



# RNIB Library Factsheet

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## Introduction

Reading is critical to blind and partially sighted people and is often 'top of the list' of things that people are concerned about/want to continue doing when they first lose their sight (or are told that they are going to lose their sight).

This factsheet gives a brief summary of the services that RNIB Library provides (all free of charge); services that enable thousands of customers to continue reading.

It is hoped that the information provided below will help you help (more) customers to keep reading, to enjoy their reading and to know that a world of reading is (still) out there for them...

## RNIB Library Services

RNIB Library is totally **free to access** (Print AND Audio material), so whether people (adult or child) want Braille or Giant Print, Talking Books (on DAISY, USB stick, or Digital Download i.e. RNIB Overdrive) or to borrow some Music (or all of the above!) - it's all free.

## Joining the library

People can join the Talking Books service online, via the online shop: <http://shop.rnib.org.uk/talking-books-subscription> , they/you just add the free subscription to the basket, follow the steps to check out and register.

Alternatively, a downloadable registration form is available from [www.rniblibrary.com](http://www.rniblibrary.com) , just go to the 'Join the Library' tab, and you'll find it there. Also, anyone can join via the Helpline: **0303 123 9999** – it doesn't take very long.

For note, people who want to join the Print Library (Braille, Giant Print, Music etc.) can only (at present) join via the printed form or via the Helpline.

New joiners do not need to be registered – we operate a self declaration policy and people simply sign a declaration form around eligibility/terms and conditions. New joiners who are under 16 years of age require a guarantor.

## **Library Headlines**

Over 35,000 customers...

Largest collection of accessible books in Europe...

- c.25,000 Talking Books available
- c. 21,000 Braille Books (Grade 1, Grade 2, Learners)
- c. 6,000 Giant Print (24pt BOLD)
- c. 12,000 Music Titles (Braille/Giant Print manuscript; Learn to Play CDs)

RNIB Library sends out c. 10,000 Print Books and over 100,000 Audio/Talking Books every month!

People can have 6 books at a time and choose their own, or we'll choose for them (if they wish!)

## **Online catalogue**

The online catalogue [www.rniblibrary.com](http://www.rniblibrary.com) is a single, integrated access point where people can (people previously had to visit separate catalogues to access different collections, and the new site has far more interactive / self-help functionality):

- Search all the Library collections
- Access information about new books (i.e. most recently added to the library)
- login and see their own wishlists and loans (increasing independent use of the service) – PINs are provided by Helpline, and customers (re)set their password when they first use it
- Add items to their wishlist should they wish (requires customer to login)

More functionality to support online independent use of the library is on the way...

## **RNIB Overdrive**

RNIB Overdrive [www.rniboverdrive.com](http://www.rniboverdrive.com) is a means of accessing Talking Books via digital download (i.e. same talking books as available in DAISY or on USB). Customers can get this service via a separate, bespoke, 'mostly-accessible' platform (more improvements on the way) where they can download a talking book onto their phone, or tablet or PC and manage their account independently, via a free to download Overdrive App (available on iOS or Android)

## **RNIB Library Support network**

There is a very strong network of support sitting behind the services and online resources outlined above. For example, well over a third of all calls to Helpline and enquiries to the Tech Support Squad currently relate to accessing Library services, and the staff/volunteers are very used to dealing with Library-related enquiries.

- Helpline (Tel: 0303 123 9999) - for general enquiries, questions about the Library, assistance with joining, arranging for volunteer support; referral to specialist Library or Technology teams
- Reader Services Team (Email: [libraryinfo@rnib.org.uk](mailto:libraryinfo@rnib.org.uk)) - this is the specialist, professional Library team (4.5 full time staff) that pick up any library enquiries that Helpline can't handle, experts in the online catalogue and assisting people with accessing library services
- RNIB Overdrive Team (Email: [overdrive@rnib.org.uk](mailto:overdrive@rnib.org.uk)) - this is the specialist team that pick up any enquiries relating to the use of RNIB Overdrive (software/hardware queries, accessibility challenges, use of service, joining)
- Technology for Life Advisors - This team are familiar with the Library online offer, and have offered direct technical support to customers, especially around the use of online library content/services using accessibility technology
- Tech Support Squad - volunteer assistance, helping with working/fixing Talking Books players, supporting people with Overdrive/using USB etc.
- Reader Support Squad – volunteer assistance, helping readers choose titles, search/use the online catalogue

- User Guides are available for Overdrive and [www.rniblibrary.com](http://www.rniblibrary.com) – they have been developed in partnership with the Accessibility team
- FAQ/Help sections exist for both the Overdrive and online catalogue websites

## **Other Reading Choices**

RNIB Newsagent (access to popular newspapers and magazines) <http://www.rnib.org.uk/newsagent> is another area that could be explored - this is an excellent, linked service that could give someone the inspiration to become digitally active (**Nb.** there is a charge for these services).

Books are also available for sale in either Braille or Talking Book format: <http://shop.rnib.org.uk>

## **Contact details**

If there are any questions relating to Library Services, please get in touch...

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