

How to use the service

Hello and welcome to Calibre Audio Library. Calibre brings the pleasure of reading to people who have sight problems, dyslexia or physical disabilities which prevent them from reading normal print, through a free, nationwide postal service of recorded books. We offer a choice of thousands of titles, fiction and non-fiction, recorded unabridged by professional actors and broadcasters.

This leaflet explains how to use the Calibre service. If there is anything which is not clear to you, please let us know. We send it to new members in large print and in audio.

We do hope you will enjoy the service. Please let us know if you have any problems or questions. We will do our best to sort things out, and it will help us to improve the service for everyone.

How to get in touch

Our telephone number is **01296 432 339**, and there is an answering machine outside office hours. If you prefer you can write to us at

Calibre Audio Library

Aylesbury

Bucks

HP22 5XQ

email: enquiries@calibre.org.uk

website: www.calibre.org.uk

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Contents

Section 1 - the easy way to use Calibre	Page 2
Section 2 - about our books	Page 3
Section 3 – receiving and returning your books	Page 4
Section 4 - problems with books	Page 4
Section 5 - how to set up and maintain a reading list	Page 5
Section 6 - special requests	Page 6
Section 7 - the Calibre newsletter	Page 6
Section 8 - about your personal details and the records we keep of your membership	Page 7
Section 9 – about Calibre	Page 7

Section 1 - the easy way to use Calibre

There are two ways to use Calibre Audio Library. We can choose books for you, based on the types of book you tell us you would like to read. Many members like this method. Alternatively, if you want to choose your own books and send us a list, this is described in section 5.

When you filled in your membership form you told us the type of books you like reading. As soon as you join you will be sent your first book, selected from one of the categories you ticked.

When you have finished reading the first book, just post it back to us. Postage is free - you do not need to pay anything. We will then choose two more and send them to you. After that, please return each book as soon as you have finished with it, and we will send a replacement. In this way you should get a constant supply of the type

of books you have told us you like. If you want to change your categories, you can do this at any time - just let us know.

We ask you to return your books within four weeks if possible. However, you can keep a book as long as you need in order to finish it. We do not charge fines, but if you have it for a long time we will write to check that you still have the book. Returning a book is what prompts us to send you a replacement, so if you do not send it back you will not get a new one.

If there is a delay before your replacement book arrives please give us a call. The book you have returned may have been lost in the post, and until we know this we will not know that you need a new one. You will not be charged for lost or damaged books.

If you have a period when you do not want to receive books, let us know and we can hold them until further notice. We can also send books to you at a temporary address.

That's the easy way to use Calibre. However, if you prefer to choose for yourself which books you want to read, Section 5 explains how to set up a personal reading list.

Section 2 - about our books

Calibre offers members a choice of literally thousands of books for reading for pleasure.

Our digital audio books are available on MP3 format CDs (which is like a long playing CD) or on USB memory sticks (sometimes called pen drives or thumb drives). All members can borrow these books. If you would like information on choosing and buying a digital player, please let us know. Members who have a sight problem can also borrow books on standard cassette.

Many of the books in the library have been specially recorded for us. All our books are read in full; they are not abridged or edited in any way.

Section 3 – receiving and returning your books

Our books are sent out in special containers, a pouch if it is a disk or a USB stick, or a box if it is a cassette book. Books with a lot of cassettes may come in more than one box.

To return a book simply put it back into the container in which it came. The address label has our return address on it – just take it out of the label holder on the container, turn it over and put it back into the holder. Then post it back to us. You do not have to pay for the postage.

One corner of the address card is cut off diagonally, so that you can be sure you have it the right way up. If you put the card in with this cut-off corner at the top right, then you will know that the Calibre return address is showing.

Whichever type of book you have, it is important that the book is returned using the same container it came in, and that the card used for the return journey is the correct card for the book inside. If you have more than one book in the house at any one time this can be confusing, so please take care not to separate container from book and card.

If you have any problems with receiving or returning books please let us know, and we will try to find a solution.

