

Audio and E-Text Transcription Policies and Practices

We pride ourselves on providing timely, high quality, accurate transcriptions of printed materials. The volunteers who produce your transcriptions are carefully screened and professionally tested and trained. Please let us know if you have any questions or concerns about your transcriptions or accessing your transcriptions. Also, please let us know if you appreciate this transcription service. Our volunteers enjoy knowing that they have provided you with the quality you expect.

1. Transcription work can begin once we have:
 - a. Ordering documentation; and
 - b. The print material to be transcribed.
 - i. Hard-copy print material is required for human-narrated audio.
 - ii. Hard-copy or electronic copy material can be submitted for e-text services.
2. Transcription work is done by volunteers.
3. We make every effort to produce timely transcriptions. Transcription times vary, depending on complexity, size, and priority of materials, as well as availability of volunteers with subject matter expertise.
4. Classroom, organizational, vocational, and book club materials receive highest transcription priority, followed by leisure materials. This may vary, depending on individual circumstances.
5. Original materials may be marked throughout with pencil to facilitate transcription.
6. Materials will generally remain intact for audio recording. We may ask you for permission to unbind the materials, so we can have multiple readers working on your project at the same time. Materials will be rebound with comb binding.
7. Materials for e-text will be unbound, so they can be scanned. Materials will be rebound with comb binding.
8. Classroom transcriptions will be delivered in installments, unless completed before needed.
9. Organizational, vocational, and leisure transcriptions will be delivered when completed, unless installments are requested.

10. Book club transcriptions will be delivered when completed, unless installments are requested.
11. Books are read from the beginning to end, unless you request differently. When a class reading assignment schedule is provided, the transcription will follow the assignment schedule, e.g. Chapter 1, Chapter 7, Chapters 3-5, etc.
12. With a few exceptions, we will transcribe those portions of the material you request. Please see the table entitled, '*What is Transcribed?*' for transcription details. If you want your transcription to be different, please specify on the order form.
13. Customers may provide us with their own personal digital cartridges or flash(thumb) drives, onto which we will copy the transcription.
14. Copyright holders may request transcriptions into MP# and copied onto CDs, and DVDs that play in commercial players.
15. Most materials are now sent by file transfer download. File transfer download links are sent to the customer's email provided on the order form.
16. Transcriptions copied to customer-owned cartridges or flash (thumb) drives need not be returned.
17. Audio transcriptions copied to SSB-owned cartridges must be returned within the loan period. The loan period is 6 months.
18. Copyright – All non-copyright holders receiving transcriptions of copyrighted materials are subject to federal copyright laws, which restrict further duplication or distribution. All non-copyright holder receiving transcriptions must sign and return the MINNESTATE STATE SERVICES FOR THE BLIND COPYRIGHT NOTICE AND CUSTOMER AGREEMENT.
19. Pricing
 - a. Transcriptions for personal use by customers are provided free of charge.
 - b. Audio transcription of classroom materials (textbooks, handouts, syllabi, reading assignments, etc.) are \$2.00 per recorded hour and billed to the school.
 - c. Audio transcriptions for organizations are \$12.50 per recorded hour. Copies are \$2.00 per recorded hour.

- d. If an order is canceled, or altered, charges are incurred for all material which has been recorded up to the point of cancellation or alteration, even if not delivered.
- e. Large print for schools and organizations: 5 cents per page for comb bound paper copy. No charge for electronic copy.

20. Billing

- a. We request purchase orders (POs) from schools before transcription begins. This can be a blanket PO for the school year or a specific PO for the order.
- b. Schools and organizations will be billed upon completion of the transcription and delivery.

21. Shipping – All non-commercial recordings are shipped “Free Matter for the Blind” unless First Class mail or special delivery is requested and is billed at the current rate. Commercial materials are shipped First Class mail.

To reduce costs and keep our services affordable, we use reusable mailers for cartridges. Please return all reusable mailers to the Communication Center. To return reusable mailers, simply remove the address label from the window and place in a mailbox. CD mailers do not need to be returned.

Transcriptions and original print materials are delivered to the customer at the address requested. Print materials are returned to customer after transcription is completed and reviewed.