



NORTH DAKOTA STATE LIBRARY
TALKING BOOKS

DISCOVERY

VOLUME 22 ISSUE 1

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NEW AND EXCITING FOR TALKING BOOKS

Technology keeps things ever changing for Talking Books. Our library was chosen by the National Library Service for a new book service pilot program.

What this means and the benefits:

- A patron will be able to receive multiple books on one cartridge, this can be a series or a mix of books.
- Less physical items to keep track of
- All books will be available at all times - no waiting for a book because it's checked out to someone else.
- Faster availability of new titles.
- Instructions on how to access each book will be read at the beginning of each multiple book cartridge.

This new service will be a gradual roll out for patrons. The cartridges are a peach color and the containers are clear.

BARD ON MOBILE DEVICES

Are you tired of waiting for your books to come in the mail? There is a faster way to get them. You are now able to download your talking books on any IOS or Android phone or tablet. It is a very easy thing to do and you can have all the books you want to read anytime you want them without having to wait for the mail. You can download books at your own convenience and listen any time you wish. If this is something that might be of interest to you, please give us a call at the ND State Library Talking Book Library at 1-800-843-9948 or email us at tbooks@nd.gov. We look forward to helping you get started on the path to making reading easier for you.

HOW TO REACH US WHEN YOU CAN'T REACH US

Odds are good that if you regularly call the Braille and Talking Book Library with your questions and requests, at some point you're going to reach our voicemail rather than a live person. Here are a few tips to make the best use of our voice mail:

- Don't hang up! We know that you would probably prefer to talk to a person rather than a machine, but if you don't leave us a message when you reach our voice mail, we won't even know you called, so we won't be able to help you. Leaving a message is your best bet to get prompt assistance from us.
- Be sure to leave us your name! Also, spell your last name for us and leave us your phone number to make sure we're able to find you. If you are calling on behalf of someone else, please leave the name of the patron.
- Let us know what you need in the message. If you have a list of requests, feel free to leave those in your message. If you have a question for us, go ahead and ask it in the message and give us as much information as you can so, when we call you back, we can try to have an answer ready for you.
- Given the large number of calls we receive, for simple requests, like having an available title sent out or adding a few books to your request list, we will generally take care of the request without a return call. If you want us to call you back, please let us know in your message.
- For those patrons with email access, sending a message to us at tbooks@nd.gov can be a convenient alternative to trying to reach us by phone...but the same tips apply! Include your full name in your email along with the reason you're writing so we'll know who you are and what you need.

WANTED: FINISHED READING YOUR BOOKS AND MAGAZINES?

Please send them back when you have finished reading. Other patrons may be waiting to read those titles, and the newsletter and magazines cartridges need to be reused.

WHAT TO DO WITH DEFECTIVE BOOKS

Every once in a while you may come across a book that does not play properly. Your player will usually say something like “book error” or “cartridge error” when you put the book in, and it will not play. Or the book will refuse to play past a certain point and just skip to the end. If you run into a book that’s defective, here’s what you should do.

First, contact us. Talking Books Staff have a lot of support options to choose from, including marking the book for repair in our circulation database and reserving a new copy for you if you want one. We can also take you through some quick steps to see if we can get the book to play without having to send it back. To contact us, you can call 800-843-9948 or email tbooks@nd.gov. If you are unable to talk to a staff member directly or call during non-business hours, just leave a message with your name, phone number, the title and DB number of the defective book, and a brief explanation of the problem.

Second, mark the “Defective” box on the return mailing card. The box is located in the top-left corner of the card when our return address is showing. Even if you cannot see the box, any mark in that general area is cause enough for our circulation staff to set the book aside for additional inspection.

Here are a few things NOT to do:

- Please do not write directly on the cartridge or container.
- Please do not tape notes to the cartridge

We really appreciate your help identifying books that need a little TLC. Thanks!

ARE YOU ACTIVE?

Individual readers are considered active in the Talking Book program if they borrow at least one book from our library during a twelve month period or if they have a subscription to a network of National Library Service (NLS) produced magazines. If you have not checked out a book or magazine recently, please contact us before your account becomes inactive.

