

**(This document is available in alternative formats, including braille, e-mail and audio.)**

The Illinois State Library Talking Book and Braille Service (TBBS) offers an online public catalog and book order site at <http://webopac.klas.com/il1aopac/>. Readers enrolled in the National Library Service for the Blind and Physically Handicapped program can place a book order 24 hours a day, seven days a week. Most Internet browser assistive technology devices can read the online catalog. Although the site can be viewed by anyone, the following procedures must be followed to order books:

1. Call or email your local Talking Book Center (see list below). A user ID and password will be assigned; without these, you cannot place a book order.
2. Go to the catalog site at <http://webopac.klas.com/il1aopac/>.
3. Search for books by author, title, subject, narrator, series, book number or annotation keyword.
4. After selecting your books, submit your request. Your user ID and password must be used at this point to place an order.

Each time a reader submits a list of books, the automated system will attempt to mail three books the next business day. Any remaining titles will be placed on reserve and sent as soon as a copy is available. A book placed on a request list will be sent some time in the future. The online catalog recognizes the status of each book ordered.

You will eventually get every book ordered. The computer will not monitor subject matter, nor limit the number of books ordered.

**For more information, please call Sharon Russwinkel at 800-665-5576, opt. 1.**

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## **Talking Book Center telephone numbers and email addresses**

Illinois Talking Book Outreach Center .....800-426-0709.....[info@illinoistalkingbooks.org](mailto:info@illinoistalkingbooks.org)  
Illinois State Library Talking Book &  
Braille Service .....800-665-5576, opt. 1 .....[isltbbs@ilsos.net](mailto:isltbbs@ilsos.net)

# Frequently Asked Questions

## 1. What if I have trouble using the site?

Call your local Talking Book Center or the Talking Book and Braille Service at 800-655-5576, opt. 1. The online catalog also has extensive help screens to assist you.

## 2. Can I use the online catalog when the library is closed?

Yes, the online catalog may be accessed any time of day or night.

## 3. Can someone else order books for me?

Yes, but only using your user ID and password. TBBS encourages patrons to keep their user IDs and passwords confidential.

## 4. Is there a limit to the number of books I can order?

No.

## 5. What is the maximum number of books I can receive?

The online catalog will try to send the first three available requested books. If the first three are not available, they will be put on reserve and the online catalog will try to send the next three books.

## 6. May I choose my own user ID and password?

A reader advisor will assign your user ID. You may choose your own password. If you use BARD, we suggest you use the same password.

## 7. What if I lose or forget my user ID or password?

A reader advisor at your local Talking Book Center can provide you with this information.

## 8. What if my user ID and password will not get me into the system?

Try again, making sure to enter your user ID and password exactly as they were given to you. Passwords are case sensitive. If you still cannot log in, wait a few minutes and try again. If you still cannot log in, call TBBS or your local Talking Book Center.

## 9. Can the online catalog tell me when books are checked out to me?

Yes, this information is on the "Account Summary" screen.

## 10. Can I look at holdings of other libraries across the country?

The holdings of libraries on the NLS Union Catalog site at [www.loc.gov/nls](http://www.loc.gov/nls) may be viewed, or you may search other Keystone Library Automation System online catalogs at <http://klas.com/klas/cat2/onlinecat.html>. To interlibrary loan a book from another library, patrons must contact their local Talking Book Center in Illinois.

## 11. Can I order a book online and pick it up at the library?

Books ordered using the online catalog are only mailed to patrons.