

Digital Talking Books – Frequently Asked Questions

Digital Players & Accessories

1. Why is the program switching from cassette players to digital players?

Digital players and books represent the latest technology and offer many advantages over cassette tapes and players. Digital players are easier to use, have better sound quality and no moving parts. In addition, an entire book, which would have taken multiple cassettes, will fit on one digital cartridge.

2. How do I get a digital player?

Contact the State Library Talking Book Program at 1-800-686-1531 or by e-mail tbooks@library.ohio.gov.

3. How long is the waiting list to get a digital player?

Currently there is no waiting list. The State Library receives biweekly allocations of digital players from the National Library Service (NLS). Digital players are typically sent within five to seven work days depending on the supply on hand.

4. Will a digital player be sent to me automatically if I do not request to be added to the waiting list?

Yes. But, you will receive your digital player sooner by contacting the State Library and requesting one.

5. When will everyone in Ohio have a digital player?

The State Library anticipates that everyone currently on the program should receive a digital player by April 2011.

6. Do I need to return my cassette player when I receive a new digital player?

No. The Ohio Talking Book Program will be transitioning from cassettes to digital over the next two to three years. You should hold onto your cassette player until you begin receiving more digital books than cassette books. In addition, some of the older books

may never be converted from cassette to digital and will require use of a cassette player. However, many readers are opting to return their cassette players and receive digital books only.

7. How do I return my cassette player to receive only digital books?

Contact the State Library at 1-800-686-1531 or by e-mail tbooks@library.ohio.gov.

8. Is it safe to keep the digital player plugged in at all times?

Yes. The battery technology used in the digital players will not overcharge the battery; it is safe to keep the player plugged in all the time.

9. How long does it take to charge the battery?

It takes about four hours to fully charge a dead battery. A player will operate between 28 and 29 hours on a fully charged battery. In addition, the player will alert you when the battery is low and needs to be recharged.

10. Is it true that there are two models of digital players?

Yes: Standard and Advanced. The only difference between the two is that the Advanced model has additional navigation controls, one of which allows you to add bookmarks. The Standard player is sufficient for the majority of users.

11. How do I get an Advanced model if I already have a Standard?

Contact the State Library at 1-800-686-1531 or by e-mail tbooks@library.ohio.gov. Please return your Standard player when you receive your Advanced player.

12. Do I need to rewind a digital book (cartridge) before returning it?

No. When another person receives the digital book you returned, his/her player will start the book at the beginning.

13. How do I re-read a book that I had finished?

Because the player remembers that you had finished the book it will give you an "end of book" message. You will need to press and

hold the rewind button until you reach the beginning of the book. This is the only time you must rewind a digital book.

14. Will my headphones work in the digital player?

Yes. Any standard headphones or ear buds will work in the digital player. If you have headphones issued through the program for use with your cassette player, contact the State Library at 1-800-686-1531 to request a headphone adapter cable.

Downloading Digital Books – OHIO-BARD

15. Is it true that I can download books to play on my digital player?

Yes. You will need to sign up for an account from the OHIO-BARD (Braille and Audio Recording Download) site:
<https://nlsbard.loc.gov/oh>

16. What do I need to download digital books?

A personal computer with a high-speed Internet connection; an e-mail address; knowledge of navigating the Web, filling out online forms, downloading large items, unzipping files; and a standard USB flash drive or blank digital cartridge.

17. Who can sign up for an OHIO-BARD account?

The National Library Service (NLS) currently allows individual patrons and institutions to download digital books from the OHIO-BARD site. Eligible institutions includes schools for the blind & physically handicapped, public and private schools, hospitals, nursing and convalescent homes, and other organizations serving the blind such as sight centers. NLS currently does not allow public libraries to access BARD.

18. What should I do if I lost my OHIO-BARD password?

To recover a lost or forgotten password yourself, connect to the download site: <https://nlsbard.loc.gov/oh>. Click on the link "Reset your BARD Password here" and complete the form. You will receive an e-mail message with a temporary password. When you log onto BARD, you will be required to set a new permanent password.

19. Who do I contact if I have questions or problems using the OHIO-BARD download site?

Contact the Ohio Library for the Blind and Physically Disabled (OLBPD) in Cleveland at 1-800-362-1262 or by e-mail olbpd@cpl.org.

20. Will any USB flash drive work in the digital player?

The majority of USB flash drives will work. The exception is USB flash drives that contain U3 technology files. Flash drives containing U3 technology files will result in an error message. Kingston and Verbatim flash drives are recommended as these do not contain U3 technology files.

21. Where can I purchase USB flash drives?

Most retail stores selling computer equipment and electronics carry inexpensive flash drives.

22. Can I purchase blank digital cartridges to use for downloads instead of USB flash drives?

Yes. The American Printing House for the Blind and the Perkins School for the Blind both sell digital talking book cartridges designed to be used with NLS players.

The American Printing House for the Blind sells 2GB digital cartridges for \$11.99. To place an order, contact the American Printing House for the Blind at <http://shop.aph.org> or call 1-800-223-1839. Customer service questions may be sent by e-mail to cs@aph.org.

Perkins School for the Blind sells 1GB and 2GB digital cartridges for \$10.99 and \$11.99, as well as other accessories. To place an order, contact Perkins School for the Blind at www.perkins.org and click on the "Buy Perkins Products" link or call (978) 462-3817. Customer service questions may be sent by e-mail to PerkinsProducts@Perkins.org.

23. Can I have more than one book on my flash drive?

Yes. Press and hold the "Play/Stop" button to enter the "bookshelf" mode. Use the rewind or fast forward buttons to move between books or files. Press "Play/Stop" button to select and begin listening to a book.