



COLORADO TALKING BOOK LIBRARY

Volunteer Handbook

Welcome to the Colorado Talking Book Library



Colorado Talking Book Library
180 Sheridan Blvd,
Denver, CO 80226

We are located on the east side of Sheridan Boulevard between 1st and 2nd Avenues.

Tel: 303-727-9277 - metro
Toll Free: 800-685-2136
Fax: 303-727-9281
Website: www.myctbl.org

Library Hours

Building: Monday - Friday
8 am - 5:00 pm

Phone: Monday - Friday
8 am to noon
and
12:30 to 4:30 pm

The mission of CTBL is to serve the blind and disabled readers in Colorado by providing books and magazines in large print, audio, or Braille.

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Introducing the Library

For 80 years the Colorado Talking Book Library (CTBL) has provided free library service to Colorado residents who cannot use conventional print materials. Currently we serve over 6,000 patrons. Our collection includes more than 60,000 titles available in large print, Braille, and audio formats.

CTBL partners with the Library of Congress in providing playback equipment, audio and Braille books, catalogs and free mailing privileges. CTBL is a unit of the State Library within the Colorado Department of Education. State general funds provide about half the cost of running the program with the balance coming from a variety of sources including the Friends of Colorado Talking Book Library.

While CTBL has a paid staff of 13 people, the American Library Association standards and guidelines of service recommend a staff size of around 24 based on CTBL's patron population. We mention this so you will understand how important our volunteers are to the operation of the library.

*Welcome to Our Team,
Debbi MacLeod
Director, CTBL*

"From your parents
you learn love and
laughter and how to
put one foot before
the other. But when
books are opened
you discover that
you have wings."

-Helen Hayes



Holidays and Building Closures

CTBL observes ten holidays each year. A calendar is posted in the break room, studio, and near the volunteer office indicating when these holidays are observed.

- New Year's Day
- Martin Luther King Jr. Day
- President's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving and the day after
- Christmas and one additional day

Winter Weather Alerts

Colorado weather can be unpredictable and potentially dangerous. When the weather forecast includes a winter storm advisory for the Denver metro area, please watch or listen to the local television or radio stations for announcements of building closures. Volunteers should be aware that CTBL is a state office building and may be closed or have a delayed opening at the discretion of the Governor's office.

While we would like to notify each of you personally if the building is closed, that may not be possible. If you have provided us with an active email address, we will send an announcement with details about the modified building schedule to you. Please check your inbox for any messages.

CTBL will also announce any delays or closures in the message on our office phone. Dial (303)727-9277 to check the message for further details.

Volunteers may choose to take time off from their regularly scheduled sessions at CTBL rather than risk injury or illness through exposure to bad weather.



Staff Members & Responsibilities

NAME	POSITION
Debbi MacLeod	Director
Terri Marcotte	Director of Volunteer Engagement
Susan Archer	Mail Operations
Larry Butts	Mail Operations
Jennifer Hicks	Reader Advisor
Teresa Kalber	Network Systems Administrator
Tyler Kottmann	Studio Director
Kay Loeber	Reader Advisor
Cris Miller	Reader Advisor
Megan Reilly	Library Tech
Emma Serna	Administrative Assistant
Jim Sullivan	Mail Operations
Mike Toth	Mail Operations Supervisor

“Volunteering can be an exciting, growing, enjoyable experience. It is truly gratifying to serve a cause, practice one’s ideals, work with people, solve problems, see benefits, and to know one had a hand in them”
-Harriet Naylor

Who Can Use the Colorado Talking Book Library?

Any Colorado resident who cannot read standard print is eligible for service. This includes people who are blind or have a vision-related condition such as macular degeneration, cataracts, glaucoma, or retinitis pigmentosa. Colorado residents with certain physical disabilities are also eligible for these services including physical disabilities that interfere with reading standard print (such as spinal cord injury, paralysis, or arthritis) which can make holding a book or turning pages impossible. Diabetic retinopathy, Parkinson's disease, cerebral palsy, multiple sclerosis, traumatic brain injury, and stroke are medical conditions that make it difficult for people to track words on a page. Learning disabilities such as dyslexia are also qualifying conditions.

Services are also available to organizations serving individuals who cannot read standard print. Examples of such organizations are school media centers, school classrooms, residential care facilities, hospitals, and day care centers. Facility administrators can contact the library to request services and application forms.

Applications for CTBL services can be found online by visiting www.myctbl.org and are also available at the front desk. The Reader Advisors can assist qualified applicants with the certification process.



"You have not lived
until you have done
something for
someone who can
never repay you."
-Unknown

A Brief History of the Talking Book Program

The Colorado Talking Book Library (CTBL) has been providing alternative reading materials to Coloradans who cannot read standard print for over 80 years. Acting as a distribution arm of the Library of Congress - National Library Service for the Blind and Physically Handicapped (NLS), CTBL has provided free library materials to thousands of Coloradans who are print disabled.

