



How to use Young Calibre

Hello! Welcome to Young Calibre, a free postal lending library of audio books in MP3 format.

Before you get to the fun part of listening to your books, there are a few things you need to know. This booklet explains how to use the library. We are also sending an audio copy.

We hope you enjoy our books. Please let us know if you have any problems or questions. We will do our best to sort things out, and it helps 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 to record messages outside office hours. You can also write, email, or use the contact form on our website:

Email: enquiries@calibre.org.uk

Website: www.youngcalibre.org.uk

Calibre Audio Library
Aylesbury
Bucks
HP22 5XQ

Contents

Section 1 – what books will you send me?	Page 2
Section 2 – how many books, how often?	Page 4
Section 3 – how do I listen to my books?	Page 5
Section 4 – how do I return my books?	Page 6
Section 5 – what do I do if a book is damaged?	Page 7
Section 6 – can I make special requests for books?	Page 7
Section 7 – is there an audio magazine?	Page 7
Section 8 – what records do you keep about me?	Page 8
Section 9 – what is Young Calibre?	Page 8

Section 1 – what books will you send me?

Young Calibre members have a choice of more than 1400 books, and we add exciting new titles all the time. Many of the books in the library have been specially recorded for us, brought to life by actors and voice professionals. Others are purchased commercially. All our books are read in full, not shortened or changed in any way.

There are two ways to select titles. Either we can choose books for you, based on your key stage, or you can choose your own books, and set up your very own reading list.

a. by key stage

When you filled in your membership form you told us your age. From this, we allocate you to a key stage. Up to age 7 is key stage 1; ages 8 to 11 is key stage 2; 12 to 14 is key stage 3; and 14 to 16 is key stage 4.

To begin with, we send books based on your key stage. As soon as you join you will be sent your first book. Sometimes, though, a different key stage may suit you better. You might find the books we send too easy, or too hard. If so, just let us know, and we will change it.

If you want us to continue to choose books for you by key stage, you do not have to do anything. We will continue to pick them for you unless you set up your own reading list, as explained below.

b. choose your own books

The second way to use the Young Calibre Library is to choose your own books. You can choose books from any key stage, and may also borrow books from the adult library, though none that are X rated.

To help you choose your books, you can search for favourite authors or titles in our on-line catalogue on the website. You can also look at full key stage lists on-line, or we can send you your own key stage catalogue. If you need a copy, just let us know. We also post articles on reading ideas and new book lists regularly on our website, www.youngcalibre.org.uk.

To set up your personal reading list, we need a list of books you would like to read. If you only want to read books you have requested, it is best if you choose between 50 and 100 books, to make sure one you want is available when you are ready for a new book. As you read books from your list, try to keep it topped up to at least 50. But if there are just a few books you want to request, that is okay, too. If none of your requested books are available when you need a new book we will send one from your key stage instead.

You can set up and change your list through the Members' Only section of our website, www.youngcalibre.org.uk. Or you can phone your list to us, enclose it when you return a book, or send it by post or email. Make sure you always include your name and address or membership number.

Section 2 – how many books, how often?

When you have finished reading your first book, just post it back to us. The postage is free - you do not need to pay anything. We will then send you two more, usually by return of post.

Just return each book as soon as you have read it – within four weeks, if possible, and we will send you a replacement straight away. In this way you should get a constant supply of books. You can, however, keep a book as long as you need in order to finish it. We do not charge fines, but after six months will write to check you still have the book.

If we send a book you do not like, just send it back straight away and we will send you another one. By the way - we will not send you the same book twice, unless you ask to read it again.

Most members have two books on loan at a time, which means that one book is in the post while you are reading the other. If you read a lot, two books may not be enough. Just phone or email if you would like us to increase your allocation.

