



Special Services Library Customer Guide

Special Services Library located at Bayside Area Library
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www.VBgov.com/AccessibleLibrary



Special Services Library



Customer Guide

Introduction:

The following recommendations apply to the circulation of books and equipment to eligible customers of the Bayside and Special Services Library's Talking Books program.

Eligible customers who borrow materials from Special Services accept responsibility for using materials with reasonable care, returning them to the Bayside Special Services Library, and not losing or damaging them through negligence. All National Library Service(NLS)-provided books, magazines, and equipment are the property of the federal government and accounted for accordingly.

The following recommendations allow customers to fully utilize the service and ensures equal access to materials and equipment.

Active Customers:

- Digital books and specialized playback equipment are loaned by Special Services to active customers completely free of charge
- Active customer is defined as an individual or an institution who borrows at least one NLS or network produced book or magazine per year for which the borrowed NLS equipment, accessories, and/or mobile app are necessary.
- If a customer or institution does not meet the criterion for an active reader, they are considered inactive. Inactive customers are no longer eligible to borrow materials and we request that they return all equipment and materials. If they

would like to restart services, it is their responsibility to notify Special Services.

- If a customer changes addresses or moves within or outside of Virginia Beach, it is the customer's responsibility to notify Special Services in case their account needs to be transferred.

Audio Book Loans:

- The loan period for audio books is one month. Customers may request 1 renewal per book by contacting Special Services.
- There are no fees or fines for overdue books; however, borrowers are urged to observe the loan period so books are available to other readers.
- An active customer may have a maximum of 15 audio books at any given time. Once the maximum number of books is reached, no additional books are sent out until a book is returned. On a case-by-case basis, a customer who has a history of regularly returning material may request to increase the book limit due to extenuating circumstances.

NLS Digital Magazine Loans:

- All magazines are distributed on digital cartridges from NLS and must be returned to NLS within the prescribed time period.
- The loan period for weekly magazines is 3 weeks. A digital cartridge is considered as weekly if all magazines contained in the cartridge are weekly magazines.
- The loan period for monthly magazines is 7 weeks. A monthly cartridge is one which contains at least one monthly magazine but may also include weekly magazines.

- There is no limit on the number of NLS-produced magazines customers may select.

Equipment Loans:

- The loan period for audio playback machines and accessories is for as long as the customer is eligible for the service and is actively using the equipment to read books and magazines.
- If the equipment no longer functions properly, needs repair or if the battery will not recharge, customers should return it to Special Services immediately so that a replacement can be issued. If there is no box to ship back the faulty playback machine, customers should contact Special Services for instruction.
- If possible, customers should include a note with the returned playback machine giving a brief description of the problem or if the return is due to a service cancellation.
- An institution may borrow 2 playback machines and is responsible for each. Although these machines can be loaned out to those that qualify within the facility, it is preferable to register the eligible residents individually if the same resident(s) are consistently using the institution's machine.
- Under no circumstances should a customer attempt to repair the audio playback equipment, accessories, audio books or any other materials.

Customer Responsibilities:

- Return audio, large print, and braille books within 1 month (30 days) of receiving them. There are no late fees but please remember that other customers may be waiting for the book and that we have only 1 copy of each audiobook

- title. Should a pattern of overdue books emerge, Special Services may document the problem and begin discussions with the customer to resolve the issue. Extensions of an additional month (30 days) may be requested.
- Return books and playback equipment in the same container that you received them in by flipping over the mailing card to show the Special Services' address. If a cartridge becomes separated, please return it in an envelope as soon as possible. Write "Free Matter for the Blind and Handicapped" in the upper right-hand corner as no postage is required and send it to us via the U.S. Postal Service.
 - Deliver books and equipment into the hands of the U.S. Postal Service. This includes placing them in a mailbox, handing them directly to the mail carrier, or delivering them to the post office. Placing them on the doorstep of the borrower's home for the mail carrier to pick up does not constitute delivery into the hands of the postal service.
 - Provide due care and diligence when using the materials and equipment. If broken, customers should return the materials to Special Services with a note enclosed if possible. If it is a book, customers should advise Special Services if they want the book sent again. If it is a playback machine, customers should include a note describing the problem. There is no charge for damaged or inoperable materials and equipment nor for their replacement.
 - Notify Special Services as soon as possible of any changes in address, a desire to cancel the service, a temporary or permanent transfer of service to another geographical area, or any other circumstance which affects library services.
 - Customers may not lend books, magazines, or equipment to any other person even if he/ she is another Special Services customer.

