

## Tips for New Talking Book and Braille Service Patrons

### **Hours of operation:**

Monday - Friday, 8 a.m.- 4:30 p.m.

Closed ALL state and federal holidays.

**Checkout period:** The loan period is six weeks. Books can be renewed for an additional six weeks if needed.

**Returning material:** Return each book as soon as you finish it. Do not hold and return all books together. This may cause you to be without books for up to two weeks. To return talking books, flip over the two-sided address card in the front of the plastic mail container. Follow the normal USPS mail process to return all items postage-free.

**Charging the machine:** Plug the machine into a wall outlet that is not controlled by a light switch. The machine should be fully charged within two hours. It does not need to stay in the outlet for additional time.

**Ordering books:** TBBS will accept a book order of a maximum of 10 titles over the phone. Please have the book request list ready when calling.  
**Please limit calls to one time per week.**

**Voicemail:** The Reader Advisors are often busy helping more than 16,000 patrons. If you reach our voicemail, please leave a detailed message. Be assured that we will receive your message. To request books, leave an order of 10 or fewer items on the answering machine. The order will be placed. We will return your call ONLY if we have questions.

### **Phone numbers:**

**1-800-426-0709 or 217-785-0022.**