**Transcription – CELA Orientation webinar**

**Slide 1**

Welcome to CELA’s Orientation webinar designed to give you an overview of CELA’s services available for libraries to offer to their patrons with print disabilities.

The Centre for Equitable Library Access, or CELA, is Canada’s most comprehensive accessible reading service, providing books and other materials to Canadians with print disabilities in the formats of their choice. A national not-for-profit organization, CELA serves 97% of the estimated 3 million Canadians with print disabilities in partnership with member libraries and has users in nearly every province and territory. CELA provides access to 700,000 professionally produced titles, 150 magazines and 50 newspapers in accessible formats through a fully bilingual, accessible web site and catalogue.

CELA is governed by a Board of Directors consisting of librarians across Canada who believe in providing equitable library services to all Canadians through their public library. CELA is guided by the principle that anyone (whether they have a print disability or not) should be able to access library service via the public library.

**Slide 2**

What is CELA

Why accessible library services are important

What materials & services patrons can access

How library staff can connect patrons with CELA

What support is available from CELA

How to begin implementing CELA service

**Slide 3**

Library staff no doubt understand the importance of reading and the profound difference access to many different kinds of reading materials can make in a person’s life. We know that reading can help with day to day things like writing a resume but it can also transport us to other worlds and other times.

It’s estimated that only about 10% of all material published is available in accessible formats for people who don’t read regular print. This is the main reason why broadening choices for this segment of the population is an important step in the right direction. Canada is making forward steps to improving the lives of Canadians with disabilities through legislation in Ontario, Manitoba and Nova Scotia, as well as implementing the federal Accessible Canada Act.

Participating in CELA allows your library to increase the choices available for library users who don’t read regular print. In addition to your library’s already existing accessible format collection, which might include books in large print, commercially-produced audio CDs, online audio (services like Overdrive), through your membership in CELA you can provide access to physical formats such as audio books on DAISY CD, braille & printbraille books. Your membership in CELA also provides access for your print-disabled patrons to CELA’s online library with access to books, newspapers and magazines in audio, braille & electronic text format.

People with print disabilities benefit from access to books in accessible formats such as audio, accessible text and braille so that they can fully participate in their community.

**Slide 4**

When we say that approximately 90% of materials are not available to people with print disabilities, we are talking about people who have a perceptual disability (as defined in the Canadian Copyright Act) that prevents or inhibits them from reading regular print. So, a print disability can refer to vision loss or blindness, to a physical disability or to a disability relating to comprehension.:

If a person is unable to see the words on the page or to focus their eyes, this is a print disability. (picture is of AMD)

If a person has difficulty holding a book or turning the pages, this is a print disability.

If a person has a disability that makes it difficult to understand or remember the words, this again is a print disability.

It is these Canadians with visual, physical or learning disabilities that your library serves through resources from CELA. There is a clause in the Canadian Copyright Act that allows non-profit organizations such as CELA to produce materials in accessible formats for use by these individuals.

**Slide 5**

It may be easier to identify your patrons with vision loss or physical disabilities. However, this won’t always be the case. Remember, a person with vision loss may or may not use a white cane or have a guide dog.  They may or may not wear glasses.  Pay attention to patrons who hold the book up close in order to read, who regularly ask for large print, or who borrow heavily from your audio book collection. Listen to patrons and ask questions!

People waiting for or recovering from eye surgery can register for CELA, too. In these cases, we are talking about a temporary print disability. For example, a person who’s waiting for cataract surgery may not be able to see well enough to read regular print while they’re waiting. They have a temporary print disability which means they qualify to receive CELA service.

A person with a physical disability may use a wheel chair or walk with a cane, but again, this is not necessarily the case.  A person with severe arthritis may find it difficult to hold or turn the pages of regular print books, as can also be the case with persons with cerebral palsy, MS, Parkinson’s, ALS – any condition that affects fine motor skills.  Again, listen and ask! A senior may ask you for help getting a heavy book down off the shelves, you might hear about someone undergoing a medical procedure such as chemo therapy who is too weak to hold a book while they are undergoing chemo-another example of a temporary print disability.

The third disability type discussed in the Canadian Copyright Act refers to people who have an impairment relating to comprehension. This most often refers to a learning disability, such as dyslexia, but other examples of disabilities relating to comprehension are those resulting from some kinds of brain injury or some forms of autism.