On March 3, 1931, President Herbert Hoover signed into law the Pratt-Smoot Act and the National Library Service for the Blind became a reality. The Librarian of Congress initially selected eighteen libraries through the United States to serve as regional distribution centers – including the Colorado Library for the Blind and Physically Handicapped.



The first “talking books” were produced on rigid disks (records, much like the old 78’s) in 1933, and by 1935 President Franklin Roosevelt had allotted funds to provide for the manufacture of 5,000 talking book machines.

While the Pratt-Smoot Act provided library services for blind adults, amended legislation in 1952 and 1966 extended services to individuals who are unable to hold books because of physical limitations.

In the mid-1960s, the rigid records became lightweight and flexible, and new books were recorded on cassette tape and disks. By 1968, cassette tapes and players became the norm throughout the program. The U.S. Post Office complemented the efforts of NLS by allowing the circulation of matter for the blind and physically handicapped postage-free.

Each year NLS produces over 2,000 books and magazines in alternative formats. While NLS produces reading material of national interest, most regional libraries, including the CTBL, record books of regional interest to supplement the national collection in addition to providing popular titles not previously recorded at the national level.

CTBL Volunteer Program

We believe that the goals of the Colorado Talking Book Library are best achieved with the active participation of our local community. To this end, CTBL encourages the involvement of volunteers within all appropriate programs and activities. CTBL staff members are encouraged to consistently create and maintain meaningful and productive volunteer positions in which volunteers might serve and to assist in the recruitment of future volunteers from the community. We can't do this without you!

Who is a Volunteer?

A 'volunteer' is anyone who performs a task at the direction of the Director of Volunteer Engagement without compensation or expectation of compensation. A 'volunteer' must be officially accepted and enrolled by the Director of Volunteer Engagement prior to performance of the task.

In some cases, CTBL accepts volunteers participating in student community service activities, student intern projects, alternative sentencing or diversion programs, corporate volunteer programs, and other volunteer referral programs. Special agreements must be in effect with the organization, school, or program from which the special case volunteers originate. These organizations must accept responsibility for management and care of these volunteers.



"Volunteers are not paid – not because they are worthless, but because they are priceless."
-Susie Riner

CTBL Volunteers

It takes many special people to accomplish our mission at CTBL. We are thrilled to have you as part of our team!

Because we rely heavily on volunteer assistance, you will find we have volunteers working in every aspect of our program. Volunteer roles differ depending on the needs of CTBL and the availability and skills of our volunteers.



Two of the main categories for our volunteers are on-going and short-term volunteers. Some of our on-going volunteers have been working with us for over 30 years! These volunteers work with us on a regular basis, often volunteering once or twice a week.

Short-term volunteers help us out in specific times of need or in coordination with certain external organizations. They come from many different programs, which supplement our volunteer corps, including:

- **Work Experience** – These volunteers come to us through organizations such as AmeriCorps, SER- Jobs for Progress National, Inc., and AARP. They often receive a stipend in return for their service to our program.
- **School Programs** - Students who work with us in an internship or practicum capacity from local secondary schools, colleges, and universities.
- **Special Projects** – Volunteers who help out once or twice a year; usually in conjunction with a special project.
- **Special Needs Volunteers** – Disabled students and adults who gain experience to reach their goals by developing their work skills.
- **Community Service** -individuals, clubs, troops, or groups that provide service as an organizational requirement.
- **Court Ordered Service** – These volunteers come to us through the local courts. Court Ordered Service Volunteers have a specific volunteer program worked out between the Colorado courts and the Director of Volunteer Engagement.

Professionalism in Volunteering

A volunteer may expect to:

- Work at a position that is worthwhile and challenging, with freedom to use existing skills and/or develop new ones.
- Receive initial training and ongoing training with clear and specific directions from their supervisor.
- Be recognized as an important part of the CTBL team.
- Receive periodic feedback.
- Be involved or represented in decisions that affect you.
- Receive support from the Director of Volunteer Engagement to resolve conflicts between the volunteer and a staff member.



A volunteer agrees to:

- Consider volunteer work a serious professional commitment and view the position as valid and important.
- Represent CTBL in an appropriate and responsible manner.
- Be aware of and abide by the policies and procedures of CTBL.
- Attend training sessions as scheduled to maintain and enhance competence in assigned tasks.
- Act as a member of the CTBL team when working with other volunteers and CTBL staff.
- Follow the position description and accept supervision.
- Follow through on all commitments, promptly reporting for work as scheduled.
- Notify your immediate supervisor or the Director of Volunteer Engagement if unable to work scheduled shift(s) due to illness or emergency.
- Provide at least two weeks' notice to the appropriate staff member if unable to fulfill his/her responsibilities due to travel plans or a change in personal schedule.
- Be consistent and timely about reporting volunteer hours.
- Dress in an appropriate manner for the position assigned.
- Communicate with the immediate supervisor and Director of Volunteer Engagement to resolve any problems or concerns.
- Notify Director of Volunteer Engagement prior to terminating a position.

