

# **Connections**

## **Talking Book Service News**

### **Patron Centric Cartridge (PCC) Now Available**

Calling all avid readers . . . if you can't seem to get enough books to read, the Talking Book Service (TBS) has something new for you.

Known as the Patron Centric Cartridge (PCC), this service allows readers to receive multiple titles on one cartridge, which has an extended check-out time of six months. This is significantly longer than the four-week check-out period for the traditional cartridge.

With PCC, the titles downloaded onto the cartridge are based on the reader's specific reading interests. Selected titles are downloaded from the readers' request and reserve lists, and/or author, subject, and series preferences. So, your PCC cartridge will arrive completely customized to your specific interests and requests.

Other advantages of PCC include: no waiting for popular titles; plus, the number of cartridges mailed back and forth is reduced; and the extended circulation period of six months allows readers sufficient time to read all the titles on the cartridge.

PCC is also a great option for books written as a series. You would be able to enjoy the stories in order, at your pace, and not have to wait for the next title in the series to become available -- you could already have them all downloaded on one cartridge.

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## Patron Centric Cartridge (PCC) Now Available

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Successful use of the Patron Centric Cartridge (PCC) requires accessing the "bookshelf" function of the National Library Service (NLS) player. This function allows the user to listen to a list of titles on the cartridge and select the one they want to read next.

The bookshelf feature is activated by pushing and holding the green, square play button until the player says "bookshelf." The title of each book on the cartridge is spoken when the forward and back arrows on either side of the play button are used. Push the green, square play button once to select the book and a second time to begin playing it.

Instructions for using the bookshelf feature are included on the PCC cartridge. PCC will only work on a cartridge played on an NLS player.

If you think PCC is for you, or to learn more about it, please call the Talking Book Service at 800.458.3271 or contact TBS via email at: [talkingbooks@libraries.idaho.gov](mailto:talkingbooks@libraries.idaho.gov).

Talking Book Service

**10<sup>2</sup> Club**

Our centenarians joining the  
Ten Squared Club are:



**Peteria Crane**

who was born August 25, 1917.

Peteria has read 244 books since she started the TBS service.

**Roland Coolbaugh**

who was born June 9, 1917.

Roland has read 304 books since he started the TBS service.

## 2017 TBS Survey Results

The National Library Service requests ongoing feedback of the country's Talking Book Service (TBS) programs. For 2017, the Idaho TBS program contracted with the University of Idaho to conduct a telephone survey of its nearly 3,000 patrons, rather than using the traditional paper survey.

The survey was conducted from February to April, 2017. Each patron was called up to six times, at different times and days of the week, in order to achieve the maximum level of response. The response rate for the survey was 66.6 percent, with 1,461 completed interviews.

The data gathered from the respondents indicates that:

- 55 percent have used the TBS service for five years or less;
- 52 percent have a visual impairment, 39 percent of whom are blind;
- 80 percent use the service for recreational reading; and
- 35 percent learned of the TBS from the Idaho Commission for the Blind

The vast majority of the respondents are "highly satisfied" with the Idaho TBS. Seventy-two percent rated it as "excellent," and another 24 percent as "good."

Half of the respondents said they would like to receive multiple books on the same cartridge. The new Patron Centric Cartridge (PCC) may take care of this need for many patrons. (Please refer to the article on the cover page of this newsletter for more information on PCC.)

Of the patrons who access the internet, 51 percent use the TBS online catalog and 50 percent are registered for the Braille and Audio Reading Download, known as BARD. Only 37 percent of patrons using the TBS for five years or less are registered for BARD. If you are interested in learning more about BARD, please contact the TBS at 800.458.3271.

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## 2017 TBS Survey Results

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According to the 2017 Idaho TBS Satisfaction Survey, the service meets the needs of its patrons most or all of the time, and patrons rate the service highly.

Idaho Commission for Libraries Regional Librarian, Sue Walker, said, "We were very gratified that the Idaho TBS program is extremely well-regarded by the majority of our patrons who took the survey. But there are opportunities for improvement. Patrons asked for the types of books to be improved, for a better and wider selection of books, and for more information regarding the books that are available." Walker continued, "We will take all of the patron feedback and survey results into account, as we look for new ways to make the Idaho Talking Book Service even better."

