

# Frequently Asked Questions About Ordering Materials

## Where do I find what materials are available?

- Go to “Search” to find Books, Kits, Video/DVD and Digital Videos
- Go to “Magazines” to see titles available for routing.

## How can I order Keystone AEA materials?

- **Online:** “Search” to find and reserve/request materials.
- **Reservations Secretary:** Kathy Wessel can answer questions at [kwessel@aea1.k12.ia.us](mailto:kwessel@aea1.k12.ia.us) Elkader--245-1480, Dubuque--556-3310, or other areas call 1-800-632-5918

## How long can I keep materials?

- DVDs: 7 days
- Videos: 3 days
- Kits: circulation periods vary from 1-7 weeks
- PreK-12 Books: 6 weeks
- Early Elementary season books: 2 weeks
- Professional Books: 2 weeks
- Magazines: 1 week

## What if I need an item for longer than the regular booking period?

- Videos, DVDs & Kits: 1) Click the ‘Show & Extend’ button to submit a request for a 3-day extension or 2) call the Reservations Secretary and ask for an extension.
- PreK-12 Books: Call the Reservations Secretary and ask to extend the books for another six weeks or when you get the "Book Due Notice" write on the list, "please extend" and send the list back to Keystone AEA.
- Professional Books: Call the Reservations Secretary to see if the book is available for an extension.
- Magazines and Book-of-the-Month: These can not be extended because other teachers on the routings are waiting for them.

## How does the media get to me?

The Keystone AEA vans go to each school building twice a week during the school year. Schools are either on Monday/Thursday routes or Tuesday/Friday routes. Van delivery usually ends the first week in June and starts again the third week in August.

## If there is no van delivery in the summer, what happens if I want to order Media Material to use over the summer?

If you know you need media materials for summer use, order the items before the last van delivery of the school year. On the order indicate that you would like to keep the materials for the summer. The media will be sent to you on the last van of the school year and will be due when school starts in the fall.

## How much does it cost to use the media?

The resources are available to schools at no charge.

**When can I order materials for the summer and/or for the next school year?**

- Videos, DVDs, Professional books and Kits may be ordered beginning May 1st.
- PreK-12 books may be ordered anytime.
- Magazines and Book-of-the-Month: In the spring, an email notification is sent telling teachers when to sign up online for the next year's routing.

**What happens if a media item is lost or damaged?**

Let us know about the item, there is no charge for lost or damaged media.

**Who can I contact if I have more questions about materials?**

- E-mail Becky Lower at [rlower@aea1.k12.ia.us](mailto:rlower@aea1.k12.ia.us), Keystone AEA Delivery Manager or Kathy Wessel at [kwessel@aea1.k12.ia.us](mailto:kwessel@aea1.k12.ia.us), Reservations Secretary at Elkader--245-1480, Dubuque--556-3310, or other areas call 1-800-632-5918.