Volunteer Benefits

Volunteering is a unique aspect of American society. Rewards for volunteers are measured, not in dollars and cents, but in the intangible terms of creative satisfaction, knowledge, and the rewarding experience of contributing to the community. The commitment of each volunteer to the Talking Book Library makes the Library a unique place in which to work.

CTBL is pleased to offer its volunteers the following benefits:

- A break room for socialization and relaxation, which contains a variety of complimentary snacks, teas, coffee, and cocoa.
- A lending library in the break room for the reading pleasure of all volunteers.
- Annual Volunteer Appreciation Brunch recognizing individual milestones of service.
- A celebration each spring during National Volunteer Appreciation Week.

Volunteer Opportunities

Whatever the interests and skills of a volunteer or the degree of social interaction desired there is a good chance that the volunteer can find a niche at CTBL. Volunteers work in almost every department of the library. Positions within these departments require skills that range from basic to highly specialized. The volunteer opportunities are as diverse as the working environment.



CTBL has been a wonderful resource for me on four levels: educational reading, reading for personal enjoyment, better comprehension, and increased reading speed."

– CTBL patron

Volunteer Information

Volunteer Records and Time Sheets

Volunteer hours are recorded for each department in order to track the amount of time and number of people needed to complete certain tasks. Staff members and administrators review these records to determine the value of volunteers to CTBL, and the State of Colorado, and use the records to demonstrate the Library's level of volunteer commitment for securing funding.

Keeping accurate records is important for the impact of volunteer contributions to be documented. These records are submitted through the [Volunteer Information Center](#). Please see the Director of Volunteer Engagement for more information on using these systems.

The Director of Volunteer Engagement needs to maintain accurate records for each volunteer. Please notify the Director of Volunteer Engagement of all changes of email, phone numbers, addresses, emergency contacts and any other important information.

Tax Deduction for Volunteers

In preparing tax returns, volunteers may deduct unreimbursed out-of-pocket expenses directly related to their volunteer service if they itemize deductions.

Volunteer service or other charitable donations must have contributed to a qualifying organization as defined by the terms of the IRS. The Colorado Talking Book Library is such a qualifying organization.

Please consult with your accountant or a tax professional regarding possible deductions.



Volunteer Program Policies

Volunteer Rights and Responsibilities

Volunteers representing the Colorado Talking Book Library to the public are expected to portray CTBL in a professional and positive manner at all times.

All CTBL Volunteers will perform their volunteer duties under the supervision of CTBL staff. The Volunteer Supervisor acts as a liaison between volunteers and CTBL staff. The Director of Volunteer Engagement is responsible for the recruitment, marketing, interviewing, and organization of training seminars and correspondence with volunteers.

Discrimination

CTBL is committed to a policy of nondiscrimination in relation to race, color, gender, sexual orientation, religion, national origin, ancestry, age, marital status or disability in admissions, access to, treatment, or employment in all educational programs or activities, it operates. Questions or concerns related to affirmative action, nondiscrimination or equal opportunity should be directed to the Director of Volunteer Engagement.

Recruitment of Minors

CTBL welcomes volunteers of all ages. Volunteers who have not reached 18 years of age must present a written consent of a parent or guardian to the Director of Volunteer Engagement prior to any service. The volunteer assignment for a minor will be in a non-hazardous environment complying with all appropriate requirements of child labor laws.

Attendance

Volunteers are expected to perform their duties on a scheduled and timely basis. If you anticipate being absent from a scheduled session, please inform the Director of Volunteer Engagement as far in advance as possible to allow time for alternative arrangements to be made. Continual absenteeism may result in a review of the volunteer's work assignment or term of service, and could result in the termination of the volunteer's relationship with CTBL.



Leave of Absence

Volunteers may request a leave of absence at any time, resulting in their status changing to “leave of absence”. Any volunteer who fails to record a volunteer session for more than 90 days without notifying the Director of Volunteer Engagement of the reason for their absence will be considered inactive.

Any Volunteer absent from their assignment for more than twelve months without requesting a leave of absence, or notifying the Director of Volunteer Engagement of the reason for the extended absence, will no longer be considered a CTBL Volunteer.

Dress Code

Those working at CTBL are expected to maintain a neat, clean, and hygienic appearance at all times. Volunteers should dress appropriately for their position and type of duties. Short shorts, provocative clothing or garments with obscene, crude, insensitive or provocative slogans are considered inappropriate. Open-toed shoes or sandals are not allowed in the mailroom/stacks under any circumstances.

