
Subject: Talking Book Service

Effective: Decembre 2011

Revised:

1.0 PURPOSE

The purpose of this policy is to:

- ✓ Define talking book service;
- ✓ Define the role and responsibilities of library staff in delivering the service;
- ✓ Communicate service level expectations and commitments.

2.0 APPLICATION

The requirements and standards set in this policy are applicable to New Brunswick Public Library Service (NBPLS).

3.0 DEFINITIONS

Alternative format refers to print material that has undergone a transcription process resulting in a version of the print material suitable for use by all persons including those with print disabilities. Examples include: audio (audiobooks on CD, electronic audiobooks, described videos; electronic text format (electronic resources; e-books); large print and Braille / print-braille. In a library context, alternative formats can be categorized in two ways:

Restricted formats: those produced under the [Copyright Act](#) for use by people with print disabilities. People must have a print disability to borrow restricted format materials.

Unrestricted (commercial) formats: those that can be used by the general public; no borrowing restrictions apply.

Competent authority refers to a doctor of medicine, ophthalmologist, optometrist, registered nurse, registered therapist, professional staff of a hospital, institution, public or welfare agency (e.g. social worker, case worker, counselor, teacher and superintendent).

ORIGINAL SIGNED BY

PROVINCIAL LIBRARIAN

Print disability refers to a condition that prevents people from reading standard print due to severe or total impairment of sight or the inability to focus or move one's eyes; the inability to hold or manipulate a book; or an impairment relating to comprehension.

Talking book patron refers to a person who identifies themselves as having a print disability.

4.0 LEGAL AUTHORITY

[New Brunswick Public Libraries Act](#)

[Copyright Act](#)

5.0 GOALS / PRINCIPLES

New Brunswickers have access to quality library services and collections.

6.0 REQUIREMENTS / STANDARDS

6.1 SERVICE PARAMETERS

The talking book service is for borrowing alternative format collections by New Brunswick residents with print disabilities who are unable to visit a library or bookmobile.

Alternative formats are mailed to a patron's home free of charge. Eligibility to receive the talking book service is based on the patron's declaration of having a print disability. NBPLS reserves the right to ask for verification of a print disability from a competent authority (see section 3.0) at any time in order to ensure compliance with the use of alternative formats produced under the [Copyright Act](#).

To prevent sending talking book patrons the same books over time, a record of the alternative formats (i.e. titles) borrowed will be kept while the patron is registered for the service. For more information, see NBPLS Policy 1060 – Confidentiality of Personal Information about Patrons.

Talking book service staff select materials based on the patron's reading profile. Materials will be mailed every two or four weeks based on the preference of the patron.

Talking book patrons can select materials by contacting talking book service staff. Materials will be mailed every two or four weeks based on the preference of the patron.

Talking book patrons can have a maximum of 50 items on loan and a loan period of four weeks, with two renewals. Talking book patrons are not subject to overdue fines, but will be charged replacement costs if materials are not returned.

6.2 SERVICE REQUIREMENTS

The following roles and responsibilities apply:

Talking book patron:

- ✓ Registers for the service by completing the Request for Talking Book Service form (see Appendix A) in person, by phone, email, or fax
- ✓ Uses the talking book service toll free number or email address to request books
- ✓ Respects borrowing privileges for the service.

Library staff:

- ✓ Provides patrons interested in the talking book service with the registration form, toll free number and email address for the service (see Appendix A). Library staff may assist patrons with filling out the registration form as appropriate and will send the registration form to talking book staff
- ✓ Follows applicable circulation policies and procedures in the New Brunswick Public Library Service Circulation Services Manual and the procedures for mailing materials for use by talking book patrons (see Appendix B)
- ✓ Informs patrons of circulation policies

Talking book staff:

- ✓ Contacts patrons interested in the talking book service and completes the registration process with patrons; maintains communication with talking book patrons
- ✓ Follows circulation policies and procedures in the New Brunswick Public Library Service Circulation Services Manual
- ✓ Fills service requests
- ✓ Informs patrons of circulation policies
- ✓ Responsible for the promotional development of the talking book service in consultation with the Regional Director

6.3 SERVICE PLANNING

The talking book service is a provincial service, offered from one designated library region serving all areas of the province.

A request for talking book service can be set up at any time of the year. The service may be discontinued by the patron at any time.

The provision of the talking book service is dependent on the Literature for the Blind program offered by Canada Post. Patrons will be notified as soon as possible if any change to this program affects the service provided.

Every effort will be made to provide alternative formats that meet the needs of the talking book patron. However, limitations may apply due to Canada Post Literature for the Blind program restrictions such as the ineligibility of large print books and magazines.

7.0 GUIDELINES / RECOMMENDATIONS

None.

8.0 REGIONAL GUIDELINES AND PROCEDURES

In consultation with the Provincial Office, Regional Directors may develop additional guidelines and procedures consistent with and necessary to support this policy.

9.0 REFERENCES

Copyright Act. (<http://www.justice.gc.ca/>).

New Brunswick Public Libraries Act. (<http://www.gnb.ca/0062/acts/acts-e.asp>).

NBPLS Related Policies:

New Brunswick Public Library Service. Policy 1061 – Outreach Services.

10.0 CONTACTS FOR MORE INFORMATION

NBPLS Provincial Office, (506) 453-2354

ORIGINAL SIGNED BY

PROVINCIAL LIBRARIAN