



*Sing, Talk & Read DC*

## Books From Birth

### *Frequently Asked Questions*


#### **Who is eligible to receive free books?**

This program is open to all children who live within the District of Columbia. Children must be under the age of 5 to qualify for free books. Any child older than 5 years of age at the time of registration is not eligible for the program.

#### **How can I register my child to receive free books?**

To register your child for free books, visit [dclibrary.org/freebooks](http://dclibrary.org/freebooks) and fill out the form on that webpage.

- **STEP 1:** Read and agree to the terms and conditions.

 **ONLINE REGISTRATION**

**STEP 1: TERMS & CONDITIONS**

You understand that you are creating an account with Dolly Parton's Imagination Library for which you are responsible. Also note that from time to time the email you entered will be used to send important account information but will never be used for any purpose not related to our program.

Welcome to [imaginationlibrary.com](http://imaginationlibrary.com). This website is owned and operated by The Dollywood Foundation. By visiting our website and accessing the information, resources, services, products, and tools we provide, you understand and agree to accept and adhere to the following terms and conditions as stated in this policy (hereafter referred to as 'User Agreement'), along with the terms and conditions as stated in our Privacy Policy (please refer to the Privacy Policy section below for more information).

This agreement is in effect as of Aug 23, 2011 and was last updated September, 26, 2014

Agree to Terms of Service  [Agree & Continue](#)

- **STEP 2:** Provide your current D.C. address **OR** the current D.C. address where the child lives to confirm that free books are available where you live.

**Note:** Free books are only available to children and families that live in Washington D.C.. The address you provide is where the books will be sent.

The screenshot shows the 'ONLINE REGISTRATION' interface. The top navigation bar is blue with the title 'ONLINE REGISTRATION' and a small logo. Below it, three steps are listed: 'STEP 1: TERMS & CONDITIONS' (checked), 'STEP 2: CHECK AVAILABILITY' (checked), and 'STEP 3: CHECK ELIGIBILITY'. The main form area is white and contains the following fields: 'Address:' with the value '1445 Ogden St. NW'; 'Zip Code:' with '20010' and '2001' in separate boxes; 'State:' with a dropdown menu showing 'DC'; 'City:' with a dropdown menu showing 'WASHINGTON'; and 'County:' with a dropdown menu showing 'DISTRICT OF COLUMBIA'. At the bottom of the form is a blue button labeled 'Check Availability'.

- **STEP 3:** Provide the name, date of birth, and gender of your child.

**Note:** If your child is over the age of 5 at the time of registration, they will not be eligible to receive free books. [Click here](#) for helpful resources for children 5 and older.

The screenshot shows the 'ONLINE REGISTRATION' interface, now at Step 3: Check Eligibility. The top navigation bar is blue with the title 'ONLINE REGISTRATION' and a small logo. Below it, three steps are listed: 'STEP 1: TERMS & CONDITIONS' (checked), 'STEP 2: CHECK AVAILABILITY' (checked), and 'STEP 3: CHECK ELIGIBILITY' (checked). The main form area is white and contains the following fields: 'Registration Date:' with the value '11-30-2015'; 'Birth Date:' with three dropdown menus showing '04', '07', and '2013'; 'Child's First Name\*:' with the value 'Jane'; 'Middle Initial:' with an empty text box; 'Child's Last Name\*:' with the value 'Doe'; and 'Gender:' with a dropdown menu showing 'F'. At the bottom of the form is a blue button labeled 'Check Eligibility'.

- **STEP 4:** Provide the parent or guardian information. Make certain the email address and or phone number used to register your child is valid so that we may contact you should we have questions regarding your child's registration. If you prefer not to register online or need assistance with registration, please email us at [booksfrombirth@dc.gov](mailto:booksfrombirth@dc.gov).

**Note:** We will never use this information to contact you about anything unrelated to DCPL early literacy programming.

**ONLINE REGISTRATION**

STEP 1: TERMS & CONDITIONS ✓

STEP 2: CHECK AVAILABILITY ✓

STEP 3: CHECK ELIGIBILITY ✓

**STEP 4: PARENT'S INFORMATION**

Parent 1 First Name\*:  Parent 1 Last Name\*:

Parent 2 First Name:  Parent 2 Last Name:

E-Mail Address\*:  Confirm E-Mail\*:

Phone:  -  -

Do you have a secondary address?  Yes  No

[Continue](#)

- **STEP 5:** When you complete the registration you will receive a message from our vendor [Imagination Library](#) directing you to check the email address that you provided as they will be sending your account information to that inbox. Once your child's registration application has been reviewed, you will be notified via email informing you if your child has been approved or if perhaps their application was denied (along with a reason for denial). If you receive a notification informing you that your child's registration has been approved, please allow 6 to 9 weeks to begin receiving books.

### Can I register my niece, nephew, grandchild, etc., even though I am not their parent or guardian?

No. You must be the child's parent or legal guardian to register them for this program.

### How will my child receive their books?

All books will be delivered to the address you provided us at registration by the US Postal Service. If the book does not fit in your mailbox or the post office is unable to deliver your book for any other reason, you will be left specific instructions on how to retrieve your books from your local post office. If you believe that you are having issues with your delivery please confirm

that you have the correct address listed in your account information and then [contact the post office](#) closest to your home. DCPL is not responsible for lost or stolen packages and will only distribute books once a month.