What Is Available to Special Services Customers



Digital Talking Books- Flash memory cartridges containing book audio files that are available from the Bayside and Special Services Library

BARD downloadable books and magazines- Available 24/7 from the internet to play on your digital talking book player or smart device

Braille or digital magazines- Available from the National Library Service for the Blind and Print Disabled (NLS) to qualifying customers throughout the United States

Braille books- Available from the Virginia Department for the Blind and Visually Impaired to all Virginia residents that qualify for the Talking Books program

Print/Braille books- Children's picture books with Braille, allowing both sighted and Braille readers to read together, are available from the Bayside and Special Services Library

NFB Newslines- A newspaper-reading service accessed by telephone or internet available to all Talking Books customers nationwide.

NLS Music Service- Large note and Braille music scores and audio books on music instruction available from the National Library Service for the Blind and Print Disabled (NLS)

WHRO The Voice- A local radio reading service available to all Special Services customers. Readings include *The Virginian Pilot*.

Programs Offered by Special Services



All Special Services Library customers are welcome at any and all programs and events sponsored or hosted by the Virginia Beach Public Library System. Events specifically designed with the needs of Special Services customers in mind include the following:

- **Read and Share Book Club-** Meets the 2nd Monday of each month from 10:30 am- 12:00 pm
- **Adults with Disabilities Social Group-** Meets the 3rd Wednesday from 3:00- 4:30 pm
- **Seeing Beyond Low Vision Support Group-** Meets the 3rd Friday of every month from 10:30 am- 12:00 pm
- **Special Services Advisory Committee Meetings-** Please call for date and time
- **Sensory Storytime and Open Play-** Please call for date and time

If you would like to know more about the programs and events offered by the Virginia Beach Public Library, including those at the Bayside and Special Services Library as well as those at other branches, please feel free to give us a call or come by for a copy of the monthly programming calendar.

For disability accommodations, please call the library hosting the program you plan to attend at least 48 hours in advance.

Reasons to Call or Visit Special Services



- Attend a program
- Request books by title, author or subject
- Modify reading preferences if getting books automatically
- Ask a question or report a problem with your service or digital player
- Change your address, telephone number, or name (may be temporary or permanent)
- Transfer service in and out of state
- Place a hold on your service
- Cancel your service
- Need help downloading books from the BARD website or app
- Need help ordering books from the online catalog
- Increase or decrease the number of books you receive
- Add or cancel magazine subscriptions
- Change the format of catalogs or newsletters you receive
- Request an application for a friend or family member

How to Order Books from Special Services



- Call the library at (757) 385- 2684 and speak to a Reader Advisor (you may give them something as specific as a title, author, or book number or simply request a subject or genre)
- Email Special Services at libssbh@vbgov.com with authors, titles, or book numbers
- Order books from the library catalog at <https://webopac.klas.com/va1iopac/> by following the instructions on page 11

*You may also download books from Bard to your computer or smart device using the instructions on pages 11-13

What to Do When You Have Problems with Your Player



- **Keep the box** in case you need to return the machine.
- **Charge the battery** by plugging the machine into an electrical outlet for 2-4 hours. Make sure the outlet is in good working order and does not need to be turned on at a switch.
- **Reset the player** by pressing and holding the red POWER button for 7-10 seconds until it beeps.
- **Call Special Services** if charging the battery or resetting the player does not fix the problem.
- **Return the defective player** to Special Services if you need a replacement. The original box is already marked “Free Matter for the Blind” and has a mail card you can turn over to show our address. Because of its size, you may need to take it to your post office or bring it to the Special Services Library to return.

