

Reader Profile

The goal of the program is to provide you with books that you will enjoy reading. One of the first things we do with all new patrons is to establish a unique patron profile. We use the information gathered directly from you and from your application to prepare guidelines for our computer to send you books that fit your interests and reading needs.

Book Selection-Request List Only

You may choose books yourself by requesting specific book numbers from the catalogs. Then mail, fax, email, or phone in your order. You can call to request specific book titles and authors even if you do not see them in our catalogs. You can also enter them directly into your request file using our online public access catalog (OPAC) at <http://webopac.klas.com/nvbph> .

Book Selection-Auto-Select

Because all our patron records and book files are stored on computer, it is possible for our database software to choose books for you based on your favorite authors and genres. We call this option Auto-Select. For example, if you want mysteries but have told us you do not want books by the author Robert Parker or the books that contain any sex, strong language or violence, the computer will scan the catalog for mystery titles that match these criteria. Once it has surveyed these titles, it will then search your reading history and disregard any that you have already borrowed from us. The computer will then choose the first available title to be sent to you. Auto-Select is an easy way for you to browse the collection and sample titles and authors that you might not otherwise know about. You can order specific titles, have favorite authors and still be on Auto-Select service.

If you receive a book that is not the first book of a series and you want to read the series in order, send it back before you read it, call us so that we can add that series to your preferences and all books in that series will be sent to you in order.

Turnaround service

Generally, when you return a book to us, it is checked in the day of receipt and another will be sent out the next business day. We recommend that you return a book as soon as you have finished reading it so that there is no interruption in service.

Telephone Numbers

You may call the Library toll-free from anywhere in Nevada by dialing 1-800-922-9334. Carson/Reno area residents can call (775) 684-3354. Our office is open 8:00 a.m. to 5:00 p.m. Monday through Friday. Voice mail is available 24 hours a day; calls during business hours will occasionally roll to voice mail when all of our lines are in use, but we will call you back as soon

as possible.

Mailing Containers

All books and equipment from this service travel by mail postage-free marked "Free Matter for the Blind and Physically Handicapped". Your welcome letter, catalogs, talking books, and equipment will arrive at different times. Because all materials are mailed postage-free, we cannot guarantee when your materials will arrive. Please be patient.

Each container has a slot with a mailing label card. Your address is on one side. When you have finished with the book, remove the card from the slot and turn it over so the library's address appears (there is a clipped corner in the upper right-hand side of the mail card). Then replace the card in the slot and drop the book into any postal drop box or take it to your local post office.

Your postal carrier is under no obligation to pick up our books from you or out of your mail box to return to us though you may be able to make special arrangements with your carrier to do so.

Tagging Broken Books

If one of the cassettes in a book is not playing properly for any reason, please place a rubber band around the damaged cassette and place it on top of the other cassettes in the container. If you would like the book back so that you can finish reading it, please call us. If we do not hear from you, we will not automatically send that book back to you when it is repaired.