QUICK TIP: USING BOOKSHELF MODE TO LISTEN TO MAGAZINES

If you subscribe to more than one magazine from the library, chances are more than one magazine is being sent on each cartridge. In this case, it is necessary to put your player in "Bookshelf Mode" in order to listen to all of the magazines on the cartridge. This tip is referring to the Standard Machine.

To do this, follow these steps:

1. Turn the player on and put your magazine cartridge in the player. If there is more than one magazine on the cartridge your player should announce how many there are.
2. If there is more than one magazine, hold down the square, green play/stop button. After a few seconds your player will beep and say, "bookshelf mode". Release the play/stop button.
3. You can now use the fast forward and rewind arrows to go through the magazines on the cartridge. When it reads the title you want to listen to, press the play/stop button again. Your magazine should start playing.
4. Repeat these steps for each additional magazine on the cartridge.

SENDING CORRESPONDENCE TO THE TALKING BOOK LIBRARY

Please be sure to paste an address label or write your name and address on order forms and correspondence you send to the Talking Book Library. Occasionally, we receive someone's order list without identifying information on it and cannot add the choices to the patron's account.

You should also be aware that the Talking Book Topics order form can be sent for free via the US Postal Service, by writing FREE MATTER FOR THE BLIND OR HANDICAPPED in the spot where you would affix a stamp.

Because Talking Book materials and mail are sent through the US Postal Service, please allow 7 or more days for items to reach us. Contact us a week before moving south for the winter or before you want extra books for the holiday break.

NLS CHECKOUT TIMES

Many patrons have expressed concern about not receiving magazine subscriptions from NLS. The following is the listed check out times:

Weekly publications: Three weeks; allows one week to arrive, one week for patron to read, and one week to return.

Monthly publications: Six weeks; allows one week to arrive, one month for patron to read, one week to return. (includes monthly, bimonthly, quarterly)

Patrons will have their magazine service deferred when two cartridges are overdue. Once overdue cartridges are returned, service will resume and NLS will send two issues of each magazine subscribed (the most recent back issue and the current issue) on the next generated cartridge. Be aware that magazine subscriptions are combined on weekly or monthly cartridges.

NOTES IN THE MAILING CONTAINERS

Please do not put notes pertaining to orders, etc. inside a digital book mailing container when you return a book. According to the US Postal Service, states that no letter, regardless of format, may be enclosed in a mailing container for braille or recorded books. If you wish to write us a letter or mail in an order, please do so using a separate envelope. If you are returning a defective cartridge, please put a checkmark in the upper left-hand corner of the return address card. Call us if you'd like to reorder a different copy of a defective book, as we will not automatically resend the title.

PRESERVING THE DIGITAL PLAYER'S BATTERY LIFE

It is important to remember to keep your digital player plugged in when you are not using it. If it is unplugged for an extended time, the power level in the battery could drop to a very low level and won't ever fully recharge. When this happens you will need to send your player in to get a new battery installed. This means you will be without your player for several days - so be sure to keep it plugged in whenever possible. If you have questions about your player or its battery, call to speak to a Reader Advisor.

ON THE SHELF: SUMMER 2016

CALL 1-800-843-9948 TO ORDER

LD 00684**Grand Forks: A History of American Dining in 128 Reviews**

Author: Marilyn Hagerty

From her weekly Eatbeat column in the local paper, Marilyn gives reviews of the mom-and-pop diners that eventually gave way to fast food joints, and the Norwegian specialties that finally faded away in the face of the Olive Garden's endless breadsticks, this is a loving look at the shifts in American dining in the last years of the twentieth century. 2013.

LD 00694**Emeralds in the Attic: (Annie's Attic, Bk. 10)**

Author: Jan Fields

Annie Dawson and her friends in the Hook and Needle Club are preparing for the social event of the year, a masquerade ball hosted by the Stony Point Historical Society. Searching the expansive attic of Grey Gables they discover an antique set of faux-emerald jewelry. The set is the perfect complement to Annie's own gown, but little does she know where the discovery will lead her and her friends. 2011.

