



Frequently Asked Questions...

from the Community

Does my child have to live in this county?

While the Imagination Library is available to any child under age five with a mailing address in Tennessee, our state's program is organized by county, so a child must register in the county where he lives. For contact information for the Imagination Library in *your* county, call the Governor's Books from Birth Foundation toll-free at 1-877-99-BOOKS, or visit www.GovernorsFoundation.org, and click on "Find My Imagination Library!".

Can the books come to me instead of my grandchildren?

No. Imagination Library books arrive addressed to the child, mailed directly to the child's home every month, from birth until a child's fifth birthday. A child's progress in the program is tracked by his date of birth.

What if my child is not a newborn?

A child can register for the Imagination Library at any point leading up to his fifth birthday.

This program is a real bang for the buck! How do I contribute?

To make a financial contribution in support of the Imagination Library in your county, contact the local county sponsor. To make a donation in support of Tennessee's *statewide* Imagination Library, you can do so via a secure, online credit card transaction by visiting www.GovernorsFoundation.org/sponsor. You may also call the Governor's Books from Birth Foundation toll-free at 1-866-368-6371.

Where is the Imagination Library located?

The Imagination Library is a program rather than an actual building, though registration forms can be found at most public libraries.

Can I register my entire Head Start/daycare/pre-K class?

Registration is best done by a parent or legal guardian to ensure that one child is not unintentionally registered by multiple adults, increasing program costs for the county sponsor, and adding confusion to the county's list of registered children.

Who chooses the books?

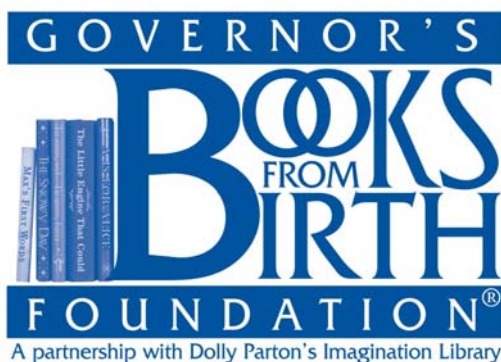
The Dollywood Foundation appoints a team of early childhood education experts. These specialists select the books in the Imagination Library to fit the needs of children at each age, from birth until their fifth birthday.

I wrote a children's book – can you get it added to the Imagination Library list?

Please contact the Dollywood Foundation for such requests at (865) 428-9606.

Can I register a child over the phone?

No, registrations should be done using the standardized Imagination Library registration brochure from the Dollywood Foundation, featuring Governor Phil Bredesen and Dolly Parton on its cover. In many counties, you may also take advantage of the convenience of online registration by visiting www.ImaginationLibrary.com.



Frequently Asked Questions...

from Volunteer Teams

Can I allow registrations from non-parents?

Registration is best done by a parent or legal guardian to ensure that one child is not unintentionally registered by multiple adults – increasing the costs of the program for the county sponsor, and adding confusion to the list of registered children.

Who do I call when the Internet database is out of order?

The Dollywood Foundation provides support for the online book-order process at 865-428-9606.

Why aren't our books here yet?

The Dollywood Foundation posts information regarding delays in book delivery on a bulletin board as part of the internet book-order process. Book orders are typically processed on the 9th of every month.

Do you have a Web site with other county contacts listed?

Visit www.GovernorsFoundation.org for contact information for all 95 counties by clicking on "Find My Imagination Library!" and selecting a county from the Tennessee map, or the drop-down menu directly above it. For comprehensive information on Imagination Library team members in a given county, contact the Governor's Books from Birth Foundation at 1-866-368-6371.

How do I sign up to receive a hardcopy of the *Signpost* newsletter in the mail?

Easy! Just email a Governor's Books from Birth Foundation staff member via the "Contact Us" page on our Web site, www.GovernorsFoundation.org, or call our office at 1-877-99 BOOKS.

Can we link to the Governor's Books from Birth Foundation Web site or to the Dollywood Foundation Web site?

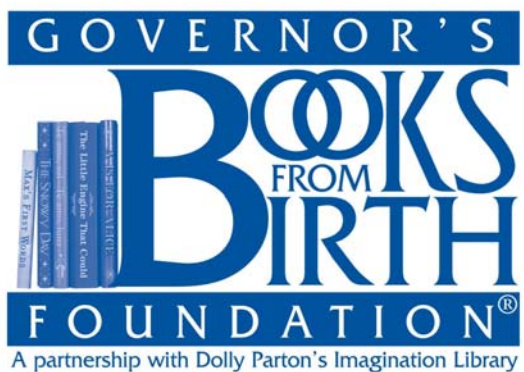
Yes, please! We love that! Our web address is www.GovernorsFoundation.org. We also encourage your county to begin accepting online registrations of eligible children. Parents can register a child online at www.ImaginationLibrary.com – be sure your local program's Web site is linked to the Dollywood Foundation's! Contact the Dollywood Foundation at 865-428-9606 to learn more about online registration.

Can we use the Governor's Books from Birth Foundation® logo, or the Dollywood logo, when promoting our county's program?

We love it if you include the logos of your two supporting foundations on localized materials! To get high-resolution electronic versions of either the Governor's Foundation logo or Imagination Library logo, contact GBBF Communications Director Mary Beth Davis at 615-253-4349, or MaryBeth.Davis@state.tn.us.

To whom should I refer parents from neighboring counties?

Please refer interested parties who are *not* residents of your county to the Governor's Books from Birth Foundation's toll-free hotline at 1-877-99 BOOKS, or ask them to visit www.GovernorsFoundation.org to learn how to register a child in their county-of-residence.



Frequently Asked Questions...

***from
Imagination
Library
organizers***

Can I make my own registration brochures?

No. By participating in Tennessee's statewide program, each county is merely replicating Dolly Parton's original Imagination Library program and –as agreed in the Memorandum of Agreement between the county sponsor and the Dollywood Foundation– registration must be conducted by use of the official registration brochure.

A good way to get the biggest bang for your buck is to have local newspapers print the tear-off section of the standard registration form as a regular and reoccurring feature in the paper. Or contact the Governor's Books from Birth Foundation to request a PDF file of the registration form. You can then post the PDF form on your county sponsoring organization or local public library Web site, for parents to print and mail in.

We have enough money to pay our share of the monthly book bills for *this* year; do I still need to continue accepting donations?

Absolutely! No matter how flush your program is at this point, unless you are fully endowed, you must accept and foster all donations to the program. The more people who embrace their county's Imagination Library and want to help sustain it, the more likely that the program will be around forever. County programs across the state have benefited from generous families with forethought in estate planning and donations requested in lieu of flowers.

Many counties have also taken funds they are *not* currently using to pay their monthly book bills, and placing them in a Certificate of Deposit (CD) so that the account will grow by bearing interest.

Can we do our own Spanish translations of promotional materials?

No need to! A wonderful Spanish-language version of the registration brochure is now available by contacting the Dollywood Foundation.

Why is ACH auto-debit required for our bank account?

The Automatic Clearinghouse payment method will ensure timely payments, and thus the continuing financial health of the statewide program administered by the Governor's Books from Birth Foundation. For maintained stability of the statewide program, there must be maintained stability of the Foundation. Electronic banking also cuts down on program administrative costs (freeing more dollars to pay for free books to children!) – by eliminating the need for postage or use of paper checks in any way.