Online Catalog Instructions



1. To order books from our online catalog, please go to <https://webopac.klas.com/va1iopac/> .
2. Log in by clicking “Sign on” to place requests or manage your account.
3. Enter the username and password that was provided to you. Your username always starts with the letters VA1I and your password is the last 4 digits of your phone number.
4. To search for books using Quick Search, type in the title, author, or subject of the item you would like and click “Search”. You can also filter your results by clicking the tabs on the left side. These include Medium, Availability, Reading Level, and Language.
5. Make sure the book you choose is in the format you desire and is available for checkout. For digital books, the book number will always start with “DB”. If it is something you want immediately, you will also want to make sure that it says “Hardcopies Available” to the right of the title.
6. To place your order, click on the checkbox beside the title and “Add Selected to Book Basket” at the bottom of the page.
7. If you would like to add more books to your basket, click the “Home” link at the top and repeat the previous steps. If you are finished adding books to your basket, click “Proceed to Checkout”.

Book Downloads From BARD



Would you like to read the books you want when you want instead of having to wait on the mail? Would you like to be able to keep them for as long as you like? You now can because of BARD (Braille and Audio Reading Download), a website and app created by NLS. In fact, your digital talking book machine can play these books using a USB thumb drive. There is also an app available for download to a mobile device or computer. Smart devices that work with the BARD app must be Apples, Androids, or Kindles. BARD allows Special Services customers access to over 116,000 books and 40 magazines for download 24/7 with more added every week.

What you need to access BARD:

An email address and one of the following:

1. A computer with high-speed Internet connection
 - a. Ability to search, download, transfer, and save files to your computer
 - b. A blank USB Flash Drive (also called a thumb drive or jump drive) that can plug into a port on the right side of the digital player
2. A smart device such as a Kindle, iPhone, iPad, or Android Tablet or Phone and a reliable wi-fi connection
 - a. Ability to search for and download items to your smart device through an app

How to apply for BARD:

1. Go to this website
(<https://nlsbard.loc.gov/KY1A/ApplicationInstructions.html>)
through your browser
2. Fill out and submit the application

3. Wait for an email with a temporary password
4. Follow the instructions provided to you in the email and click on the link to change your temporary password to a permanent one
5. Expect another confirmation email with basic BARD instructions
6. Call or email Special Services if you have any questions about downloading books.

How to download the BARD app:

1. Once you have your permanent password, download the free BARD Mobile iOS app from the App Store or download the free BARD Mobile Android app from Google Play store
2. Login using your username (email) and your permanent password
3. After logging in once, the app should save your information to your device

For instructions on how to navigate the BARD mobile app on any of the above devices, visit,

<https://nlsbard.loc.gov/apidocs/BARDMobile.userguide.iOS.1.0.html>

How to download BARD Express:

1. After getting your permanent password, download and save BARD Express to your computer
2. Login using your username (email) and your permanent password
3. It will ask you if you would like to save your credentials, do so if you want an easy login experience

How to download books to BARD Express and transfer titles to a flash drive:

1. Click “Search BARD”
2. Choose what you want to search by: Keyword, title, author, or book number
3. Type in the title, author, or book number in the space provided below
4. Highlight the book you would like to download and then click “Download”
5. After download is complete, click “Close”
6. Go to the top of the page and click “View” then “Bookshelf”
7. Go into your bookshelf and find the book you would like to copy to the flash drive and click “Copy to cartridge”
8. Click “Ok”
9. Once copying is complete, it will ask you if you would like to eject the drive. If that is the only or last book you are downloading, click “Yes” if not, click “No”
10. Remove the flash drive from your computer and plug it into your player

For more information on how to use BARD Express, visit https://nlsbardpractice.loc.gov/LOC_02/LOC_02_BARDEExpressUserGuide.html