



Texas Talking Book News

Texas State Library and Archives Commission

SUMMER 2019

Director's Report

Greetings! Here is the latest news:

Not using your Digital Talking Book Machine (DTBM)? Do you have a digital talking book machine (DTBM) that you are not using? If so, please return it to us so that we can remove it from your account and return it to our inventory. This will ensure that we have DTBMs to loan to new patrons signing up for the program. Please return DTBMs in their original boxes if possible. Call 1-800-252-9605 and let a reader consultant know that you are returning your DTBM. If you need a mailing label for the box, ask the reader consultant to mail one to you. If you need another DTBM in the future, please call us and request one.

If you have a problem with your reading materials: We've been on the new automation system for a year now, and there are still hiccups, bumps in the road and other surprises that pop up. Most of these become immediately known to us, but some things may not be noticeable right away. Here's where you can help us out. If you are having a problem with your account—no matter how small—please call 1-800-252-9605 and let us know. The sooner we know anything is not just right, the sooner we can investigate and begin putting a fix in place. If you haven't talked with a reader consultant in a while, please call in. It never hurts to update your account.

Do you own an Apex notetaker? NLS recently notified patrons and network libraries that Humanware will no longer be updating the BrailleNote Apex notetaker. This means that the browser built into the device will not be updated to handle the latest security upgrades that are being deployed on the BARD download site. Several patrons across the country have already reported that they are no longer able to log into BARD with the Apex notetaker. If you have an Apex notetaker and would like to contact a customer service representative at Humanware, their toll-free number is 1-800-722-3393, and the email address is support@humanware.com.

Customer satisfaction survey: We will be conducting our customer satisfaction survey this fall. State agencies are required to do these surveys on a regular basis and report the results to the Legislative Budget Board. Our survey is short, and answers are on a scale of one to five, with “1” being “poor” and “5” being “excellent.” We will be sending these surveys through the postal mail, and if we have your email address, we will send the survey electronically. You also will have the option of calling our Reader Services department at 1-800-252-9605 and answering the survey over the phone. We hope that all of you will participate. The more responses we have to the survey, the more accurate the survey will be.

Until next time,
Ava Smith, Director, Talking Book Program

The Talking Book Program will be closed on the below listed holidays.

Monday, September 2 ~ Labor Day
Monday, November 11 ~ Veterans Day
Thursday and Friday, November 28-29 ~ Thanksgiving

Of course, you can leave a voicemail message or send email on a holiday.

TBP Poetry Contest is Underway

The third annual TBP poetry contest is taking place and will run until September 30. Winners will be announced in the TBP Winter Newsletter, in early 2020. To participate, you must be a current and active TBP patron, and you must sign and submit a release form. You can find it on TexasTalkingBooks.org under TBP News, or, if you want a release form mailed to you, call 512-463-5452.

Submit poem and release form to:
Talking Book Program
Attn Public Awareness Coordinator
PO Box 12927
Austin, TX 78711-2927

Or email to: **TBPinfo@tsl.texas.gov**
Deadline is September 30, 2019

TBP Large Print Books

The Talking Book Program has more than just digital audio books for you to borrow. We have over 9,400 titles of large print books available. Our large print collection has books for readers of all ages. You can choose from a notable collection of books in fiction and nonfiction groups including romance, mystery, westerns, thrillers, science fictions, history and biographies.

You can go to the Talking Book Program blog to find a list of recently added large print books for your reading pleasure. You can also contact Reader Services if you are interested in receiving large print books.

Have You Visited Our TBP Blog Lately?

Talking Book Program staff are posting on various topics, from books to events to activities to resources, that we think might be of interest to many of you. In addition, we would love to know what you think and get your feedback, so you can also post blog comments. Comments are moderated by staff before posting. You can visit the blog at www.tsl.texas.gov/texastalkingbooks/.

Helpful contact information for the Talking Book Program:

- To order books or report a problem with your machine: 1-800-252-9605
- To request an application or ask about enrollment: 1-800-252-9605
- To access the toll-free information line: 1-866-388-6397
- To contact the Disability Information and Referral Center: 1-800-252-9605
- To contact the Public Awareness Office: 512-463-5452 or 1-800-252-9605
- To send email to anyone in the Talking Book Program: **tbp.services@tsl.texas.gov**
- To ask for assistance using BARD or to make changes to your account: 1-800-252-9605 or **tbp.bard@tsl.texas.gov**
- To ask a librarian for reading advice or reference assistance: 1-800-252-9605 or **tbp.ral@tsl.texas.gov**
- To access the TBP blog: **<https://www.tsl.texas.gov/texastalkingbooks/>**
- To see the TBP book club schedule: **<https://www.tsl.texas.gov/tbp/tbpbookclub/index.html>**

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Free Matter for the
Blind or Physically
Handicapped



Disability News

Money identifiers are still available. These are small, pager-like devices that will announce bill denominations in voice, tone or vibration modes. Reference center staff can sign you up for a free money identifier if you are a patron of the Talking Book Program. If you have a money identifier but it has stopped working, we can order a replacement for you. Contact the Talking Book Program for more information.

Comments or complaints regarding programs and services of the Texas State Library and Archives Commission may be made to:
Director and Librarian, PO Box 12927, Austin, TX 78711-2927

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