

# GLASS Profile Instructions for PINES Staff

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**Start Date: December 8, 2014**



## Overview

GLASS (Georgia Library for Accessible Statewide Service) provides library material in various formats (such as talking book cartridges and Braille) to people who are unable to read or handle standard printed material as a result of temporary or permanent visual or physical disabilities. This includes people who are legally blind, cannot see well enough or focus long enough to read standard print, people who are unable to hold or turn pages of print book, and people who are certified by a medical doctor as having a reading disability.

Certain PINES library materials not traditionally provided by GLASS (namely, large print books and DVDs with descriptive audio tracks) are eligible for free home delivery via the United States Postal Service's Free Matter for the Blind program, but until now there has not been a standard set of procedures to manage circulation of PINES materials to GLASS patrons.

GLASS and PINES worked together to develop a plan that we hope will improve services to existing GLASS patrons with minimal impact on PINES library staff. We also hope to increase awareness of GLASS services amongst library staff.

For more information about GLASS, see:

<http://georgialibraries.org/glass/>

For more information about the USPS Free Matter service, see:

<http://about.usps.com/publications/pub347/welcome.htm>

## General Procedure

1. A patron with the GLASS patron profile places a hold on a large print book or on a DVD with a descriptive track.
2. The item is pulled along with other items on the library's daily Holds list.
3. The item will be scanned as normal and routed to the GLASS office (STATELIB-B) via the courier.
4. When STATELIB-B receives the item, the staff will confirm that it's eligible for free mail delivery, then check it out to the patron and mail it to that patron's home.
5. The patron will return the item (either by mail to STATELIB-B or in person to a PINES library).
6. Staff will check in the item and place it in transit.

## GLASS Patron Profile

- GLASS accounts will expire after 2 years. GLASS staff will handle account renewals.
- GLASS accounts may place holds on DVDs with descriptive tracks belonging to any PINES library.
- Items checked out on GLASS accounts will circulate for 30 days with one renewal.
- GLASS accounts will not be charged overdue fees, but may be charged for lost or damaged materials.
- GLASS accounts may have 50 items checked out at once, and may have 15 holds at once.

## Circulation Workflow

### Account Creation

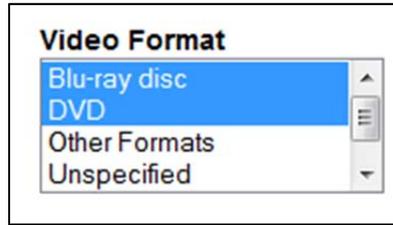
GLASS patrons may register for a PINES card at any PINES library, or may contact the GLASS office for assistance registering. Follow normal account creation procedures with the following exceptions:

1. The patron must already be registered with GLASS and should have a KLAS ID number (KLAS is the GLASS catalog, which is separate from the PINES catalog). If the patron does not have a letter from GLASS showing their KLAS ID number and does not have a BARD card (which should have the KLAS ID number on the back), library staff may call the GLASS office to verify that the individual is registered and to obtain the KLAS ID number. In order to get a KLAS ID number, the GLASS staff have already verified the patron's address and contact information so additional proof of address is not required.
2. Search PINES to see if the patron already has a PINES account – if so, update it (do not create duplicate account).
3. Complete the registration form:
  - a. Primary Identification Type = Other
  - b. Primary Identification = KLAS ID Number
  - c. Home Library = The library where the patron would like to pick up any items that are not eligible for free mailing. If the patron will have someone else pick up their items for them, put the other person's full name in the Alert Message field (for example, "David Smith has permission to pick up items that are on hold for this patron. The items should be checked out on this patron's card.")
  - d. Main (Profile) Permission Group = GLASS
  - e. Default Hold Pickup Location = GLASS – Georgia Library for Accessible Statewide Service
  - f. Hold Notification Format = Uncheck the email option. (If the email option is checked, the system will automatically send an email when an item is received at STATELIB-B indicating that the item is available for pickup. Since the item will be mailed to the patron, this email would be confusing and inaccurate.)

