaged cassette or cartridge, put a rubber band or a piece of string around the closing strap before returning the book. Call us if you want another copy.
- If you are receiving too few (or too many) books, please call us. We can adjust your quota or change your subject preferences.
- Remember to put your name and address clearly on all correspondence.
- If you want books chosen for you, make sure that we know your reading interests. You may need to update these from time to time.
- Return books as soon as you finish them so they will be available for other borrowers. Our library serves over 13,000 borrowers in 55 New York state counties.
- If your address or contact information changes, please call or e-mail to let us know.
- Don't lend your players or books to anyone else; they are linked to your patron record and you are responsible for them.
- Materials are sent to borrowers as FREE MATTER, and that means they can take 10 days to 2 weeks to reach you in the mail.

The New York State Talking Book & Braille Library is a service of the NY State Library, NY State Education Department, and the National Library Service for the Blind and Physically Handicapped, Library of Congress.