



A guide to making the most of our library

This leaflet is designed to help our new members and explains how to use the Calibre service. If you have any problems or questions, please let us know. We will do our best to resolve them and your feedback may help us to improve the service for everyone.

As a member you will receive *Calibre Echo*, our free newsletter, which is produced twice a year, in Spring and Autumn. Each *Calibre Echo* includes a variety of articles and interviews to interest and inform you about what is happening at Calibre. Each newsletter is added to our website www.calibre.org.uk as an audio version. *Calibre Echo* should also reach you with your next book in your preferred audio format.

How to choose your Calibre audio books

There are two ways in which you can choose your audio books; either by category – where you make your initial selection of the type of books you like to read on the application form – or by creating your own personal reading list. The first book we send you will normally be from one of your chosen categories. When you return this book we will then forward two books so that, in future, you will have a book at home and one in the post. This will ensure you receive a constant supply of the type of books you like.

Choosing by category

- We have over 60 categories of both fiction and non-fiction books.
- The fiction genres cover various topics including: love, family, spy, detective, thriller, animal, 20th century classics, sci-fi, horror, and adventure stories. The remaining categories are non-fiction which

include books covering: biographies, travel, World War II, sport, science, disabilities, poetry, plays, and current affairs.

- You can tick up to 8 categories on the Membership application form and our computer will select books in rotation from this selection.
- If you wish to alter the selection, or increase the number of books from a chosen category, please call our Membership Services team on **01296 432 339**, or email **membershipservices@calibre.org.uk** or write to us at Calibre Audio Library, New Road, Aylesbury HP22 5XQ

Creating your own personal reading list

- If you would like to specify exactly which books you want to read, you can compile a personal reading list and we will then send books from that list whenever possible. Ideally, the list should include about 50 titles and be topped up regularly. Should you wish to receive only specific books you have requested, we recommend you keep your reading list topped up to between 50 and 100 titles.
- The quickest way to find out what we have in the library is to use the online catalogue on our website at **www.calibre.org.uk** which has the most up to date and comprehensive information, including audio clips of the books. Details of new books are updated monthly on the 'Home' page. It's easy to search by author, title, type of book, or age group (for Young Calibre members). See **Browsing our library online** for guidance on how to search and add books to your reading list online whilst browsing.
- You can contact our Membership Services team on **01296 432 339** to enquire whether we have a specific book which you would like to read, or have books by your favourite author, and we will happily add these as part of a personal reading list for you.
- If there are categories you particularly like, you can also order large print catalogues; these are produced on demand and so contain up to date information on the latest titles for you to choose from. We charge between £2 and £10 for these – depending on the amount of books in the category – to cover the cost of production. Please either

contact us for a catalogue order form, or download one from our website at www.calibre.org.uk

- You can also post us your list of requests for books / authors, either separately, or when you return your next book, or tell us by telephone or email.
- Adult members who have set up a reading list can be kept up to date by requesting our quarterly magazine *For Your Ears Only*, which gives reading ideas and details of new books. This is sent free of charge to members and is available in print, via email, an audio format of your choice, and through our website.

Browsing our library online

Using the online library facility is free of charge.

- Log on to our website at www.calibre.org.uk
- Clicking on the **Library** tag on the Calibre banner will take you to the main library page which includes the **Search Library** and **Browse by Category** functions on the left-hand side.
- The main search facility allows you to search for books in a number of different ways, such as by title, author, reader, or catalogue number. You can also search a keyword or, alternatively, browse the library by category.

Search the library

Using this function you can search by:

- **author** – by entering the author's surname in the **search text** box and selecting author on the **search on** drop down list
- **title** – by typing in part of the title in **search text** and selecting title from the **search on** drop down menu. For example, just inputting 'unsuitable job' will bring up *An Unsuitable Job for a Woman*
- **reader** – by entering the reader's surname in the **search text** box and selecting reader from the **search on** drop down menu

- **catalogue number** – by selecting **Catalogue Number** from the **search on** menu and typing the number in the **search text** box

Clicking on the title of a book in the Library search results list will allow you to see more details, including the synopsis and the publisher. You can also bring up a list of all the books by the author, reader and within the same genre, by clicking on the relevant name within the display for an individual book.

TIP: Always omit the hyphen when searching double barrel names so that those with and without a hyphen will be picked up. Or you can choose to search the least common part of the name such as McCall for the author Alexander McCall Smith.

You can also search on a topic by selecting **All** on the **search on** menu and typing a relevant word in the **search text** box. For example, typing in 'dogs' will bring up a wide selection of books – both fiction and non-fiction – that include the word dogs in the title or synopsis. The broader or less specific your search is, the more books you will find. Typing in the singular 'dog' will find even more, although you will have to sift through books read by Doggat and others referring to the shipping area Dogger!