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## BARD's Advantages

According to the 2017 Idaho TBS Satisfaction Survey, of the patrons who access the internet and have not registered for the Braille and Audio Reading Download (BARD): 64 percent were not aware of BARD; and 53 percent did not know how to register for BARD.

BARD is a free service, through which patrons may easily search for, and download, books and magazines. BARD is available 24/7; all titles are immediately accessible; and there is no due date. BARD is available at: <https://loc.gov/nls/bardnls>. BARD Mobile allows for easy access with an iPhone, iPad, iPod, Android device, or a Kindle.

Free software, called BARD Express, is now available from the BARD website, which makes downloading titles and transferring them to a cartridge or USB drive very easy. The software also categorizes the downloaded material as books or magazines, and read or unread items, to make sorting and finding material easier.

For more information about BARD, BARD Mobile, or BARD Express, please call the Idaho TBS at 800.458.3271.

## New Books Order Form

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

\_\_\_\_\_

### New Idaho Talking Books from Our Recording Studio

New locally recorded books are available on digital cartridge. To order, write your name on this pre-addressed New Books Order Form, select the numbers of the titles that you want, and mail the form.

These titles are also available for download from BARD. Call the Talking Book Service at 800.458.3271 to register for BARD, or visit: <http://NLSbard.loc.gov>.

*Treaties: Nez Perce Perspectives*  
Author: The Nez Perce Tribe

(Adult Non-Fiction)  
Read By: Nancy Rollins &  
Margo Vaughn-Nelson

Sam Penny, Chairman of the Nez Perce Tribal Executive Committee, states, "These words are important because they reflect the true perspectives of the Nez Perce people. Although there are many books, articles, and other materials written by individuals who have studied one or more aspects of the Nez Perce Tribe, until now, the Tribe has not taken on the project of formally writing and sharing with the general public the views of the Nez Perce people concerning our own history and our own culture."

\_\_\_\_\_ (DBC00804) 2017

7 hours 42 minutes

***Stanley-Sawtooth Country***

(Adult Non-Fiction)

Author: Esther Yarber

Read By: Ed Rush

Snug within the realms of Central Idaho, the Stanley-Sawtooth country, now included in the Sawtooth National Recreation Area, comprises one of the most scenic regions in the West. This is the story of the people who settled this land, and their struggle to survive its hostile winters. It is also about their unique, unhurried lifestyles, where "mountain folk should never live in haste."

\_\_\_\_\_ (DBC00816) 1976

13 hours 52 minutes

***Symms Sunny Slope: The Life and Times of the Symms Family***

(Adult Non-Fiction)

Author: R.A. Symms

Read By: Maryan Stephens

R.A. "Dick" Symms highlights 100 years of the Symms Fruit Ranch. Growing fruit that is shipped around the world, the ranch is located on the sunny slopes overlooking the Snake River in Southern Idaho.

\_\_\_\_\_ (DBC00861) 2014

7 hours, 59 minutes

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## Converted Books

The following Idaho books were originally recorded for cassette, but are now available as a digital cartridge. To order, select the DBC numbers of the titles that you want and mail this pre-addressed Order Form or call 800.458.3271. These books are also available for download from BARD.

***So Incredibly Idaho: Seven Landscapes That Define the Gem State***

(Adult Non-Fiction)

Author: Carlos A. Schwantes

Read By: Maryan Stephens

Idaho comes alive in this innovative pictorial and narrative history. Historical events, thoughts, and dreams that have molded Idaho are woven together to create a portrait of what has created the strong sense of "state" that is found in Idaho.

\_\_\_\_\_ (DBC07311) 2000

3 hours, 44 minutes

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## Converted Books

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### *Utter Disaster on the Oregon Trail*

(Young Adult Non-Fiction)

Author: Donald H. Shannon

Read By: Carla Stern

In 1860, on the South Alternate Route of the Oregon Trail in Snake River Country (Idaho/Oregon), Indians mounted a successful attack on a group of encircled emigrant wagons, which resulted in the greatest loss of life to both emigrants and Indians of any such encounter. This book factually relates the story of the massacre, the survivors' fight to live, their rescue by the U.S. Army, and the two-year attempt to rescue children held captive by the Shoshoni. For junior and senior high school and adult readers.

