

IV. LEGISLATION – POLICIES – RULES

C.1 Rules – Talking Book Service

Until 2009 our Talking Book Service rules allowed users an unlimited number of titles with a 6-week circulation period. When the National Library Service (NLS) introduced digital books, they predicted limited numbers of players and titles would be available for 2-3 years. Our TBS Advisory Committee recommended both the number of digital titles available for circulation at one time and the circulation period be reduced in order to provide as much access as possible to the digital collection. Based on this recommendation, a rule change was recommended to allow each user a maximum of 2 digital titles with a 2-week circulation period. This rule change was completed in 2010.

Over the last year NLS has increased both the numbers of digital titles and players available for circulation. In addition, users like the digital materials so much they are returning the cassette players and want to use just the digital books. The limited number of titles users can have at one time and the 2-week circulation period reduces access to the collection. To avoid having to change the rules as needs change in the future, our Deputy Attorney General recommends that specific numbers be removed from the rules and instead be placed in guidelines set by the Board of Library Commissioners.

At this time, the TBS Advisory Committee recommends that users in good standing be allowed an unlimited number of digital titles with a 4-week circulation period. It is recommended that users in good standing continue to have an unlimited number of cassette books with a 6-week circulation period. Good standing is defined as having no more than 1 digital player and 1 cassette player.

Our Deputy AG has drafted the following description of the temporary rules:

Changes to the rules governing the use of the Talking Book Services; removes the specificity of the number of items to be circulated and the loan period and refers to guidelines set by the Board. These changes were identified by Talking Book Staff as the number of digital book titles available for check out by patrons has increased.

The draft rules and TBS Loan Guidelines appear below.

Suggested motion: I move that the Board of Library Commissioners initiate the process to create a Temporary Rule to be effective December 3, 2010, and to begin the Proposed Rule making process for rules governing the use of Talking Book Services.

Roll call vote: Held _____, Staub _____, Weeks _____, Noble _____

Suggested motion: I move that the Talking Book Service Loan Guidelines be approved as drafted in Board Document 11-17.

MSC _____

IDA PA 30
TITLE 01
CHAPTER 01

IDAHO COMMISSION FOR LIBRARIES

**30.01.01 - RULES OF THE IDAHO COMMISSION FOR LIBRARIES
GOVERNING THE USE OF COMMISSION SERVICES**

050. TALKING BOOK SERVICE (TBS).

01. Patron Status. (3-29-10)

a. Active status. To remain active, users must borrow at least one (1) book per year or subscribe to at least one (1) magazine provided through the service. (3-29-10)

b. Changes of status. The user must notify the Talking Book Service of address changes, a desire to cancel the service, and temporary or permanent service transfer to another state. (3-29-10)

c. Good standing. To receive a digital player and books, user's account must reflect: (3-29-10)

i. The current permanent mailing address and contact information; (3-29-10)

ii. No history of lost machines as defined by library procedures or more than one (1) Recorded Cassette (RC) player currently checked out; and (3-29-10)

iii. ~~No more than four (4) overdue cassette titles.~~ ~~(3-29-10)~~

02. Materials Loaned. (3-29-10)

a. Formats. Recorded books, magazines, and descriptive videos and discs are loaned free to eligible registered users. The Talking Book Service keeps records of all loans. (3-29-10)

b. Equipment. Equipment necessary to listen to recorded materials will be loaned for as long as the user meets National Library Service eligibility requirements and is using the equipment to listen to materials provided by the Talking Book Service. Materials received from sources other than the Talking Book Service do not qualify for continuance of service. Playback equipment needing repair must be returned to the Talking Book Service. A replacement will be provided upon request. The user should not attempt to repair the playback equipment or replace the battery. (3-29-10)

c. Sharing materials. Users may not lend Talking Book Service materials or equipment to other persons. (3-29-10)

03. Circulation. (3-29-10)

Board Document 11-17

a. Number of titles loaned. ~~Following is a list by format of~~ The Board shall establish the maximum number of titles each user may request and that information is available at the Commission office. Once a user reaches the established maximum number of titles, no additional titles will be sent in that format until outstanding titles are returned. A user may request a change in the number of titles received at any time, up to the maximum.

~~(3-29-10)~~(12-3-10)T

~~i. Cassette books: Unlimited. (3-29-10)~~

~~ii. Digital books: Two (2). (3-29-10)~~

~~iii. Descriptive videos and discs: Two (2). (3-29-10)~~

~~iv. Magazines: Unlimited. (3-29-10)~~

b. Loan periods: The Board shall establish loan periods for all titles and that information is available at the Commission office.