Fragrances

Please be considerate of those with allergies and refrain from wearing perfumes, colognes, and other products with strong fragrances. This is especially important in the close confines of the studio.

Name Badges

CTBL provides name badges to our volunteers. Please wear your name badge while you are at CTBL and leave it near your workstation when you are leaving. Replacement name badges can be requested in the Volunteer Office.

Drug and Alcohol Policy

CTBL subscribes to a Drug-Free Workplace policy as established by the state of Colorado. Possession, distribution, or selling of a controlled substance in the workplace by any volunteer is prohibited. Volunteers who violate this mandate will be subject to disciplinary action, which may include termination of service as a volunteer.

Smoking

Smoking is not permitted in any area of CTBL, including the entrance vestibule. A receptacle for the disposal of smoking materials is located near the benches under the front canopy. Please exercise caution and courtesy when using this receptacle.

Weapons Policy

The possession of firearms, explosives, and other weapons on the grounds of or within the property of Colorado Talking Book Library is strictly prohibited. Should a weapon be discovered in the possession or control of a volunteer appropriate action will be taken.

Sexual Harassment

CTBL is firmly committed to maintaining a positive working environment. This refers to a workplace that is free of inappropriate conduct, including offensive verbal and written communication of a sexual nature.

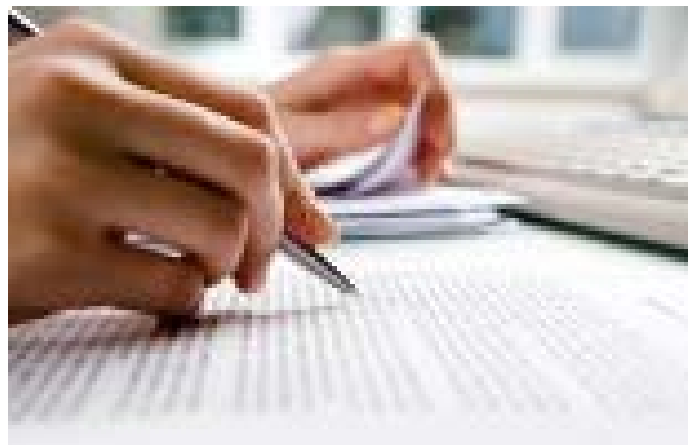
Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature constitutes sexual harassment. A volunteer who feels sexually harassed should take the complaint to the Director of Volunteer Engagement. Complaints will receive prompt attention and appropriate action will be taken.

Disciplinary Actions/Dismissal

Volunteers who do not adhere to the rules of the Colorado Talking Book Library or who fail to satisfactorily perform their volunteer assignment are subject to dismissal. No volunteer will be terminated until the volunteer has had an opportunity to discuss the reasons for their possible dismissal with supervisory staff and the Director of Volunteer Engagement. CTBL has the right to request a volunteer to leave immediately. Unacceptable behavior not leading to immediate dismissal may be subject to a series of actions including verbal warnings, written warnings, and dismissal.

Grievance Procedures

CTBL volunteers are expected to take any complaints, problems, suggestions or criticism concerning any part of Colorado Talking Book Library to the Director of Volunteer Engagement. Most grievances should be resolved through discussion. If a mutually agreeable solution cannot be reached, the volunteer may submit the grievance, in writing, to the Director within ten working days from the discussion. The Director may consult with the volunteer and/or staff to handle the grievance and respond in writing within ten days of the receipt of the grievance.



The grievance should be in writing and should contain information relevant to the matter at hand, such as name, address, and phone number of complainant, location, date, and description of the problem. Upon request, alternative means of filing a grievance, such as conducting personal interviews or recording the grievance in an audio format may be used by persons with disabilities.

Confidentiality

Volunteers are responsible for maintaining the confidentiality of all proprietary or privileged information to which they are exposed while serving as a volunteer, whether this information involves a staff member, volunteer, client, other person, or agency business.

Your volunteering with Colorado Talking Book Library assumes an obligation to maintain confidentiality. As a volunteer, you may be privy to information that is confidential in nature. Such information is not to be shared with your family, friends, acquaintances, or to other staff members not directly involved with the matter.

Use of Equipment and Materials

Volunteers are reminded that all equipment and materials used at CTBL are considered property of the State of Colorado and cannot be used for personal profit.

Volunteers are responsible for using all equipment in accordance with the manufacturer's instructions and adhering to all applicable safety precautions. You may request a copy of the specific manual from the Director of Volunteer Engagement.

Notify the supervisor immediately if a computer or any other equipment is not working properly. Do not continue using the equipment, and do not leave CTBL without making sure the appropriate person has been told about the problem.

