

F.A.Q.

-I've got a talking book cartridge with five or more books, but I want to skip a book. How do I do that?

You can skip books by using the bookshelf feature! This handy feature can be used to skip from book to book to book. By holding down the square play/stop button for about 2 seconds you can access the bookshelf. The machine will produce a chime tone and then announce the 'bookshelf'; then by using the fast forward and rewind arrows to the left and right of the play/stop button, you can move from book to book on the cartridge. The machine will announce the title of the book and if you wish to start that title you will just tap the play/stop button once to exit the bookshelf, and then once more to start playing the title. As a reminder, once a book has been skipped, the DTBM will not return to that title automatically. If you wish to listen to the book, you will have to use the bookshelf feature again to return to it. When a talking book is finished and has announced its closing information, the DTBM will go completely silent, and to start the next book in sequence, just hit the play/stop button to begin.

-I want to request a specific book for my book club or church study, and I need it soon. Do you have it?

Probably! The NLS catalog features over 150,000 titles, with new books being added every week. Books requested by phone or online will be prioritized over all other titles and will be added to the next cartridge(s) we send you. Books will be added in the order that they are requested with the newest requests made prioritized, newest to oldest. If you would like to request a specific title and need it by a certain date, please contact a Reader Advisor for assistance!

-I'm finished with my talking book and ready to send it back and get another. What do I do?

When you've finished with a talking book cartridge place it back in its case and get it into the mail. The cases are pre-addressed to return to us at MLC, and your information is stored electronically on the cartridge. You do not have to return the mailing card included with the case, and there is no postage required. If a mail person or post office refuses your talking book or TBS equipment, please contact a Reader Advisor. TBS cartridges will be reassigned to you within 24 hours of receipt, based on your preferred service type. Please return each cartridge as you finish all of the books on it so as to never run out of talking books, and to show consistent check ins/check outs.

-How do I log into the online catalog and request my own books?

When using the online catalog or OPAC, it is important to first log in. Using your unique patron ID number and password will allow you to fully utilize the OPAC, and this information can be acquired by contacting a Reader Advisor. Once you have logged in and searched for a title, it's as simple as adding the title to your basket and then 'checking out.' Once you have checked out, the title will be immediately added to your request list and prioritized for the next cartridge we send you.

To access the online catalog, visit TBSOPAC.MLC.LIB.MS.US

-I searched BARD for Mississippi Outdoors, Mississippi Magazine, and the TBS newsletter, and I can't find them. How can I listen to them?

Currently, locally produced magazines are not available through BARD, and are only available on cartridge. If you would like a DTBM solely for listening to magazines we will be happy to assign one to you! Our newsletter, *The Reading Light*, is available on cartridge, Large Print, Braille, OR you can listen to the audio and access back issues on MLC's website!

-My equipment is malfunctioning or won't hold a charge. Can I fix it, or do I have to return it?

There are NO USER SERVICABLE parts in DTBM's or eReaders, and these machines must be returned to us for any maintenance issue. Please contact a Reader Advisor if you need shipping boxes to return any TBS equipment or have any questions regarding equipment functions. Please complete the included maintenance slip inside the box to ensure that your replacement equipment is assigned as quickly as possible and that there is no confusion or questions from our circulation and maintenance staff. TBS equipment must be returned and checked in before replacements can be assigned.

-I'm moving out of the state or going on an extended trip, should I return everything and start over in my new state?

No! If you know your new address and the date(s) that you will be in your new location, you can have your TBS library transfer your account and all patron documents to the new state. We will need to know your new contact information and address, as well as when you would like the new state to start sending you talking books. Although each state library is a part of the National Library Service, each has its own unique functions and guidelines, so upon transfer, a representative will be contacting you to go over service in the new state. If you're going on an extended trip or vacation, please contact a Reader Advisor to go over how we may temporarily transfer or pause service, or how we will continue service for you.

-I haven't received a talking book in a long time. Where are my books?

Many things can affect the speed at which patrons receive talking book cartridges. All patrons by default have a checkout limit of three talking book cartridges, so if you have returned one recently and feel as though it is taking an excessive amount of time to receive a replacement, please contact us. The speed and consistency of the USPS is a factor, and if they have lost one of your cartridges, we can issue a replacement on a

situation-by-situation basis. Keep in mind that if you choose to ONLY receive specific authors or series, once you have finished everything in the catalog, you will not receive anything else from us until either something new is added or you make a request.

-My public library didn't know what to do with my talking books; didn't they come from the library?

The Mississippi Library Commission in Jackson serves as the home of Mississippi's Talking Book Services, and while public libraries and librarians may be familiar with our program, they do not administer service in any way. However, they may be able to help you make requests or return materials at the librarian's discretion. Most of TBS materials and staff are centrally located at the Mississippi Library Commission and can be reached by phone at **601-432-4151** OR toll free at **1-800-446-0892**. You can also email **talkingbooks@mlc.lib.ms.us**

If there is ever a need to modify, change, or further explain any aspect of your Talking Book Service, please contact us. For example, we can add or remove author or subject preferences, update contact information, raise or lower the amount of audio books or magazines that are added to the cartridges we send you, renew or change the status of cartridges, assist with large Print or Braille, help troubleshoot issues with equipment or assign new equipment as needed, and help you access other resources.

