

Braille Policies and Procedures

It does not expedite the process to call first to inquire about the availability of the book. We will search for the book locally and nationally. If it is available here, we will emboss a copy for you. If we must transcribe it, we will ask you to send **2 print copies** of the book to us.

Please note that the need for uncontracted braille must be listed on the order forms. Otherwise, it will be assumed that books are needed in contracted braille.

Deadlines

Deadlines are calculated from the date the first installment is needed. Requests for technical materials including sciences, math, statistics, computer programming, and medicine require

Braille transcription takes eight weeks for general material and 12 weeks for technical material.

If a book is received by the appropriate deadline and the syllabus is included, it is our intent to provide the transcribed text by the dates needed. If circumstances prevent that, staff will immediately contact you or the student to work out a plan of action. Please keep in very close contact with us regarding the timeliness of the arrival of the requested transcriptions.

If books or the syllabus are received after these dates, every effort will be made to transcribe the material but there will be no guarantee that installments will be received by the deadlines.

Ordering Non-student Material

Requests from businesses and organizations will be accepted upon receipt of:

- A purchase order or similar document (we will estimate the cost for you).
- A legible copy of the print material.
- A cover memo that includes: a contact person for the request; the contact person's telephone number; the number of copies needed; the date by which the material is needed; the mailing name and address to which the finished product is to be delivered; and billing information.
- Contact a Braille Technician at 651-539-2300 to insure that you can provide the material in a usable format.

Please allow five to ten working days turnaround time for most items. An estimate of delivery time will be provided for lengthy or specialized requests.

Requests from individuals for leisure or other material are initiated in the same process discussed above, but without charge, and will be second in priority to all educational and other requests.

Mail request and the needed items to:

Communication Center
ATTN: Braille Section
2200 University Avenue West #240
Saint Paul, MN 55114-1840

Cancellations

If an order is canceled or a new syllabus is received indicating that a portion of the initial request is not needed, the customer will be charged for all material which has been recorded or brailled up to the point of the call, even if not delivered.

Shipping

All materials will be shipped "Free Matter for the Blind" unless First Class mail or special delivery is requested. First Class or Special delivery will be billed at the current rate. All Communication Center reusable mailers must be returned. Parties paying full price for Braille acquire ownership of the material. If not, material must be returned to the Communication Center. Please note: parties receiving transcriptions of copyrighted materials are subject to federal copyright laws which restrict further duplication or distribution whether fully purchased or not.

Billing and Payment

You will be invoiced upon completion of Braille transcription. Full payment is expected within 30 days of receipt. Check or money order is accepted.

For More Information

For more information, please contact Braille Supervisor, 651-539.2307.