Some books and materials recorded in the studio may belong to patrons of CTBL and must be returned to the owner in good condition. Volunteers are asked to exercise care with those materials. Please avoid making pencil marks or creasing the pages. Never eat while working with these materials.

Failure to exercise due care with material or the intentional misuse of equipment or tools can be terms for dismissal from the volunteer program.



Computer Usage

CTBL makes available to our volunteers the use of electronic media and services including computers, email, telephones, and the internet. We encourage the use of these media and electronic services because they can make communication more efficient and effective. However, volunteers working with CTBL should remember that electronic media and services provided by CTBL are property of the Department of Education and their purpose is to facilitate and support library business. For additional guidance refer to the [Acceptable Use of Computers Policy](#).

Social Media Usage and Content Policy

Social media content should be interesting, engaging, and appropriate for all patrons. Information provided through social media should not contain any of the following:

- Personally identifiable information (PII) or confidential information
- Text or images considered discriminatory, offensive, or insensitive.
- Personal beliefs or opinions not held by the Colorado Talking Book Library.
- Content that does not support or reflect the mission of the Colorado Talking Book Library.
- Content that does not adhere to copyright laws

Social media sites will be monitored frequently for any inappropriate material posted by patrons, staff, or volunteers. Should any party choose to use a Colorado Talking Book Library social media page as a platform to express views or post content that is not in line with the aforementioned criteria, such content will be removed. Volunteers who persistently post inappropriate material will be barred from any further postings.

Use of Volunteer Photos

CTBL often uses volunteer photos in print, online, and on our social media sites to help show the positive impact our volunteers have in the library and how important they are to CTBL. If you do not want any of your photos shared or used, contact the Director of Volunteer Engagement.

News Media Policy

The purpose of this policy is to provide volunteers with specific guidelines regarding the news media in order to maximize a positive image of the institution. The news media are defined as organizations that reach the public directly using communication. News media organizations may include newspapers, trade and popular-audience magazines, radio and television stations, news wire services, websites, blogs, and podcasts.

Volunteers and supporters of CTBL who would like to submit an article about CTBL services to another organization, as an outreach endeavor, should coordinate their efforts with the Library Director.



Solicitation and Distribution

Solicitation or distribution, by any volunteers, visitors, or guests, on the library's premises is strictly prohibited.

“Solicitation” refers to any attempt in persuading or securing an individual’s agreement to join or support any endeavor or organization, or in purchasing products or services, including but not limited to cosmetics, jewelry, cookies, or candy.

“Distribution” refers to the dissemination, posting of flyers, brochures, email or other written materials, promoting products, services, endeavors, organizations or causes, except where specifically allowed.

Volunteers are encouraged to post announcements related to upcoming events, vision related articles, and small business cards on the bulletin board located in the breakroom. Inappropriate or outdated materials will be removed at the discretion of the Director.

Gifts

There is never an expectation that CTBL volunteers and staff will exchange gifts. However, we recognize that the giving and receiving of small tokens of respect and appreciation such as cards, flowers, or snacks, is a natural part of staff/volunteer relationships and is acceptable. However, volunteers should not give, solicit, nor accept material gifts, valued in excess of \$10.00.

Emergency Procedures

Volunteers are reminded that CTBL staff is responsible for everyone's welfare during any emergency occurring on the CTBL property. Volunteers must allow their supervisor to determine what action should be taken by all persons present at the time of the emergency.

Firefighters, EMTs, police, and all other emergency responders should be directed to the supervisor, or their designee, who will relay pertinent information, as needed. Volunteers must not interfere with emergency personnel or the supervisor, but cooperate fully when called upon.

Fire Evacuation Plan

At the sound of alarm, all visitors, volunteers, and staff must leave the building immediately. Leave the building by way of the nearest exit. As the building is evacuated, staff members, volunteers, and visitors, should gather on the sidewalk located at the northwest corner of the CTBL property (the corner of 2nd Avenue & Sheridan Blvd).

A [map of the CTBL facility](#) is provided in the back of this handbook, identifying the location of exits, fire extinguishers, and first aid kits. Please familiarize yourself with the locations of these important elements.

Power Failure

If you are using a computer, save any file that you were working on and close the application before you leave your seat. In the event of a power failure, staff, volunteers, and visitors are to move to the main lobby to await instructions.

Accidents and Injuries

In the event that an accident or injury should occur while a volunteer is at CTBL, the staff will immediately administer First Aid and/or CPR and will call 911 as necessary. In addition, if the volunteer has provided an emergency contact or is able to give additional instructions at the time of the accident, staff will follow those instructions and/or notify the emergency contact.

Please keep your Emergency Contact information in the Volunteer Information Center updated. The Director of Volunteer Engagement should be informed of any changes to your health, which might affect your ability to continue your service at CTBL. Information related to medications, medical conditions, and emergency contact information is confidential and kept exclusively in the VIC record for each volunteer.

