

We have listed several of our most commonly asked questions. Please contact us for further help if needed. We would be happy to assist you.



**I am interested in KEEP BOOKS. How can I obtain ordering information and/or samples?**

Please call our customer service line at 1-800-678-6484 to request a catalog which includes 3 sample books. You can also email your request to [keepbooks@osu.edu](mailto:keepbooks@osu.edu).

**How do I know which set to order? How much are KEEP BOOKS sets?**

KEEP BOOKS are available at many different levels. Available sets can be viewed at [http://www.keepbooks.org/keep\\_books\\_sets.htm](http://www.keepbooks.org/keep_books_sets.htm). The sets can be ordered in three different quantity options. The most economical way to order is a Grade-Level set consisting of 50 copies of 8 different titles (400 books total) for \$100. [Click here to discover all ordering options.](#)

**Can I order books individually?**

In order to keep costs low, we do not sell KEEP BOOKS individually by title. [KEEP BOOKS Kid's Sets](#) are available for parents to buy for their children. These sets include a single copy of 16 different titles, 2 My Own KEEP BOOKS, and a parent guide.

**How are the Letters, Sounds, & Words sets different? How is the Fact & Fiction 1 set different?**

The major difference is that Letters, Sounds, & Words sets contain 16 titles instead of 8 titles. These sets also span a wider spectrum of reading levels and have exercises on the back cover to reinforce the reading concepts learned in each book. They can be purchased as Grade-Level or Tutoring sets, but may not be ordered as Classroom sets. [See quantity options for details.](#) Each Letters, Sounds, & Words set contains titles in both Caption Book and Beginning Reading formats. The different formats cannot be purchased separately.

Fact & Fiction 1 books are larger (5.5" x 8.5") and have 16 pages. They are packaged as Grade-Level sets (25 copies of the 8 titles) for \$120 and Tutoring sets (5 copies of the 8 titles) for \$30. They are not available in the Classroom Set quantity.

**How do I know which set is best for my class? Are KEEP BOOKS leveled?**

Yes, KEEP BOOKS are leveled for Reading Recovery and for Fountas & Pinnell Guided Reading. [Click here to view a leveling guide for KEEP BOOKS.](#) The back of each book lists the running word count, the Reading Recovery level, and the Guided Reading level. For example, if the back cover reads RW92/L8,9/F, the book has 92 running words, a Reading Recovery of 8-9, and a Guided Reading level of F. Some books list the Reading Recovery level as RR and the Guided Reading level as GR. [Click here to view a listing of levels by title.](#)

**Are there KEEP BOOKS available at higher levels?**

KEEP BOOKS recently developed a set of chapter books, [Fact & Fiction 1](#). This set is appropriate for second grade (levels K, L -- 18-20). It is the highest level that KEEP BOOKS currently offers.

**How long will it take for me to get my books once I place my order?**

Orders placed using a check, money order, or credit card are processed within 48 business hours. Purchase orders are processed within 2-3 business days of receipt. Orders placed within the contiguous United States are shipped via UPS Ground. If you live outside of the contiguous U.S., please call the order/shipping department to discuss shipping prices and options.

**If I order the wrong set, can I exchange it?**

Yes. Call 1-800-678-6484 to let us know that you wish to make an exchange. We will make a note on your account to ensure the exchange is handled properly.

**To whom should I make my check/purchase order payable?**

Please make all checks and purchase orders payable to The Ohio State University.

**Will I get a receipt with my order?**

An itemized receipt will be sent to you within one week after your order is shipped. Although it will say "Invoice" at the top of the form, all sales and payments will be noted. Please indicate if you would like the receipt to be sent to an address other than the provided shipping address.