\_\_\_\_\_ (DBC07308) 1993

5 hours, 19 minutes

### *An Innocent on the Middle Fork:*

(Adult Non-Fiction)

### *A Whitewater Adventure in Idaho's Wilderness*

Author: Eliot DuBois

Read By: Natalie Chavez

This is a richly textured tale of two boat trips, forty years apart, down Idaho's Middle Fork of the Salmon River. The book reads like an account of a modern day exploratory river expedition, with the reader breathlessly anticipating the view and obstacles around each turn in the canyon. The author's detailed observations of people, places, and events along the river are extraordinary.

\_\_\_\_\_ (DBC07312) 1997

5 hours, 33 minutes

### *What the River Says: White Water Journeys Along the Inner Frontier*

(Adult Non-Fiction)

Author: Jeff Wallach

Read By: Laurel Wagers

Jeff Wallach's words describe the river's transitions from raging white water to pellucid calm, as he steers us down Idaho's River of No Return for a summer of inner exploration and discovery. It is a journey to challenge both body and spirit.

\_\_\_\_\_ (DBC07313) 1997

6 hours, 14 minutes

Order Form continued on page 8.

Idaho Talking Book Service  
Idaho Commission for Libraries  
325 W. State St.  
Boise, ID 83702-6055

**FREE MATTER FOR THE  
BLIND OR HANDICAPPED**



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The TBS newsletter, with this order form, is available on cartridge, upon request. It is also available in Braille. Call 800.458.3271. For a podcast, PDF, or to subscribe to the newsletter via email, visit <http://libraries.idaho.gov/page/connections-tbs-news>. To download via the online catalog, search "Connections, Idaho Talking Book Service News."

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## A Volunteer's Work is Never Done

The Idaho Commission for Libraries (ICfL) has an extremely strong volunteer program, through which it accomplishes an even greater amount of work for Idaho's library community. In 2016, 93 individuals and 27 group members contributed 7,600 hours of service to the ICfL.

Much of the volunteer efforts are directed toward the Talking Book Service (TBS).

In 2016: 34 new Idaho books and 28 magazines were recorded, edited, and constructed; 21 analog-to-digital conversions were done; 71 Idaho books were uploaded to the Braille and Audio Reading Download (BARD); and 151,329 TBS books were inspected.

Members of the TBS Advisory Group attended the ICfL's 2017 Volunteer Luncheon.



## Volunteers Help It Happen

The Idaho Commission for Libraries (ICfL) brings the Talking Book Service (TBS) to Idahoans throughout the Gem State. That work is supported by a number of volunteers who give of their time and talents on a regular basis to the ICfL and its programs. For the TBS, volunteers read the books, check and edit the recordings, repair the talking book machines, process the incoming and outgoing digital cartridges, and many other duties that help keep the Idaho TBS patrons supplied with books.

After managing the ICfL's volunteer program for more than 25 years, Sheila Winther will retire from her position in July 2017. When Sheila joined the ICfL in 1991, "volunteer management" was not a recognized vocation. For her, it was something to be learned on the job -- along with operating the recording and editing equipment, and recruiting and training volunteers.

Sheila wasn't in her new job long before she was faced with an immediate need -- the repair of the talking book machines. She was told by the National Library Service that many states used members of the Telephone Pioneer Club of America, of which there was a chapter in Boise. So, Sheila made the connection, and in 1992, the Pioneers came to the Idaho TBS. They brought their skill, years of experience, and even their own tools! Bill Ayers came first, and he brought in Fred Riddle and Shirley Moss, who are still fixing TBS machines to this day.

Sheila continued to grow the ICfL's volunteer base. One volunteer even stood out so much for Sheila that she married him. As the years sped by, technology changed and improved. By 2002, the TBS was going digital, and Sheila had to figure out how to make the new technology work for Idaho's program. She found a pilot that the state of Montana was involved in and got herself invited to learn about the hardware and software they were testing. She also determined that the cost of the new technology was prohibitive. Undeterred, Sheila found different high-quality software, at an affordable price, from the American Printing House for the Blind -- which is still providing the same superior software at an affordable price.

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## Volunteers Help It Happen

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In 2014, Sheila Winther achieved one of her greatest professional successes when the National Library Service (NLS) agreed to upload Idaho-produced books to the Braille and Audio Reading Download (BARD). Previously, the NLS said that locally-produced material was not up to their standards. Sheila and her cadre of dedicated and talented volunteers proved NLS wrong. They accepted Idaho's very first submission -- with no changes required. To date, Idaho has more than 100 books uploaded on BARD.