CTBL Partnerships



The Pioneers - Founded in 1911, the Pioneers is the world's largest corporate volunteer organization, a dedicated group of more than 620,000 men and women committed to serving their communities throughout the United States, Canada and beyond. Pioneers have partnered with the National Library

Service for the Blind, through the Volunteer Repair Project, since 1960. Pioneers use their knowledge and technical abilities to repair audio playback machines. The Pioneers repair approximately 70,000 machines a year and have maintained more than 2.1 million players, to date - a contribution valued at more than \$80 million!

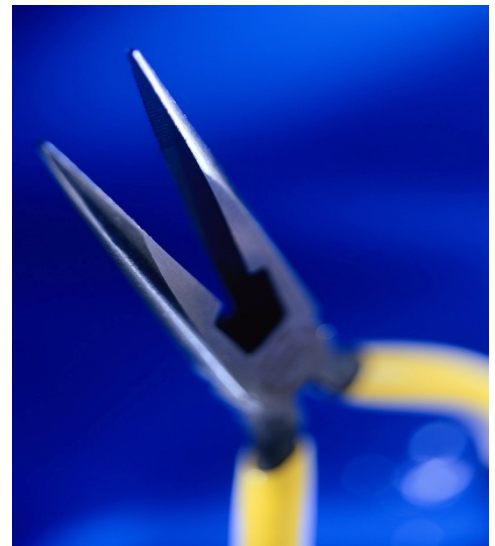


Talking Book Machine Repair

Volunteers in the talking book machine repair program play an essential role in preserving the foundation of CTBL ensuring patrons of the library always have access to functioning Talking Book Machines. Each talking book machine issued to a patron is serviced locally at our workshop in Denver.

The Talking Book Machine Repair Program is open to anyone who enjoys doing minor electrical repairs or those interested in learning how to do simple repairs in a safe and fun atmosphere. The goal of the program is not only getting machines repaired, but also volunteer training, teamwork, involvement, satisfaction, and a sense of accomplishment.

Volunteers are provided with a well-equipped workroom where they inspect and repair the machines as a part of a cooperative team. Technical manuals and parts lists are available, along with specialized tools and parts provided by the library. The group leader, other volunteers, and staff provide orientation, training, and assistance.



"May I never get too busy in my own affairs that I fail to respond to the needs of others with kindness and compassion". –Thomas Jefferson

The Friends of Colorado Talking Book Library

About the Friends

The Friends of CTBL is a 501(C) 3 non-profit with a mission to assist the library in its effort to provide educational, informational, and recreational reading materials to the print-disabled of Colorado. The Friends supported the conversion of the local recording studio from analog to digital, provided funding for the integrated library computer system, and provided grant money that established the descriptive video program.



Together, with your help, the Friends can help CTBL continue to be a great library for its patrons. Friends of CTBL need more friends just like you: people who can contribute time, money, or expertise, and believe in maintaining the high quality of service the library has always offered. Become a Friend of CTBL and help the library be everything it can be!

Donations

The Friends of the Colorado Talking Book Library is a 501(C)3 non-profit dedicated to supporting the programs of the Colorado Talking Book Library (CTBL). Giving to the Friends of CTBL helps support the programs and services provided to Colorado patrons.

For more information, review the [Friends of CTBL Donor Fact Sheet](#) found on their website.-

Bequest

An additional way to contribute to the Friends of CTBL is through a charitable bequest as part of a will or through life insurance. You do not have to rewrite your current document but can add a written amendment called a codicil which only becomes irrevocable at your death.



Helpful Information

Bathrooms are located in the hall near the front entrance. If there are issues with the cleanliness of the restrooms or if they need to be re-stocked, inform your supervisor.

Breaks -You are encouraged to take one fifteen minute break mid-way through your session. Please check with your supervisor for the best time to take your break. Be on time and ready to work when your break is over.

Break Room - Staff and Volunteers share the break room. Please be considerate of others by cleaning up after yourself. There are two microwave ovens, a refrigerator, and a selection of teas, coffee, and cocoa available for everyone. We will be happy to demonstrate the equipment if you are unfamiliar with it.

Conversations in the break room should be respectful of other staff and volunteers. Keep the tone pleasant and not so loud that others working in the building might be disturbed. Avoid discussing personal matters in this public area.

Lockers are located in the closet near the reception desk and in the break room. Locks and keys are available at the front desk; return them at the end of your session. You may bring your own lock to use, if you prefer. Please lock up your belongings for security. Coats and umbrellas can be hung in this closet. Many rooms also have a coat rack where coats and jackets can be hung while working at CTBL.

Radio in mailroom - Please ask the supervisor before turning on the radio or changing the selected station.