LD 00701**Roger Maris: Baseball's Reluctant Hero**

Author: Thomas Calvin

Roger Maris may be the greatest ballplayer no one really knows. With research drawn from more than 130 interviews with Maris's teammates, opponents, family, and friends, this timely and poignant biography sheds light on an iconic figure from baseball's golden era-and establishes the importance of his role in the game's history. 2010.

LD 00735**Dakota Child**

Author: Linda Ford

Trapped in a North Dakota blizzard, single mother Vivian Halliday's prayer for herself and her child is answered. Rescue comes in the seemingly terrifying form of Billy Black. When the storm abates and it is safe to leave, will she seek the life that led her back to the village... or stay where she's found an unexpected family for herself and her Dakota child. 2009.

LD 00736**Dakota Stories I: Dakota Dawn, Dakota Dream: (Dakota Stories)**

Author: Lauraine Snelling

The wide open plains of the Dakota Territory from the setting of their lives and loves of four inspiring women making their way in the new world. This captivating volume combines two bestselling novels by Lauraine Snelling under one cover – Dakota Dawn and Dakota Dream. 2008.

LD 00737**The Bachelor Farmers**

Author: Brenda Sorrels

Set in northern Minnesota in the winter of 1919, The Bachelor Farmers tells a story of two Norwegian brothers who learn the meaning of love from a most unlikely source. 2012.

LD 00738**On Golden Plain: Reflections on Agriculture in the Northern Plains from Those Who Helped Shape the Industry**

Author: Les Kletke

Profiles of Significant Members of the Agricultural Industry in North Dakota, Minnesota, and Montana. 2014.

LD 00745**Dontcha Know?**

Author: Mary Ellen Erickson

It is April 2013. Gen Fletcher leaves her husband behind and heads to Little Beaver, Minnesota, to complete the school year for Evelyn Pretsler, a high school teacher who has mysteriously disappeared. But when Gen is left to deal with troublesome students in her classroom, what she finds soon draws her into the murder investigation and leaves her teaching career in jeopardy. This book contains some strong language, some violence and some descriptions of sex. 2016.

BARD EXPRESS

BARD Express, a Windows-based application for those who download from BARD through a computer, is now available from the National Library Service (NLS).

BARD Express simplifies the process of downloading and transferring audio materials to a cartridge or USB flash drive. The major advantage is that BARD Express unzips and transfers the files to a cartridge for you with the click of a button.

If you are a BARD user, and want to start using BARD Express, you must first download the software to your computer. It is available on the BARD main page under “Additional Links, BARD Express.” Some FAQs, a User’s Guide and some helpful screenshots are also available within this BARD Express link.

If you are not a current BARD user and want to start, you will first need to apply for BARD at <https://nlsbard.loc.gov/ND1A/ApplicationInstructions.html>.

After logging in with your existing password, you will not need to login again in the future.

Several short NLS produced YouTube videos are available for further help with BARD Express at <https://youtube.com/> and search for BARD Express.

BARD Express will manage BARD materials downloaded to a computer and categorize them by books, magazines, read items, and unread items for easy sorting. It also provides device management options from the main menu for customizing the process.

BARD Express is designed for use on personal Windows computers running XP, Vista, 7, 8, 8.1, and 10. BARD Express is not for use on mobile devices or Macintosh computers.

*The Talking Book office hours are
Monday-Friday 8:00 am – 4:00 pm.*

1-800-843-9948 • 701-328-1408 • TBOOKS@ND.GOV

“END OF BOOK” ERROR

Patrons have reported hearing an “end of book” error message while listening to a digital book. After a few hours, the book stops playing and says “end of book.” This problem may be resolved by clearing your book player of errors. You will need both hands to hold down four buttons on your player at the same time. The instructions are as follows:

TO CLEAR MACHINE ERRORS:

Press and hold down each of the following four player buttons simultaneously for three to five seconds.