Always send books back as soon as you have finished with them – don't keep them and send them back all at once. Returning a book is what tells 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, call or email to let us know. A book 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 need extra books, for instance for a holiday or over Christmas, we can increase your allocation on a temporary basis. Just phone, email or write to let us know. If you are going to be away from home for some time we can also send books to you at a temporary address. Should there be a period when you do not want to receive books let us know and we can hold them until further notice. If you just want a few days' delay before receiving another book, then hold onto the book you have, as it will not be replaced until we receive it back.

Please let us know if you have any problems, questions or suggestions. We always take account of members' comments and are glad to have them, even if they are critical.

Section 3 – how do I listen to my books?

a. MP3 disk books

To play these disks you will need a CD player which will play MP3 disks. They may also play on your computer or DVD player. If you would like information on choosing and buying a player, please let us know. We can post it to you, or it is available on our website. MP3 disks look exactly like ordinary CDs, but the way they are recorded is different. This special recording system means that most books will fit onto one MP3 disk.

Each disk is a continuous recording that has been divided into numbered tracks to help you find your place. A disk may have up to 99 tracks, each lasting approximately 10 minutes.

Every disk has a label in large print with the book title, author and Calibre library number. A very long book may require two disks. In this event, the disk number will also be on the label.

b. memory sticks (also known as thumb drives or pen drives)

There are various players available for memory sticks and they can also be played on your computer. We can provide you with details on small, easy to use players that will keep their place when turned off and also more expensive players specially designed for blind people. Again, we can post this information to you or it is available on our website.

Each stick is a continuous recording that has been divided into numbered tracks, each lasting approximately 10 minutes, to help you find your place. Each stick will hold a complete book. The book title, author and Calibre library number are detailed on the address card label inside the clear cover on the pouch the stick was posted in.

Section 4 – how do I return my books?

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 be careful to keep the container, book and card together.

a. MP3 disks

MP3 format disks are sent in a plastic case, shaped like a shell. They will be posted inside a reusable zip pouch. On the outside of the pouch is a clear plastic pocket for the address label. When you receive a book, this label has your name, address and book details facing up, with our return address on the reverse.

To return a book, simply turn over the address label to reveal Calibre's address and place it back in the clear plastic pocket. The cut off corner should be at the top right. Then place the disk in its plastic box inside the pouch, zip it up, and post it back to us.

b. memory sticks

Memory sticks are sent to you through the post directly inside a small reusable pouch. On the outside of the pouch is a clear plastic pocket for the address label. When you receive a book, this label has your name, address and book details facing up, with our return address on the reverse.

To return a book, simply turn over the address label to reveal Calibre's address and place it back in the clear plastic pocket. The cut off corner should be at the top right. Then place the stick inside the pouch, secure the Velcro fastening, and post it back to us.

Some people like to turn the card over as soon as the book arrives, so that they do not forget to do it later.

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

Section 5 – what do I do if a book is damaged?

Do not worry if a book becomes damaged. We have the original recording and we can easily replace the disk before we issue it to another member or make a new recording on the memory stick.

Please include a note when returning the disk or memory stick to say what is wrong with the book and we will then send you a replacement copy. You will not be charged for any damage.

Section 6 – can I make special requests for books?

Urgent requests

If you need or want a particular book quickly, 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.

Series and serials

We make every effort to send out books in a series in the correct order, but sometimes, with very long series, this can be difficult. If you specially want the titles in a series in the correct order and this is not happening do please let us know so we can make arrangements to do this for you.

Section 7 – is there an audio magazine?

Young Calibre produces *Buzzword*, a fun audio magazine for young members aged ten plus. This is sent out once a year, and comes free of charge with your book.

Section 8 – what records do you keep about me?

When you joined Calibre you gave us information about yourself including your name, address, phone number and age. 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.

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 audit purposes. We never pass members' details to anyone else. 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 – what is Young Calibre?

Young Calibre is part of Calibre Audio Library, 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.

...and finally

We hope you enjoy Young Calibre! But if you have any problems or questions please let us know – our Membership Services team is here to help. The phone number again is **01296 432 339** or you can email us on enquiries@calibre.org.uk.

Thank you!