Recycling - CTBL is committed to recycling all appropriate waste materials. Blue containers throughout the building are available for all types of recyclable materials. Two large black containers located in the break room are labeled for recyclable materials. Information about the types of acceptable material for recycling is posted near these containers. Please do not put food waste or other non-recyclable waste in these containers; it contaminates the whole load causing it to be rejected by the recycler.

A telephone for personal calls is located in the front lobby. Please limit your use of the phone to brief calls during your break. You may dial directly by picking up the receiver and an available line will be activated. A list of staff extensions is posted near the phone in many offices and workrooms.



FAQs for Assisting Blind Volunteers

Every individual has a unique personality and therefore reacts in a unique way to blindness or visual impairment. When you interact with a blind person, the key word is "person", not "blind". Do not hesitate to use the words "see", "look" or "read". Remember that blind and visually impaired people are individuals first. They do the same things as you, but sometimes require different techniques to do so.

Visually impaired people, whether they are totally blind or have some degree of useful vision, may at times require the assistance of a sighted guide. For the sake of simplicity, the term "blind person" is used in this document to refer to any person who is being guided, whether totally blind or partially sighted.

How do I make contact with a blind person?

When approaching a blind person, greet them using a normal tone of voice. Identify yourself and then ask if they need your assistance. If the blind person wants your assistance, touch your hand to the back of their hand to let them know where you are physically. They will probably take your arm. Some people, especially those using guide dogs, may prefer to follow you instead. Avoid grabbing or pulling on the blind person, as this is awkward and may be startling or intrusive. Simply offer your assistance and allow them to tell you the best way to guide them.

How do I help a blind person cross the street?

Make contact as above. Be sure you are helping the blind person to go in the direction that they want, rather than making assumptions based on their body language. Intersections and street crossings can be very confusing, and the blind

person may not be facing in the right direction. As you guide, let them know when you are coming to a curb and whether you will be stepping up or down. Traffic noise may make it difficult for the blind person to hear you. Be sure to speak loud enough and to face them when possible.



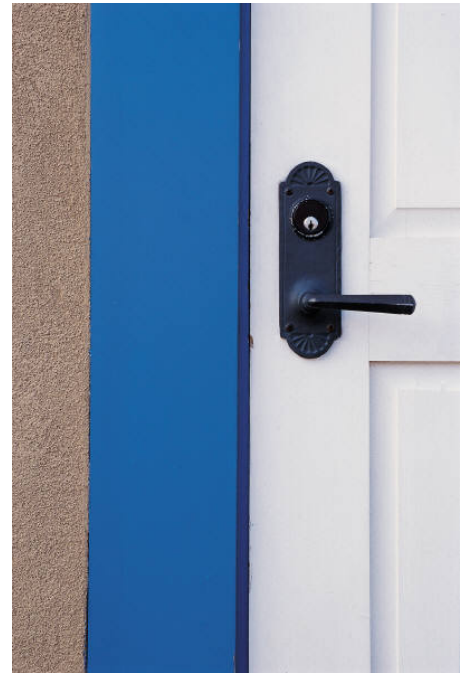
How can I help a blind person feel more comfortable in an unfamiliar setting?

Describe the surroundings, taking particular note of steps and other obstacles. For example, describe the layout of a room, whether it is square or narrow, how many tables and chairs there are and how they are arranged. When approaching

any irregularities in the terrain, alert the blind person in advance, e.g. stepping from concrete to grass, concrete to gravel, etc. Remember to give directions clearly and accurately. Pointing, gesturing or using phrases such as "over there" will be of no assistance.

What do I do if we come to a door?

Tell the blind person when you are approaching a door and in which direction the door opens. For example, say, "the door opens to the left and towards us." The blind person will free up the appropriate hand in order to catch and hold the door, and to close it as necessary. If the door is spring-loaded, be very careful not to release the door until the blind person has caught it securely. Otherwise, the door may swing back and strike them causing injury. In some cases, the blind person may need to let go of you entirely to get through the door. Be sure to communicate clearly and wait for them just on the other side of the door. Avoid using revolving doors when possible.



Okay, what about stairs?

Tell the blind person when you are approaching stairs, and whether you will be walking up or down. Let them know if there are handrails, as some prefer to use them rather than a guide on stairs. If you continue to guide, approach stairs, even a single step or curb, squarely, and not at an angle. Pause before reaching the stairs to assist the blind person in knowing where they are. Pause again at the end of the stairs and say "last step".

How do I help a blind person take a seat?

The goal here is to help the blind person find a seat, not to help them sit. First, ask if they want to sit in a particular place. Once you identify a seat, inform them as to the type of seat, e.g. arm chair, bench, rocker, etc. Bring the blind person to the appropriate seat, and place your hand on the chair or couch, saying, "Here's a seat," allowing the blind person to move their hand to your hand, and thus to the seat. Alternately, tap the available seat with your hand, again saying "Here's a seat," which allows them to hear where the seat is. They can then explore the seat and determine for themselves how to sit down. Never push or otherwise physically maneuver them into the seat.