~~(3-29-10)~~(12-3-10)T

~~i. Cassette books: Six (6) weeks. (3-29-10)~~

~~ii. Digital books: Two (2) weeks, with one (1) two week renewal. (3-29-10)~~

~~iii. Descriptive videos and discs: Two (2) weeks. (3-29-10)~~

~~iv. Magazines in green mailing containers: Two (2) weeks. (3-29-10)~~

~~v. Magazines in cardboard containers: Do not return. (3-29-10)~~

c. Overdue materials. Users are urged to return materials promptly so they can be circulated to other patrons. ~~Service for digital books will be suspended if a digital book is more than two (2) weeks overdue.~~

~~(3-29-10)~~(12-3-10)T

d. Fines. No fines are levied for materials returned later than the circulation due date. (3-29-10)

e. Returning materials. Materials can be returned free via the United State Postal Service using Free Matter for the Blind mailing cards. Place materials in a mailbox or take them to the Post Office. (3-29-10)

f. Lost or damaged materials. The user is charged a replacement fee for each lost or damaged descriptive video or disc as outlined in Section 33-2620, Idaho Code, "Failure to Return Borrowed Material."

(3-29-10)

04. Service Suspension. If any of the rules of Section 050 of these rules are repeatedly violated, the user's service may be suspended pursuant to the following suspension procedure: (3-29-10)

a. Service staff will discuss the violation with the user. (3-29-10)

b. A warning letter will be sent to the user that summarizes the discussion and the violation. The user will have an opportunity to reply within ten (10) business days. (3-29-10)

c. If rule violations continue, a second warning letter will be sent citing the earlier warning letter and listing examples of subsequent violations. The service can be suspended for up to six (6) months. A specific date to reinstate service will be included in this letter. The user will have an opportunity to reply within ten (10) business days. (3-29-10)

d. When service is reinstated, a letter will be sent notifying the user of reinstatement of service and reminding the user that further documented violations will result in another suspension of service. (3-29-10)



Talking Book Service (TBS) Loan Guidelines December 2010



The following guidelines are based on the National Library Service Network Library Manual and govern the circulation of materials and equipment to eligible blind and physically handicapped persons who are registered with the Idaho Talking Book Service. Users accept responsibility for using borrowed materials with reasonable care and for returning them to the Talking Book Service. Violation of these guidelines may result in suspension of some or all services.

1. PATRON STATUS:

A. ACTIVE STATUS:

To remain active, users must borrow at least one book per year OR subscribe to at least one magazine provided through the service.

B. CHANGE OF STATUS:

The user must notify the Talking Book Service of address changes, a desire to cancel the service, and temporary or permanent service transfer to another state.

C. GOOD STANDING:

To receive a digital player and books, user's account must reflect:

1. The current permanent mailing address and contact information
2. No history of lost machines as defined by library procedures or more than one cassette (RC) player currently checked out.

2. MATERIALS LOANED:

A. FORMATS:

Audio books, magazines, and descriptive movies on VHS and DVD are loaned free to eligible registered users. The Talking Book Service keeps records of all loans.

B. EQUIPMENT:

Equipment necessary to listen to audio materials will be loaned for as long as the user meets National Library Service eligibility requirements and is using the equipment to listen to materials provided by the Talking Book Service. Materials received from sources other than the Talking Book Service do not qualify for continuance of service. Playback equipment needing repair must be returned to the Talking Book Service. A replacement will be provided upon request. The user should not attempt to repair the playback equipment or replace the battery.

C. SHARING MATERIALS:

Users may **not** lend Talking Book Service materials or equipment to other persons.

3. CIRCULATION:

A. Number of titles loaned:

Following is a list by format of the maximum number of titles each user can request. Once a user reaches the established maximum number of titles, no additional titles will be sent in that format until outstanding titles are returned. A user may request a change in the number of titles received at any time, up to the maximum.

Cassette books:	Unlimited
Cartridge books:	Unlimited
Descriptive movies	2
Magazines:	Unlimited

B. Loan periods:

Cassette books:	6 weeks with one 6 week renewal
Cartridge books:	4 weeks with one 2 week renewal
Descriptive movies:	2 weeks with one 1 week renewal
Magazines in returnable containers:	2 weeks
Magazines in cardboard containers:	Do not return

C. Overdue Materials:

Users are urged to return materials promptly so they can be circulated to other patrons.

D. Returning Materials:

Materials can be returned free via the United State Postal Service using Free Matter for the Blind mailing cards. Place materials in a mailbox or take them to the Post Office.

E. Fines:

No fines are levied for materials returned later than the circulation due date.

F. Lost or Damaged Materials:

The user is charged a replacement fee for each lost or damaged descriptive movie as outlined in Idaho Code 33-2620 "Failure to Return Borrowed Material".

4. SERVICE SUSPENSION:

- A.** If any of the above guidelines are repeatedly violated, the user's service may be suspended.

B. Suspension Procedure:

1. Service staff will discuss the violation(s) with the user.
2. A warning letter will be sent to the user that summarizes the discussion and the violation(s). The user will have an opportunity to reply within 10 business days.
3. If guideline violations continue, a second warning letter will be sent, citing the earlier warning letter and listing examples of subsequent violations. The service can be suspended for up to six months. A specific date to reinstate service will be included in this letter. The user will have an opportunity to reply within 10 business days.
4. When service is reinstated, a letter will be sent notifying the user of reinstatement of service and reminding the user that further documented violations will result in another suspension of service.