

Patron Status

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

Materials Loaned

- a) **Formats.** Audio and Braille books, magazines, and print/Braille books 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.

Circulation

- a) **Number of titles loaned.** The Board will 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.
- b) **Loan periods.** The Board will establish loan periods for all titles and that information is available at the Commission office.
- c) **Overdue materials.** Users are urged to return materials promptly so they can be circulated to other patrons.
- d) **Fines.** No fines are levied for materials returned later than the circulation due date.
- 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.

Service Suspension

If any of these policies are repeatedly violated, the user's service may be suspended pursuant to the following suspension procedure:

- a. Service staff will discuss the violation with the user.
- 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.
- 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.
- 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.