

PATRON MANUAL

Wolfner Talking Book and Braille Library

**James C. Kirkpatrick State Information Center
600 W. Main Street
Jefferson City, MO 65102**

**Hours: Monday through Friday
8 a.m. – 5 p.m.
Closed on state holidays**

Toll-free in Missouri: 800-392-2614

Jefferson City area: 573-751-8720

Email address: wolfner@sos.mo.gov

Website: <https://www.sos.mo.gov/wolfner>

Online catalog: <https://wolfpac.klas.com>

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March 2023

Welcome to Wolfner Library

Mission Statement

The mission of Wolfner Talking Book and Braille Library is to provide informational and recreational materials in Braille and audio formats free of charge to Missourians who are unable to use standard print materials due to blindness, visual or physical impairment or a reading disability. Wolfner Library also provides disability-related information to the public.

Wolfner Library is part of the National Library Service for the Blind and Print Disabled (NLS). All Wolfner Library materials are mailed free of charge through the U.S. Postal Service as "Free Matter for the Blind and Physically Handicapped" under Public Law 91-375.

About Wolfner Library

- Serves over 8,000 Missourians
- Provides free reading materials to patrons
- Circulates more than 600,000 items yearly
- Offers a Youth and Adult Summer Reading Program
- Hosts an Adult Winter Reading Program
- Hosts Book Clubs via Zoom or phone
- Has an Early Literacy Program geared toward visually impaired patrons ages six and under.

Service Overview

Wolfner services include:

- Reader advisory assistance
- Youth services
- Reference services
- Braille and audio reading downloads (BARD)
- NFB-NEWSLINE®
- Newsletters and email updates

We Are Here to Help

Contact a reader advisor if:

- Your name, address, phone number, or email address changes, even temporarily
- You want to request books, magazines, or descriptive DVDs
- You want information about titles, subjects, authors, or you want to read a book series in chronological order
- You wish to increase or decrease the number of books you receive
- You need technical assistance downloading books from WolfPAC or BARD
- You stop receiving materials
- Your player is not working properly or gets lost or stolen
- You wish to have your service put on hold
- You have materials or equipment you are not using
- You wish to discontinue service.

Loan Periods and Policy

The goal of Wolfner Library is to provide you with your preferred reading material on a regular basis. Returning items as soon as you are finished with them will guarantee a steady flow of books.

- The standard loan period, not including transit time, for a book is six (6) weeks.

Shipment Interval Choices

Request List Only

- You supply us with a list of books and other materials that you would like to receive. Each time you return an item to Wolfner Library, another will be shipped from your list. You may add items to your request list by calling a reader advisor or going to your online library account through the online catalog, the WolfPAC at <https://wolfpac.klas.com>.

System Selection

- You tell us your favorite genres, favorite authors, and your preferences regarding materials that contain sexual content, violence and strong language. By telling us what you like and dislike, we are better able to program the system to send you appropriate materials.

How Patrons Receive and Return Materials

Materials from Wolfner Library will arrive with a mailing label located within a label holder on the outside of the container. When you are finished with the item, take the mail card off of the container so our return address sticker underneath the card will show.

Damaged Materials

If an item is damaged or defective when you receive it or it becomes damaged while you are using it, notify Wolfner Library and you will be sent another copy.

Digital players

Wolfner Library is proud to provide digital players to its patrons at no cost.

Bookshelf

To read cartridges with multiple books, go to "bookshelf" mode

1. Insert cartridge in player
2. Press and hold "Play/Stop" to enter bookshelf mode
3. Press RW/FF to select book

Download talking books from home

Your Wolfner Library digital player will play downloaded books. Braille and Audio Reading Download (BARD) has over 30,000 digital books and 40 digital magazines.

Why wait for the postal service to deliver your books? Download from BARD 24 hours a day, seven days a week.

You will need:

- A high-speed Internet connection and an email address
- Knowledge of navigating the web, downloading large items and unzipping files
- A blank cartridge and adaptor or a standard flash drive.

Using the BARD Mobile App

- BARD users with smart devices may be interested in downloading the BARD mobile app. Learn more at <https://nlsbard.loc.gov/NLS/ApplicationInstructions.html>
- For iOS devices, find the app on iTunes in the App Store. Those with Android devices will find the app on Google Play.

Using BARD Express

- BARD users who download to their Windows operating system desktop computers may be interested in BARD Express. This software allows users to easily search, download, and organize books from BARD. Transferring books to your blank cartridge or USB drive is easy and streamlined when using BARD Express.

How to Find Materials

Wolfner Library offers several ways to review its collection:

- Talking Book Topics and Braille Book Review are bimonthly NLS publications distributed to patrons containing information about the most recent books produced by NLS.
- Reader advisors are available to assist patrons with requests for particular titles, subjects, and authors.
- The Wolfner Library Online Public Access Catalog (WolfPAC) allows patrons to search the collection at any time. Visit the WolfPAC at <https://wolfpac.klas.com/>

Using the Wolfner Library Online Public Access Catalog (WolfPAC)

Patrons may use WolfPAC with their user ID and password to order materials online through Wolfner's website. Contact your reader advisor for more information about ordering online.

All Wolfner Library materials have unique book numbers. The letter prefix identifies the item's format. Include the title, author and catalog number when requesting books to ensure receipt of the correct item.

The following list identifies the format prefixes:

- BR: Braille
- DB: Digital Cartridge
- DBC: Locally Recorded Book
- LP: Large Print

NFB-NEWSLINE®

Wolfner Library offers NFB-NEWSLINE®, a touchtone telephone or online service for patrons who cannot read a printed newspaper. NFB-NEWSLINE® uses text-to-speech technology to read aloud the text from newspapers across the country. This service is available toll-free statewide.

Email Distribution List

When a patron is first signed up, we automatically place them on to the free Wolfner Library email distribution list to receive updates from NLS, the quarterly Wolfner Newsletter and other pertinent news. Contact Wolfner Library to make sure we have your email address on the list.