Additional tips for interacting with a blind person

- Do not leave empty chairs in the middle of the room where a blind person may run into them, always push chairs under the desk or table when you leave.
- Keep doors entirely opened or closed.
- Keep cupboard doors closed. Do not leave knives or other sharp utensils lying on the counter or in the sink where they could inadvertently injure someone.
- If you share workspace with a blind person, do not rearrange the desk or immediate area without consulting with them first. A blind person relies a great deal on memory to know where things are, and even slight rearrangements of a few inches can significantly disorient and cause them to spend many minutes searching for familiar items.
- When you are in conversation with a blind person, let them know when you are leaving. This prevents the blind person from “talking to the air”.
- When sharing a meal with a blind person, offer to describe for them what is on the table or on their plate. As the preferred approach can differ greatly, let the blind person explain to you how best to do this.
- When you leave a blind person after guiding them, ensure that they are in contact with a tangible object, e.g. a wall, a table, a chair. This helps them remain oriented to their surroundings and protects them from being caught “in the middle of nowhere,” especially if they need to get out of the way of vehicles or other pedestrians.
- Never play with, talk to, or pet a guide dog without the owner’s permission. Such attention can be very distracting for some guide dogs and may severely interfere with the dog’s guiding work and overall behavior. Never, ever give food to a guide dog without the owner’s permission.



One more word...

Many patrons visit CTBL every day to use their library, to volunteer, and to attend meetings. Always drive with caution through the CTBL parking lot, drive only in the designated driving lanes and yield to pedestrians. Slow down, be alert, and watch for people who cannot see you.

How to Talk About Talking Books

The Colorado Talking Book Library (CTBL) is a FREE library service that loans audio and braille books, and magazines; and books in large print to people who cannot see standard print, cannot hold a book, have a physically based reading disability or learning disability.

But what does that really mean? Here is a handy guide to help you talk about Talking Books!

About the Library

- Talking Books are not JUST for people who are blind. The service is available to people who experience physical disabilities or illnesses that prevent them from holding a book, sitting up for periods of time, or turning the pages of a book for example or have a learning disability.
- Our library serves people of ALL ages. Our youngest user is 3 years old and our oldest is 104...and we have books for all tastes and interest levels!
- Talking Books are completely FREE. There is no charge for the books, the talking book player, or the postage to mail the books back to the library.
- CTBL is located in Denver and is part of the Colorado State Library. The library serves all eligible Coloradans by shipping books through the US Postal Service postage paid.

Books and Equipment

What kind of books does CTBL have? All kinds! Our library has the same books that are found in public libraries.

- All NLS audio books in the library are read by professional narrators.
- The library has over 35,000 audio books, 7,000 Braille and 22,000 large print books with new books added each month.

When books go out in the mail how do you know what to send? The main way our users get books is by telling us what subjects and authors they like. They can even tell us subjects they don't want. We call it "auto-selection." Users can also get books by giving us lists of requests. Any time a request is available, it will go out ahead of an "auto-selected" book.

- The audio books require special playback equipment, and that is provided by the library for free on "extended loan."

What happens if the books get lost in the mail? If the books are lost or damaged just call the library, there is no charge for lost or damaged materials.

What about the player? The same thing applies; call the library and we will replace the player right away.

- By the way, all books have a 4 week loan period and there are no fines for overdue books.
- In addition to audio and Braille books, audio and braille magazines are available.
- CTBL also provides access to downloadable books (BARD), NFB-NEWSLINE (newspapers by phone), and an audio version of the voters' guide during statewide elections.

Registration

How does a person get signed up for Talking Books? The process is very easy.

- Just fill out an application for service and have the first page signed by nurse, doctor, librarian, therapist, activity director, social worker, or teacher. In the case of a learning disability, a doctor must sign the application.
- If you are not sure who qualifies to sign an application for somebody, call us at: 800-685-2136.
- Return the signed application to CTBL. We process the application, send a welcome packet and a player, and a couple of audio books to get you started.

Downloadable Books (BARD)

- BARD stands for the Braille and Audio Reading Download.
- All of the audio books and most Braille books provided by our library are available for on-demand download, which is also FREE.
- Download the books to a cartridge or flash drive for use with the player provided, or use the BARD Mobile app on your mobile device.

Local Recording Program

- CTBL has an in-house studio to record books by local authors, about Colorado and the Rocky Mountain Region as well as books recorded as patron requests.
- Narrators are volunteers, many of whom are local actors or voice-over performers.
- The locally recorded books are shared with our national network through download or inter-library loan.



LIBRARY FLOOR PLAN

