Changes in Address or Service

Please notify the Nevada Talking Book Services (NTBS) if you move or if you change your phone number. Please notify us if you decide to cancel your service permanently or if you wish to place your service on temporary hold. Also, if you believe you are no longer eligible for service for any reason, please let us know. You can call us at 775-648-3354 or 1-800-922-9334, Monday through Friday, 8 a.m. to 5 p.m.

Please call us if you are going to move to another state, If you will be living outside the state of Nevada for six months or longer, you will need to transfer your account to the current state in which you reside. You will no longer receive service through the NTBS, and you must return all cassette and digital books that we sent you. The machine(s) we have loaned to you may be taken with you to your new address; they will be transferred along with your reading records and application to the new serving library once you notify us of your move. To make your transition as easy as possible, please call us and we will transfer your service and give you the contact information for your new serving library.

If you travel extensively throughout the United States your serving library will be in the state of your permanent address.

Donations

The NTBS can accept donations and memorial gifts to be used only for the Talking Book Program. These funds may be utilized for the needs of the program.

Please make checks payable to the Nevada State Library and Archives with a notation for the Talking Book Program. We will send an acknowledgement notice and publish the donor's names in our newsletter, the Silverlining.

Use of the U.S. Mail Service

No postage is required to borrow or return materials. Most of the materials sent out by the Talking Book Program are eligible to be mailed as Free Matter for the Blind and Physically Handicapped. When returning materials to us, simply place the items into a regular post office drop box or take them to the United States Post Office. Please make sure that you have flipped the card over so that the library's return address appears. You will know that the card is oriented correctly if the clipped edge is in the upper right-hand corner.

Postal regulations require that anyone who mails materials as Free Matter for the Blind and Physically Handicapped must register with their local post office. Some post offices are stricter than others. Any problems you may be experiencing may be cleared up by talking to your post office. If a mail carrier refuses to pick up materials, you are responsible for returning them to the post office. But you may want to talk with the Post Master to see if the problem can be resolved.

Misuse of Service / Suspension

It is our pleasure to serve the patrons of the Talking Book Program and we hope that our staff, materials, and equipment will be treated with equal care and respect. It is possible that you may have your borrowing privileges suspended if any of the following occur repeatedly:

- Requesting replacement of equipment or materials that have been damaged through carelessness, abuse, or unauthorized repair
 - A large number of overdue, lost, or damaged books
- Obscene, harassing, degrading, or threatening language or behavior to any Nevada Talking Book staff member(s) or volunteer(s)
 - Loaning of books, magazines, or equipment to other persons
 - Ignoring other policies described earlier
 - Refusing to respond to machine audit requests or overdue book notices

If it appears that you have misused service in any way, our staff will first discuss the problem with you by telephone or in person. A letter will then be sent that states the problem and provides an opportunity for you to respond within 30 days.

To avoid suspension, you must contact the NTBS before the scheduled suspension date and be prepared to explain why suspension should not take place. If misuse of service continues, the

NTBS staff will send a notice suspending your service.

The suspension period will not exceed six months and will affect only that portion of the service that has been abused. Service will not be permanently canceled and will resume after the suspension date. You will be notified by mail when your service will be returning to normal.

If service abuse recurs, a second written communication will be sent to the client citing the earlier warning letter, listing examples of subsequent abuse, giving the client an opportunity to reply by a certain date, and then suspending the service for a stated period (up to six months). A specific date for resumption of service will be included in this letter.