

TROUBLESHOOTING GUIDE SHEET

Reader Services

When you spot a problem with your Service Provider, refer to this chart for a possible solution.

POSSIBLE PROBLEMS	POSSIBLE SOLUTION(S)
• Late return of recorded tapes	Before you begin services, outline in writing your deadlines and provide them to the reader. Contact the reader two (2) days in advance to confirm progress and delivery of tapes. <i>Make reasonable expectations and clarify your deadlines to the reader at all times.</i>
• Poorly recorded material	Ask to hear the first tape before requesting more, this gives you an opportunity to give your reader some input. If you get a second bad tape, speak to your reader to assure their recorder is functioning. As a last resort, consider identifying another reader. <i>Always let your Reader know how they are doing with voice, tone, pace, etc.</i>
• Blank tapes/textbooks not retrieved	Be specific about the day and time your reader will come by to pick up your materials. Check the same or next day to assure items were picked up. <i>Regularly, indicate to your Reader how important their work is to you.</i>
• Mislabeled tapes	Let your reader know at your first meeting what you expect on the labels. Follow up early if you see it doesn't get done correctly. Request print style or color codes that are reasonable. <i>For a sample of a written labeling procedure check with the Support Services Coordinator.</i>
• Incorrect reading of text (ie. pronunciation, fast-paced, etc)	If in your first tape, you identify substantial mispronunciation of text, please bring that up to your reader. If the reader is unable to improve significantly, inform the Support Services Coordinator. <i>Always avoid the recording of numerous tapes, without listening and giving feedback to the FIRST tape. Remember to interview your potential reader by having them read aloud to you small parts of the text, before you contract with them for services.</i>
• Late turnover of text	Set reasonable expectations for any reader if you are late in delivering the text to the reader. If necessary, obtain a library edition for you to follow until your reader is caught up. <i>Consider getting another reader to take on a book.</i>
• Delay in returning materials to you	Make sure to speak to the reader personally, versus leaving repetitive messages. Set a time and day to meet the reader and get your materials back. <i>If significant time has passed and you cannot obtain the text, contact the Support Services Coordinator.</i>

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