

OLBPD DIMENSIONS NEWSLETTER

**Ohio Library for the Blind & Physically Disabled
At Cleveland Public Library**

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Ohio Receives Award for Exemplary Service to Readers

The National Library Service for the Blind and Physically Handicapped (NLS), part of the Library of Congress, presented awards to The Ohio Library for the Blind and Physically Disabled (OLBPD), part of the Cleveland Public Library, and the State Library of Ohio Talking Book Service (OTBS) for outstanding service to blind and physically handicapped communities.

The Ohio Library for the Blind and Physically Disabled and the State Library of Ohio Talking Book Service were co-recipients of the Network Library of the Year Award. The annual award, in its seventh year, carries a \$1,000 cash prize. The Detroit Subregional Library for the Blind and Physically Handicapped of the Detroit Public Library received the fifth annual Network Subregional Library of the Year Award, which also carries a \$1,000 cash prize.

NLS presented the awards at a luncheon ceremony on June 23, 2011 in the Thomas Jefferson Building of the Library of Congress in Washington, D.C. "In a year notable for budget cuts and shrinking resources, the Ohio and Detroit libraries have continued to meet the needs of the blind and physically handicapped patrons in creative and innovative ways, often exceeding patron expectations," said NLS Acting Director Ruth Scovill. "They are certainly deserving of these awards."

In July 2009, the Cincinnati Regional Library, which had served blind and disabled individuals in southern Ohio since 1931, closed. The state of Ohio then created a statewide talking-book service administered by OLBPD of Cleveland and OTBS, the machine-lending agency, of Columbus.

Ohio State Librarian Beverly Cain said, "By December 2010, the end of the first year of unified administration to the entire state, all patrons received braille and talking books with no discernable interruption. Ohio's focus was on transitioning patrons from cassette audiobooks and machines to digital books and players. Staff from both locations worked tirelessly to provide the new technology to nearly 10,000 active readers."

Associate State Librarian for Library Services Jim Buchman, who heads OTBS, developed a flyer introducing readers to the new digital talking-book service and to BARD, the NLS Braille and Audio Reading Download. OTBS also created and distributed a poster promoting service to blind individuals for the 2010 Ohio READ series.

Ohio Receives Award (continued)

OLBPD, under the leadership of Regional Librarian Will Reed, was one of the first network libraries to begin handling local registration of its patrons for BARD. Also OLBPD, through the purchase of equipment and supplies, was able to meet patron demand for digitally recorded audiobooks. Collaborating with an online reference service, OLBPD was able to offer an accessible instant-message service to the state's blind and visually impaired residents.

NLS created the Network Library Award to recognize outstanding accomplishments of libraries serving blind and disabled individuals across the country and in U.S. territories. A specially established committee of patrons and librarians selected the Ohio and Michigan libraries for the awards based on mission support, creativity and innovation in providing service, and record of patron satisfaction.

OHIO-BARD: Institutions Access and Support List

Eligible institutions can now apply for OHIO-BARD service. BARD access may be granted to schools for the blind. Access may also be granted to public or private schools and college / university disability centers, provided that they submit a list of the names of eligible students who will use the service. The school or center should also submit properly certified applications for students who are not already registered users of the NLS program. These forms are available on the OLBPD web site at <http://olbpd.cpl.org>.

BARD access may be granted to an employee of a rehabilitation agency, a center for the blind, or a Lighthouse for the Blind who is applying for service to be able to demonstrate to eligible readers how to download books from BARD.

BARD access may be granted to public libraries, but as a demonstration only account. Public libraries access will be limited to a small, pre-selected digital collection for demonstration only. Eligible individuals may sign up for BARD directly and use public libraries as their e-mail and download access source, but they must be served through an individual account, not an organizational account.