Primary Identification Type	Other
Primary Identification	KLAS # GA1A145006
Parent/Guardian	
Email Address	
Daytime Phone	555-555-1234
Evening Phone	
Other Phone	
Home Library	Athens-Clarke County Lib
Main (Profile) Permission Group	GLASS
Privilege Expiration Date	10/30/2016
Internet Access Level	Filtered
Active	<input checked="" type="checkbox"/>
Barred	<input type="checkbox"/>
Is Group Lead Account	<input type="checkbox"/>
Claims-returned Count	0
Claims Never Checked Out Count	0
Alert Message	
<b>User Settings</b>	
Default Hold Pickup Location	GLASS - Georgia Library
Default Phone Number	
Collections: Exempt	<input type="checkbox"/>
Hold is behind Circ Desk	<input type="checkbox"/>
Hold Notification Format	Phone: <input checked="" type="checkbox"/> Email: <input type="checkbox"/>

## Searching for Eligible Items

- Use Advanced Search to limit book searches to large print materials in the Item Form section.
- Use Advanced Search to limit video searches to DVD and Blu-ray Disc in the Video Format section (CTRL-Click to select both DVD and Blu-ray Disc options at once).
- Many (but not all) items may use the terms “audio descriptive track” or “optionally described in English for the visually impaired” in their detailed descriptions, so you may add these terms to a keyword search to help find them. (Be aware that this may not find all items that actually do have a descriptive track though, as some of the items may have one that is not listed in the catalog’s title details.)



<b>Language Note:</b>	Blu-ray: In English, Spanish, Portuguese, Russian, Estonian, Greek, Latvian, Lithuanian, Romanian or Ukrainian with optional Spanish, Portuguese, Russian, Estonian, Greek, Latvian, Lithuanian, Romanian and Ukrainian subtitles; English subtitles for the deaf and hard-of-hearing (SDH); English descriptive audio track for people with visual disabilities (DVS). DVD: In English or Spanish with optional Spanish subtitles; English subtitles for the deaf and hard-of-hearing (SDH); English descriptive audio track for people with visual disabilities (DVS).
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- Videos with descriptive tracks should also have one of these symbols on the packaging:



## Placing Holds / Routing

Large print books and DVDs with descriptive tracks should be routed to STATELIB-B (the default pickup location) for mailing.

Other items may be placed on hold following ordinary patron circulation rules, but as they are not eligible for free mailing, they would need to be picked up in person at the patron’s Home Library.

## Returned Items

If the patron returns the item to STATELIB-B via free mail, the STATELIB-B staff will check it in and place it into transit back to its next destination.

If the patron returns the item to a PINES library, library staff will check it in and route it as normal.

## Talking Book Players

GLASS patrons receive free use of specialized Talking Book Players. As part of the PINES/GLASS partnership, GLASS will be making replacement Talking Book Players available at PINES libraries. Each library will receive at least one player to have on reserve as a possible replacement for nearby GLASS patrons. A GLASS patron whose Talking Book Player has broken may come in to any PINES library to pick up a replacement without having to wait for it to be shipped from STATELIB-B.



The Talking Book Player should be checked out to the patron's PINES account. GLASS staff will receive a weekly report indicating which locations have checked out Talking Book Players, and will send another replacement machine to the library.

The old/broken Talking Book Player should be placed into the box that the new Talking Book Player is in, and mailed back to the GLASS office via free mail (a mailing label will be included in the box). If the patron has brought the broken player into the library, then library staff may assist with this. Otherwise, the patron may send it from their home.

If the GLASS patron that has come into the library for a replacement machine does not have a PINES card, first offer them the ability to register for a PINES card. If the patron does not wish to register for a PINES card, then allow the Talking Book Player exchange and make a note of the patron's name and GLASS certificate number. Call or email the GLASS office and provide the patron's info and request a new Talking Book Player for your library.

## Questions?

GLASS Phone: 1-800-248-6701 | 404-657-1452

GLASS Fax: 404-657-1459

Hours:	Monday	8 am – 5 pm
	Tuesday	8 am – 6 pm
	Wednesday	8 am – 6 pm
	Thursday	8 am – 6 pm
	Friday	8 am – 5 pm
	Saturday	8 am – 5 pm
	Sunday	Closed