- SLEEP
- TONE UP
- REWIND
- POWER (Press last)

Machine will beep and announce “OK” or “an error” for each of the following five items:

- PLAYER STATUS
- CARTRIDGE
- ASSISTIVE TECHNOLOGY
- POWER
- SYSTEM

SOMETIMES THINGS HAPPEN

We do everything we can to keep the databases you need in good operating condition. But just like your car, they need a tune-up every now and again. When these databases undergo maintenance, you may experience a disruption in your ability to access and/or download the books and other materials you want. We understand the inconvenience this imposes, but we want you to know that the National Library Service will do everything it can to keep these maintenance periods as brief as possible without compromising the effectiveness of the tools you rely on for your information and reading enjoyment. We ask for your patience during these ‘tune-ups’, and we thank you for your cooperation.

POST OFFICE PROBLEMS TIPS & TRICKS

We hope all of our users know that any of our library's books, players, accessories, and request forms mailed via the United States Postal Service (USPS) qualify for "Free Matter for the Blind or Handicapped" postage. This means you can mail these items without having to pay anything. Simply write "Free Matter for the Blind or Handicapped" in the top-right corner of an envelope or package where you would usually put postage.

Free Matter postage works in every city, county, state, and territory in the United States. ALL USPS post offices accept Free Matter postage. The US Congress makes an annual appropriation to the USPS that covers the cost of handling Free Matter mail. Any and all of our users are qualified to use this postage designation because you are registered with our library.

Here are some things you can do to help expedite Free Matter mail you send our way:

- Always address items to the North Dakota Talking Book and Braille Library, or just Talking Books for short. For books, it's as easy as flipping the mailing card over so our return address is showing.
- Remember to leave paper envelopes unsealed to comply with Free Matter postage regulations.
- Make sure you put items into the USPS system, either in your mail box, in a blue USPS pickup bin, or at a USPS post office. FedEx and UPS DO NOT accept Free Matter postage.

Tips & Tricks continued on page 11

"CHALLENGE TO READ SOMETHING DIFFERENT" WINTER READING PROGRAM

There were 10 patrons who completed the challenge of reading 10 books different from their regular reading interests. Those patrons qualified for a drawing, and Helen Baumgartner was the winner. To celebrate her accomplishment, she received a \$50.00 gift certificate to the Longhorn Steakhouse restaurant. Congratulations, Helen!!

Tips & Tricks continued from page 10

Our Talking Books Staff uses Free Matter mail every day, so we are very familiar with it, but there may be some individual postal employees that aren't. Here are some things you can do if you encounter any hardships when trying to return library materials using Free Matter postage:

- Remain calm. Keep cool and explain that you are a user of the North Dakota Talking Book and Braille Library sending back library materials for the print-disabled.
- Ask to speak to the Postmaster and have them explain specifically WHY they won't accept the materials as Free Matter.
- Remember the post office you had the problem with, and make a note of the names of the postal employees you spoke with. If problems persist, give us this information, and we can contact the post office.
- Many post offices have an area where you can drop letters and packages off without waiting in line. If your local post office has these areas use them.

You should never be expected to pay for postage when properly mailing Free Matter items. Hopefully you won't experience any difficulties, but if so this information should help straighten things out.

PLANNING ON MOVING?

If you are a patron of the ND State Library Talking Book Program and are planning a move, please contact the library so your talking book service is not interrupted. It does not matter if you are moving into some type of assisted living or just moving to a different home or state. We can assist you in order to make sure you are able to receive your talking books wherever you go. Call 1-800-843-9948, and we will change your contact and mailing address information. You are able to take your talking book player with you, and this way, your service will continue without interruption. If you are moving and no longer wish to continue, all your talking books and the player must be returned to the library at the address on the books and on the bottom of the machine as they are property of the federal government. If you decided to cancel your talking book services, please call the library so we can stop your services.

**FREE MATTER
FOR THE BLIND**

**North Dakota State Library
Talking Books
604 East Boulevard Avenue
Bismarck, ND 58505-0800**

DISCOVERY

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SUMMER 2017

THANK YOU, CONTRIBUTORS!

Donations and Memorials given to Talking Books

Kay Bonebrake

Mandan Catholic Daughters of America

Mandan Dacotah Lions

Memorial for Amy Knudsvig

Memorial for Elsie Friesz

TALKING BOOK CLOSURE DATES

September 4th

October 9th (No mail delivery)

November 10th

November 23rd

December 25th