NLS is using the BARD-Support listserv as a "Post only" list—a one-way source of periodic announcements—to provide useful information and tips for BARD users. Any replies sent in response to list messages will not reach NLS. To subscribe to BARD-Support, please send an e-mail message to NLSDownload@loc.gov stating your wish to subscribe to BARD-Support. Patrons can continue to contact OLBPD for BARD service help and support. BARD allows OLBPD patrons to download and listen to books 24 hours a day, seven days a week. New titles will appear on OHIO-BARD before they are shipped to OLBPD, and patrons can keep BARD books as long as they wish.

Fun and Learning Day 2011

Family Fun & Learning Day will take place on Wednesday, September 14, 2011, from 10:00 a.m. – 3:00 p.m. Family Fun & Learning Day will be held at the Ohio Library for the Blind & Physically Disabled, 17121 Lake Shore Boulevard, Cleveland, Ohio 44110.

All OLBDP patrons, along with their family and friends are invited to join us for the day. Family Fun & Learning Day 2011 will feature a full day of special programs of interest to our patrons. Come celebrate the 80th anniversary of NLS and OLBDP as one of the nineteen NLS charter libraries, as well as OLBDP being named the NLS 2010 Network Library of the Year.

Family Fun & Learning Day 2011 will begin with a special gardening program and tours of OLBDP's Sensory Garden led by our garden designer and caretaker Ben Zaremba. The Sensory Garden features flowers, herbs, and plants specially selected for their bloom, color, fragrance, taste, and texture. The Sensory Garden is open all year round and is free to the public.

OLBDP patron and famed Cleveland radio personality and host of SoftRock 102.1 WDOK morning show, Trapper Jack, will visit to talk about his experiences with talking books.

OLBDP patron and local jazz recording artist Joe McBride will be on hand to perform a musical set for Family Fun and Learning Day. Some of his past albums include 'Lookin for a Change,' 'Texas Hold'Em,' and 'Texas Rhythm Club.'

Beverly Cain, the State Librarian of Ohio, and Tracy Grimm who is the new Head of the Talking Book Program at the State Library will visit to share updates with patrons from the State Library of Ohio.

The OLBDP reader advisory staff-Brandon, Michael, Rose, and Stephanie-will host a panel discussion to review and talk about the book service and answer questions from patrons about their book and machine service. Throughout the year, patrons can speak to their librarian on the phone, but this is a great opportunity for patrons to talk face-to-face with our librarians about any concerns or issues they have experienced with their service.

Pizza and soft drinks will be available during lunch for a freewill donation. Patrons are also welcome to bring their own lunches. OLBDP staff will not be available to make lunch runs to local fast food restaurants.

Exhibitors will also be on hand all day long for patrons to try all the latest adaptive technology and assistive devices available for people who are blind or have low vision. OLBDP patrons can enjoy a hassle-free approach and have the opportunity to speak directly with representatives from Universal Low Vision Aids, The Cleveland Sight Center's "Eye-dea Shop," and Magnifiers and More.

For further information or to register for Family Fun & Learning Day, please contact OLBDP at 216-623-2911 or 1-800-362-1262 or by email at OLBDP@cpl.org.

Frequently Asked Questions

Q: I'm not getting enough books. Can I get more books, including digital books?

A: Yes. Contact OLBDP to request increasing the amount of books you receive.

Q: Can I buy my own cartridge to download books and use with my player?

A: Yes. Patrons can purchase their own cartridges to download books and play on their digital talking book machines. But OLBDP does not sell the cartridges. Patrons can contact OLBDP for a list of vendors who sell cartridges just like the cartridges we use here at the library.

Q: What should I do if I receive a damaged or missing book?

A: OLBDP is inspecting all returned digital talking books. But our greatest resource for quality control is patrons helping us by marking mailing cards of books that are damaged. OLBDP would like to remind patrons how important it is to mark an "X" near the punch hole on the mailing card when returning books that are damaged or missing items. We have noticed an increase in the amount of missing media, especially digital cartridges. Digital cartridges currently cost \$7.00 per cartridge to replace. Furthermore, damaged or missing media is one of the most frequent patron complaints from other patrons. OLBDP will contact patrons when a book was returned missing its cartridge or contains a mismatched book.



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