### **What happens if I move?**

If you move, please log into your account to change the primary address you have listed there. Please keep in mind if you do not have an address for you child within the District of Columbia, you will no longer be eligible to receive books. Please allow up to 30 days for changes to your account to be reconciled. Imagination Library is a national program working with communities nationally and internationally to provide children with high quality reading material. Check their [website](#) to see if Imagination Library has an affiliate where you live.

### **When will my child stop receiving books?**

Upon turning 5 years of age, your child will stop receiving his/her monthly book. In addition, if your child moves to an address outside the District of Columbia, they will no longer be eligible to receive books from this program. If you do move, we encourage you to check with our vendor [Imagination Library](#) to see if there is an affiliate where you will be relocating.

### **What if I have more than one child who is eligible?**

As long as your children are under the age of 5 and live in Washington, D.C., they are eligible for the program. Regardless of the amount of eligible children in your household, every eligible child will receive their own book each month. To register more than one child, simply repeat the resitration process by filling out the form again and include the information for the child you have yet to register.

### **What kinds of books will you be sending?**

Children will receive books that are appropriate for their age. Books are selected by professionals who choose books that reflect a diversity of people and cultures, and that promote self-esteem and a love of reading.

### **Is there a registration deadline?**

No. Registration is ongoing. However, please keep in mind that only children under the age of 5 are eligible to receive books. If your child is older than 5 at the time of registration, they will not be eligible for the program.

### **What can I do if my child is NOT eligible for the program?**

If your child is too old or does not live in the District of Columbia, there are still plenty of ways that you can use your local library to help your child become a better and more active reader. Please see some [helpful tools and tips for children ages 5-8](#). We also encourage you to [attend](#)

[our story time events](#) with your child. In addition, check Imagination Library's [website](#) to see if there is an affiliate program where you live.

## What if I no longer want my child to receive free books?

If you no longer want to receive books, you can log-in to your account and select to discontinue your book delivery at any time.

## What do I do when I'm done with my books?

We believe these books have great value. Many times children will want to read books over and over again before completely moving on from them. Books also find value when passed along to family and friends. If you want to donate your books once you are done with them, please see our preferred donation methods [here](#).

## Will you be providing books in Spanish? Can I request Spanish books?

At this time we are not able to offer bi-lingual English/Spanish or Spanish language books through the Books from Birth program. The DC Public Library has a wonderful selection of Spanish-language children's books in our collection; we invite you to enjoy [the recommendations on this list](#), explore [our catalog](#), and connect with your neighborhood librarian to discover more.

Additional resources for Spanish speaking families include instructional videos like [this one](#). Through our partnership with [Ready Rosie](#), every family in DC will have access to a vast library of short instructional videos they can use to help their child become a better reader. In addition, we have a [parent tip brochure](#) and parent workshops which provide guidance to Spanish speaking families on how to use these books even though they are not written in their native language.

## Can I sign up for Books from Birth without an email address or phone number?

To successfully fill out an application for Books from Birth through the online form, you must provide either a preferred email address or a phone number. If you do not have an email address or a phone number, please [contact us](#) and we will register you manually. **PLEASE NOTE:** The DC Public Library will never use your personal information for anything other than communication about the Books from Birth program or to share early literacy information related to the program. Without valid contact information on record you will not be able to personally manage your account nor will the library be able to contact you regarding any problems with your book delivery or changes in your eligibility. In addition, many of the benefits of this program will be delivered electronically such as; helpful tips and resources for parents, invitations to free Books from Birth events, and important updates about the program. Keep in mind that you can opt out of communication from the Books from Birth program at any time.

## **Are there income restrictions in order to qualify for this program?**

All District children who meet the age requirement are eligible to register and receive books.

## **Can I register my child before he/she is born?**

At the time of registration, the birthdate of your child must be today's date or a date in the past.

## **Are foster children eligible for the program?**

Children under the care of foster parents are eligible for enrollment in the program. If you are a foster parent, once a child is in your care, you can enroll them using your home or apartment as the preferred mailing address. At this time the program is not designed for families that are not actively fostering children.

## **What if a child does not have a permanent mailing address?**

Our goal is to reach all children in D.C. If your family moves frequently or does not have a permanent mailing address, we urge you to reach out to a friend or family member who lives in D.C. and would be willing to receive the books for you. Books can only be mailed to a place of residency, **NOT** a place of business, a non-profit or similar institution.

## **I can't see the registration form. What can I do?**

If you visit [dclibrary.org/freebooks](http://dclibrary.org/freebooks) and cannot access the registration form, this may be due to the following...

1. *Browser Error*: Try viewing the site in a different web browser or register using your smart phone or mobile device. If this does not work, please email [booksfrombirth@dc.gov](mailto:booksfrombirth@dc.gov) and we can register your family on your behalf.
2. *System Maintenance*: On the first Tuesday of each month, the registration form will be off-line for a few hours as we update our database systems and ensure the accuracy of our registrant records. If you feel that the registration form has been unavailable for a significant amount of time, please email [booksfrombirth@dc.gov](mailto:booksfrombirth@dc.gov).

At any time if you are experiencing difficulty registering for the program through the library's website, you can visit [Imagination Library directly](#) and register on their website.

## **How is Books from Birth funded?**

As part of the DC Public Library's Sing, Talk and Read (STAR) early literacy initiative, Books from Birth is funded by the District government. Through STAR, the Library works with government and nonprofit partners across the city to better prepare District children aged birth-five years to be ready to learn to read when they enter school. Individuals or organizations interested in supporting Books from Birth and other STAR programs at the Library are welcome to do so by donating to the DC Public Library Foundation. (<http://www.dcpfoundation.org/>)