When Sheila began her journey with the ICfL, there were seven volunteers. Now, more than 85 people regularly volunteer at the ICfL, and most have a specific job that they do each time they come in. Sheila said, "I feel like I have really made a difference for so many people who were searching for something meaningful to do, and this gave them that -- on a regular basis."

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## ICfL's Volunteers Honored

Each spring, the Idaho Commission for Libraries (ICfL) honors its volunteers with an outing, along with the "Volunteer Cafe," hosted by ICfL staff. This year, volunteers were treated to a behind-the-scenes look at the Egyptian Theatre, in downtown Boise, which opened as a movie theater in 1927. Today, movies are shown on occasion, and special performances and events also take place at the Egyptian.

The ICfL's traditional volunteer luncheon was held in June. Sixty-three past and present volunteers joined ICfL staff members on the lawn in front of the ICfL building for a catered lunch. Many volunteers took the opportunity to re-connect with Volunteer Coordinator Sheila Winther, who retires in July.

The ICfL builds the capacity of more than 850 public, school, academic, and special libraries to better serve their communities through statewide programming, continuing education, online resources, and building library community. Its work is greatly enhanced because of the volunteers who give of their time and talents to the ICfL, Idaho's libraries, and, in a large part, to the Talking Book Service (TBS) patrons, in particular. Many volunteers work exclusively on TBS duties, such as narrating the Idaho books, repairing machines, and inspecting books, while others work on statewide programs, such as the early childhood literacy initiative, Read to Me. For more on the volunteers' accomplishments, please see page 8.

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## Recent Donations to the Idaho Talking Book Service

### Memorial Donations:

For Jack L. Bowman

Jack & Noreen Bowman

Wanda & Richard Collingwood

Mary & Don Cronin

Anne & Robert DeBord

Kenneth R. Frazier

Garrett Development Corp. &

Mark Bowman

Charles F. Grayson

John E. Jorgensen

Little Country Village Assoc.

Richard Morishita Construction

Gloria & Vernon Playton

Kathleen & James Rogers

Pat Wees

John & Jean Wilkin

Suzanne & Richard Wilkin

### Memorial Donations:

For Kenneth Fallon, Sr.

Kenneth Fallon, Jr.

For George Griffin

Robert Griffin

For Doyle Mason

Viola & Patricia Roberts

For Carolyn Perkins

Marien Barton

For Mary Purdom

James & Darlene Sutterfield

### General Donations:

Rachel S. Gilbert

Donald & Lillian Hughes

Gwenlee Riedel

Stephanie Zilk

Donations are used to enhance the Idaho Talking Book Service and are fully tax deductible, as allowed by law. Acknowledgements are sent to donors and honorees, so please include the name and address of all those to be notified.

Make checks payable to the Idaho Commission for Libraries and mail to:  
Idaho Talking Book Service  
325 West State Street  
Boise, ID 83702

Credit card donations may be made online from the Idaho Commission for Libraries website: <http://libraries.idaho.gov> and click on the "Donate Here!" button in the lower left corner of the page.

**Our sincere thanks to all who give so generously.**



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**FREE MATTER FOR THE  
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This newsletter is available on cartridge upon request. It is now also available in Braille. Call 800.458.3271. For a podcast, PDF, or to subscribe to the newsletter via email, visit <http://libraries.idaho.gov/page/connections-tbs-news>. To download via the online catalog, search "*Connections, Idaho Talking Book Service News.*"



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Institute of Museum and Library Services.

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## **TBS Info to Know**

Your traditional Talking Book Service (TBS) cartridge has a check-out period of four weeks. If you need a little more time, you may call a TBS customer service representative, who can extend the check-out time by two weeks. You'll find the due date for each cartridge on the white side of its mailing label. At the bottom of the label is the word "by" followed by a date. That is the date the cartridge is due back.

If you are on a "turn-around" service, where you receive a new book after a previous one is returned, you will enjoy the best service if you return a book as soon as you finish reading it. If you wait to return multiple books at one time, there will likely be a lag in your service. The computer system will send a new book only when a book is received and checked in by TBS staff.

The U.S. Postal Service picks up very early in the morning from the TBS Boise office. So, if you call to request a book, it will go out in the mail the next business day. The TBS office is open from 8:00 a.m. to 5 p.m., MT, Monday through Friday, except for federal and State of Idaho holidays.