



# Kentucky Talking Book Library

## Newsletter June 2020

### **2020 KTBL Patron Survey**

Please take a few moments to complete our annual survey. Your feedback helps us make decisions about reading materials, services, and procedures to help us better serve you. You may take this survey online by clicking on this link:

<https://www.surveymonkey.com/r/J9L9CLW>

You may also call our toll-free number 1-800-372-2968 or our local number 1-502-564-5791. This survey is anonymous, so do not give your name.

### **KTBL Update**

The Kentucky Talking Book Library has remained active during the Covid-19 crisis. While our building is closed to the public, we are providing service as usual with a reduced staff. Most employees are working from home, and several have been temporarily reassigned to other duties. Librarian Janet reports to KTBL every day to answer phone calls and provide customer service. Administrative Specialist Gary comes in every day to check books in and out. Electronic Technician Michael comes in as needed to get machines checked in and out. The rest of the time, he works at home editing books he has converted from cassette to digital format. Branch Manager Barbara reports to work one day a week and works at home assisting Janet by email and performing account and collection maintenance.

Janet is doing her best to answer calls, but cannot get them all. Be sure to leave a voice mail with all necessary information so she does not have to return your call in order to help you. She will take care of your needs, but will not call you back unless

she needs more information. Please do not keep calling until she answers. Better yet, send an email to [KTBL.Mail@ky.gov](mailto:KTBL.Mail@ky.gov) and Janet can forward it to Barbara to assist you.

Based on patron reports, it seems it is taking longer for the US Postal service to deliver books back and forth between KTBL and patrons. If you find you are regularly running out of books before a new cartridge arrives, call or email us so we can increase the number of books per cartridge. Keep in mind our loan period is 30 days, so we don't want to send you more books than you can read in that time.

Distribution of NLS magazines on cartridge was halted due to Covid-19, but should resume by the end of June.

All of us at KTBL hope our patrons stay safe and healthy, and we are glad to help you pass the time with plenty of books to read.

### **Service Tips**

With fewer staff available, you may find it helpful to understand how our library works so we can tailor your account for the best service. Even when fully staffed, KTBL must rely on our automated library system and we depend on it now more than ever.

Please call or email KTBL if you there has been an interruption in your service, your player is not working, to update your contact information, or to cancel service or place it on hold. You may call to update your reading preferences or to request books by number, title, author, series, or subject. When calling, we ask that you keep your list to 25 books. Mail or email longer lists whenever possible. You don't have to call to tell us you are ready for more books—that is taken care of automatically.

### **Circulation**

Most patron accounts are set up one of two ways: Turnaround or Calendar service. Turnaround service means you will have 1-3 cartridges checked out to your account at all times. Whenever a cartridge returns to the library, it triggers the system to check another out to you that day. This includes cartridges that are coming and going through the mail, so you will not necessarily have them all at the same time. With Calendar service, you will have a cartridge checked out to you on a regular basis: every month for light readers, maximum 2 cartridges; every two weeks for typical readers, maximum 2-3 cartridges; or every week for heavy readers, maximum 3 cartridges.

Whether Turnaround or Calendar service, there are limitations. The computer will pick the first books on your Request List when you are due for a cartridge. It cannot

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automatically add a series in order and cannot add a specific mix of authors, genres or topics to each cartridge. Please do not call to tell us you put a cartridge in the mail—our system will not send you anything else until it reaches our library or your next due date arrives. We rely on returned cartridges to use for each day's circulation, and must set a limit of 2-3 cartridges per patron so we don't run out.

### **Automatic Book Selection**

We must also rely on our automated system to select books instead of hand-picking them for each patron. Every day 15-25 patrons run low on book requests. Librarians use a program called Autoselect to add several month's worth of requests to their account. This means that a librarian must pick 300-2500 books a day! For each account, the librarian enters a range of book numbers, and the program picks all the books in that range that match the patron's reading interests.

The Autoselect process works best for patrons who wish to sample a wide variety of books within their reading interests. It can eliminate books with violence, sex, or rough language and can also eliminate books that are unrated. This means they may or may not contain sex, language, or violence. Approximately half of the new books we receive are unrated, so you may miss books you might like if you exclude them. The Autoselect program also allows librarians to select all books by a particular author. It will not select books that you have already received from our library unless you ask for them. Patron Requests will be sent to you before Autoselect books.

Autoselect is not a good match for patrons who are more particular about which books they receive. The computer can only match general reading interests that you *might* like. You are much more likely to enjoy the books you receive if you select them yourself from our catalog. **Talking Book Topics** and **Braille Book Review** are produced every other month. Each issue is divided by category, and each book entry includes the author, narrator, a description, the length in hours/minutes, and whether it includes sex, violence, or bad language. **Talking Book Topics** is available in large print or on audio cartridge; **Braille Book Review** is available in braille or large print. Contact KTBL to order a free subscription in the format you prefer. Both are available online and for download from BARD. You can mail the included order form, or create your own list and send it to KTBL by mail, email, or phone.

### **Miscellaneous**

**BARD**—You can download braille and talking books any time of day or night for instant access with no due dates. You can use your own smartphone or tablet with BARD Mobile, or use your computer and a flash drive to download books to play on your Talking Book player or purchased device. Visit <https://nlsbard.loc.gov/login/KY1A> to apply.

The **NLS braille eReader** pilot program is scheduled to begin sometime this summer. We will provide more information to braille readers as it becomes available.

**KTBL Book Club** planning has been put on hold until all staff return to KTBL. Contact KTBL at 800-372-2968 or [ktbl.mail@ky.gov](mailto:ktbl.mail@ky.gov) to add your name to the list of potential members. We will mail or email details to you later.

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**Kentucky Talking Book Library**  
**PO Box 537**  
**Frankfort KY 40602**

**Free Matter for the Blind**  
**and Physically Handicapped**  
**DMM 703.5**