Section 4 - problems with books

Occasionally you may receive a book which has been damaged in the post or which does not play properly. If it is a CD or USB stick, please just send it back and ask for a replacement. If it is a cassette book, you

can phone and we will post out a replacement for the damaged cassette. You will not be charged for damaged books.

Section 5 - how to set up and maintain a reading list

To set up a personal reading list for you, we need a list of books you would like to read. Please choose between 50 and 100 books, as this will mean that we will usually be able to send you a book from your list. As you read books from your list, please keep it topped up to at least 50. You can phone your list to us, enclose it when you return a book, or send it by post or email, making sure your name and address is on it. If you prefer, you can set up and change your list through the 'Members' Only' section of our website, www.calibre.org.uk.

To help you make your choice we produce a range of catalogues and other materials.

1. The website catalogue

The most complete and up to date catalogue is on our website: www.calibre.org.uk. This catalogue is free. You can search by author, title, category and format (cassette or MP3).

To set up your own reading list with this catalogue, visit the 'Members only' page on the website and ask for a password when you are prompted to log in. Our website allows you to compile and view your personal list, add books to it, or remove books that you no longer want to read.

2. Catalogues of books on a particular subject or of a particular kind

We are able to produce catalogues of books you are likely to enjoy, based on the subject categories on page 2 of the application form. These are available in large print. You may have ordered a set when you joined the library. If you did not, or if you would like to order additional ones, just phone our Membership Services team on 01296 432 339 between 9.30 and 4.30.

For the Young Calibre service we produce large print catalogues of books suitable for different age groups. Please phone Membership Services for details.

For Your Ears Only is a quarterly magazine of reading ideas and new books. It is sent free of charge to members on request. It is available in large print, in audio, by email and through the website.

If you need help with choosing books please just phone Membership Services. They will be happy to help.

Section 6 – special requests

X-rated books – many books nowadays contain strong language. If a book contains a lot of bad language, sex scenes, or other material that may offend some members, we mark it in the catalogue with an X. We will not send you such books unless you tell us you do not object to receiving them.

Urgent requests

If you need a book quickly, for instance because you are a student, or a member of a book group, just let us know. We will try to send it as soon as possible.

Personal requests - if there is a book you would like to read which we do not have in the library, please tell us. We will consider recording it, or try to find out where you may be able to get it.

Section 7 - the Calibre newsletter

We produce a recorded newsletter twice a year which contains items of interest about books and reading, and keeps members informed about what is happening at Calibre. This newsletter comes to you free of charge with your book. Please return it to us in the same way.

Section 8 - about your personal details and the records we keep of your membership

When you joined Calibre you gave us information about yourself including your name, address, phone number and the sort of books you enjoy. As you use the library we also keep records of the books you want to read, the books you have read, and other information such as whether you have had the latest newsletter – and of course any money you have sent us for any reason.

All the information we have about you is controlled by the Data Protection Act 1998. We are only allowed to keep the information we need to supply you with our service, and for our financial records. It is all kept securely, and access to it is strictly controlled. If you leave Calibre we will destroy the information about your use of the library, and will keep other information only as long as necessary for financial and audit purposes. We never pass members' details to other individuals or organisations without asking permission.

Do please let us know if you change your address or phone number, or any other details.

Please remember to put your name, and postcode or membership number, on all notes and lists you send us, whether by post, phone or email.

Section 9 - about Calibre

Calibre is a registered charity, set up in 1974. The name comes from the words Cassette Library of Recorded Books. The service is free to members - we do not charge a subscription - so we rely on donations to maintain and expand the service.

Some members like to make a contribution to our running costs. We would like to write to you from time to time letting you know about the different ways you can help us. Please be assured that there is no obligation to respond to these letters, and it will not affect the library

service you receive from us. If you would prefer not to receive these letters please let us know.

and finally

We do hope you enjoy the service. Please let us know if you have any problems or questions – our Membership Services team are here to help. The phone number again is **01296 432 339** or you can email us on enquiries@calibre.org.uk.

Thank you.

Trevor Collis
Membership Services Manager