Browsing by Category

Click on one of the options under the **Browse by Category** function on the left hand side of the main library page.

Childrens Books will take you to a list of the four Key Stage categories

Main Library will take you to an alphabetical list of over 60 book categories available in the adult library. Clicking on a category will bring up all the books assigned to that category, listed alphabetically by title.

TIP: If your search produces no results, always check the spelling or try again using an alternative word or words.

Adding books to your reading list

Firstly, anyone may browse the library, but you will need to be logged in to create and/or add books to your personal reading list. Your login will consist of your membership number, followed by your password which will be your surname. You should not amend your password, which is not case sensitive.

When you have found a book you would like to receive, there are two options at the bottom left of the section detailing the book as follows:

- **Add to Postal Book List** – Click on this option if you would like the book added to your personal reading list of books to be **received by post**. This book will then remain on your reading list until we have been able to issue you with a copy.
- **Add to Streaming Book List** – Click on this option if you would like the book added to your **online streaming** reading list. See *About Streaming* below for more details.

NB: The Postal Book List and Streaming Book List are two separate lists – adding a book to one will not automatically add it to the other.

About streaming

Streaming is a service where Calibre audio books are delivered to you live, as you listen, using the internet (as opposed to downloads where a complete book is delivered *before* you start listening). Calibre members can listen to them on internet enabled devices which include computers and, of course, smart mobile phones. This service offers instant access to all our digital books, no waiting for the post, and complete mobility to listen to the book anywhere, at any time, using your internet enabled smart phone.

Streaming is only available within the European Union.

All Calibre's titles are available for streaming and our online library catalogue includes a sample audio clip for all our books. Anyone can listen to the audio sample – you do not have to be a member.

The streaming service is provided completely free of charge to all existing Calibre members. If you wish to stream a book, you must first login, as detailed under '**Adding books to your reading list**'. If you selected 'Streaming' as an option on your application form you should have received our Guide to Streaming with your welcome letter. If you require a copy please call our Membership Services team and we will post one to you.

NOTE: Members wishing to stream should check their existing broadband or mobile service agreements to ensure they allow high or unlimited data. Calibre cannot be responsible for any costs incurred for streaming delivery and we do not recommend streaming on 'pay as you go' type contracts.

Receiving and returning your books by post

Our books are posted in special pouches (approved by the Royal Mail). When you have finished reading the book:

- Place the book you are returning back into the zipped compartment of the pouch that your book came in.
- Remove the address card from the front pocket.
- Turn the address card over, as this side has our return address.
- Put the address card back into the front pocket and post the pouch back, ensuring that the cut off corner is on the **top right-hand side**. This confirms that Calibre's return address will be showing.

It is important that each book is returned using the same pouch 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 the pouch from the book and card.

Books on USB memory sticks are on loan for up to 12 weeks and books on MP3 CD for up to 26 weeks. There are no fines for overdue books, but if you have a book longer than this, we will contact you to see

whether you still need it. Returning a book is what prompts us to send you a replacement so, until you send the book back, you will not receive another.

Should a replacement book not arrive, please telephone us. The book you returned may have been lost in the post and, until you tell us, we will not know 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, we can suspend books until further notice. Similarly, we can send extra books for you to take on holiday.

Problems with books

Occasionally you may receive a book which has been damaged in the post or does not play properly; please send it back and ask for a replacement. You will not be charged for damaged books.

Special requests

X-rated books – if a book contains a lot of bad language, sex scenes, or other material that may offend some members, we give it an X-rating. We will not send you X-rated books unless you tell us it is okay to do so.

Urgent requests – if you need a book quickly, maybe because you are a student or a member of a book group, please let us know and we will try to help.

Title suggestions – if there is a book you would like to see added to the library, please advise us. We may consider recording it.

Our records about you

We retain the personal details you gave on joining Calibre. As you use the library, we also keep records of the books you have read, want to read, information such as whether you have had the latest newsletter, and details about any money you have sent us. The information we keep about you is controlled by the **Data Protection Act 1998** and is necessary to either supply you with our service, or for our financial records. We keep data securely with strict controls over access. If you

leave Calibre, we destroy the information about your use of the library, and retain other information only as long as required for financial and audit purposes. We **never** pass members' details to other individuals or organisations without permission.

If you change any of your personal details – such as your address or telephone number – please let us know. **Please quote your name and postcode, or membership number, in all communications.**

About Calibre

Calibre Audio Library is a registered charity, set up in 1974. We do not charge an annual subscription and, as we receive no government funding, we rely on donations to maintain and expand the service. We are therefore grateful to all members who choose to support us.

And finally...

If you have any problems or questions, our Membership Services team are here to help. The telephone number again is **01296 432 339**, with an answer machine for outside office hours; or email your enquiry to membershipservices@calibre.org.uk

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