

Patron Manual

WOLFNER TALKING BOOK & BRAILLE LIBRARY



The Wolfner Patron Manual is published by the Missouri Secretary of State, the Missouri State Library and the Wolfner Talking Book and Braille Library.

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February 2024

Welcome to Wolfner Library

GENERAL INFORMATION

Location and Hours

Wolfner Talking Book and Braille Library
James C. Kirkpatrick State Information Center
600 W. Main Street Jefferson City, MO 65101

Library Hours: Monday – Friday, 8:00 AM – 5:00 PM
(CLOSED ON STATE HOLIDAYS)

Contact Information

Toll Free: **1-800-392-2614**

Local: **573-751-8720**

Email address: wolfner@sos.mo.gov

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

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

MISSION STATEMENT

Wolfner Talking Book and Braille Library provides informational and recreational materials in Braille, audio formats, and large print free of charge to Missourians who cannot 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 9,000 Missourians
 - Provides free reading materials to patrons
 - Circulates more than 700,000 items yearly
 - Offers a Youth Summer Reading Program
 - Offers an Adult Summer Reading Program
 - Offers 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.
 - Provides Youth and Adult Mail & Make Programs.

SERVICE OVERVIEW

Wolfner services include:

- Reader advisory assistance
- Youth services
- Reference services
- Braille and Audio Reading Downloads (BARD) offered by the National Library Service for the Blind and Print Disabled, Library of Congress
- NFB-NEWSLINE®
- Newsletters and email updates

WE ARE HERE TO HELP

Contact a reader advisor for the following:

- Your name, address, phone number, or email address changes (even temporarily)
- To request books or magazines
- For information about titles, subjects, authors, or you want to read a book series in chronological order
- To increase or decrease the number of books you receive
- For technical assistance downloading from WolfPAC or BARD
- You stop receiving materials
- Your player is not working correctly or gets lost or stolen

- You wish to have your service put on hold
- To return materials or equipment you are not using
- You wish to discontinue service.

LOAN PERIODS & POLICY

The goal of Wolfner Library is to provide you with your preferred reading material regularly. Returning items as soon as you finish them guarantees a steady book flow.

- The standard loan period for a book, not including transit time, 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 (1-800-392-2614) 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 can better program the system to send you appropriate materials.

HOW PATRONS RECEIVE/RETURN MATERIALS

Materials from Wolfner Library will arrive with a mailing label in a label holder outside the container. When you finish the item, take the mail card off the container so our return address sticker underneath the card will show, and place it in your mailbox, no postage necessary.

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 audio playback players to its patrons at no cost for as long as they are patrons.

Player Tip: **Bookshelf Mode**

To read cartridges with multiple books,

1. Insert cartridge in player

2. Press and hold “Play/Stop” to enter *bookshelf mode*
3. Press RW or FF to navigate through the book titles. Once you have found the desired book press Play/Stop again to play the book.

ZOOMAX ELECTRONIC BRAILLE READER

Wolfner Library is proud to provide the Zoomax electronic braille reader to patrons at no cost for as long as they are patrons. They may download chosen books or receive them on digital Braille cartridges.

DOWNLOAD TALKING BOOKS FROM HOME

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

Your Wolfner Library digital audio playback player and/or Zoomax eReader is compatible with downloaded BARD titles. Braille and Audio Reading Download (BARD), provided by The National Library Service for the Blind and Print Disabled, Library of Congress has over 100,000 digital books and 100 digital magazines.

You will need:

- A high-speed Internet connection, an email address, and a smart device or computer

Download 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>

BARD Mobile for iOS devices, available in Apple App Store

BARD Mobile for Android, available in Google Play Store

BARD Mobile for Fire Tablets, available on Amazon

Download using **BARD Express**

- BARD users downloading 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:

NLS publications are distributed to patrons containing information about the most recent books produced by NLS, every other month:

- Talking Book Topics
- Braille Book Review

By website

- 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>

By phone

- Reader advisors are also available to assist patrons with requests for particular titles, subjects, and authors (Monday – Friday, 8:00 AM – 5:00pm, 1-800-392-2614).

WOLFPAC ONLINE CATALOG

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 a 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.

To register contact a reader advisor, Monday – Friday (8:00 AM – 5:00pm) at 1-800-392-2614, or by email at wolfner@sos.mo.gov.

Email Distribution List

When a patron is first signed up, we automatically place them on 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.