It’s important to note that a person with low literacy levels does not qualify for access to CELA. Nor would people with developmental disabilities. It’s a question of changing NOT the content, but the format, to make it accessible for a person with an impairment relating to comprehension. So, for example, if you have a patron with dyslexia, presenting exactly the same content in a different format (most often an audio format) to this person makes it easier for them to comprehend. **The key question to ask: Is the format of the material (not the content) a barrier for this patron? By offering a different format, does the material become accessible?**

With questions of low literacy levels or developmental disabilities it’s often necessary to change the content (using a simpler vocabulary, a less complex sentence structure, etc.) in order to make it easier for the person to comprehend. These kinds of reading comprehension problems are NOT covered in the Canadian Copyright Act and therefore these patrons are not eligible to access CELA service.

CELA does not require a medical certificate or signed proof of disability form from a person with a print disability wanting access to the CELA collection. In the online registration form the section on eligibility asks the person to identify their print disability – whether it is a visual, physical or learning disability that prevents them from reading conventional print.

**Slide 6**

CELA provides access to over 700,000 items, including books, magazines (e-text, braille and Direct to Player) and newspapers.

CELA offers a bilingual collection and service. It’s also a collection for all ages & interests, with fiction and non-fiction titles for kids and young adults, in addition to our collection for adult readers. For patrons and educators, Bookshare offers a wide selection of books in languages other than English and French.

The collection is similar to that of a mid-sized public library with an emphasis on popular genre fiction: mysteries, romance, historical fiction, Westerns, etc. and a non-fiction collection as well: biography, health & medicine, psychology, cookbooks, etc.

**Slide 7**

CELA registered patrons can now access Bookshare titles directly through the CELA web site. Bookshare is a US-based accessible online library with over 600,000 full text titles available to Canadian users. Once registered for CELA patrons must complete the Proof of Disability form available on the CELA web site. This will allow them to access both CELA and Bookshare titles from our web site.

Bookshare titles include New York Times bestsellers, novels, children's books, mysteries, science fiction, nonfiction, foreign-language books, and more.

Patrons can download Bookshare books in DAISY text, DAISY audio (synthetic voice), MP3 (synthetic voice), Braille Ready Format, epub and Word.

**Slide 8**

There are several ways for patrons to choose titles. The most popular service is automatic selection where books are selected by CELA’s system based on reading genres chosen by the patron. Patrons also choose the number of books they would like to receive and how often, for example 2 books on CD every month.

Automatic selection is offered for audio books on CD, Direct to Player, braille and printbraille. Titles in the Bookshare collection are not available through automatic selection, but patrons can request them through the website or by phone or email.

Patrons and libraries may also choose books on their own by logging into celalibrary.ca and selecting the format they need. For those who prefer not to use CELA’s website, they may call or email in their book choices.

Since Bookshare does not consider libraries certifying authorities, public libraries may not access Bookshare titles. They are welcome to help their patrons borrow Bookshare titles using the patron login information.

**Slide 9**

Now, we’re going to take a look at the formats (both online & physical formats) that are available to your patrons (& your library) through CELA.

We’ll start by looking at the physical formats CELA offers.

CELA’s collection offers braille and printbraille books and DAISY audio CDs.

DAISY CDs may be human narrated or recorded using synthetic speech. Usually a DAISY book fits on 1 CD. Readers can navigate a DAISY book like a print book, by page, chapter, section. DAISY CDs can be played on DAISY players, MP3 compatible CD players or on a computer. Patrons can download free software to make use of the navigation features of DAISY, or listen to it like a regular CD in a program such as Windows Media Player.

These materials are available through home delivery or delivered to the public library if your patron requests.

One-way braille allows multiple users to request the same braille book and to have it delivered in a timely manner. The braille books are sent out to the library/individual post free in cardboard boxes with stapled braille pages. The braille should NOT be returned to CELA. The library/individual user can keep or recycle the braille book, as they choose.

Printbraille books are picture books with added braille for children. They can be read by a sighted parent or caregiver and a blind child or vice versa. These items must be returned to CELA.

**Slide 10**

By logging in to CELA’s web site, celalibrary.ca, CELA registered patrons and libraries can access a wide variety of digital formats for online use and to download.

DAISY. Most books we have available as physical DAISY CDs are also available through the online library to stream or download. Patrons can stream the audio or download it as DAISY in a .zip file. They can listen to these files using a DAISY app, such as the Dolphin EasyReader or Voice Dream Reader on a mobile device or download free AMIS software for their computer. For more information on DAISY and the software patrons can use to listen to it, see the **Compatible devices and software** section of the web site.

There is an easier and faster way to get DAISY audio books called Direct to player. Patrons can get DAISY audiobooks directly on their player, without having to wait for a CD in the mail or using a computer, through Direct to Player. All that is required is a current model DAISY player and a wifi connection to the Internet. Patrons should get in touch with the CELA Contact Centre if they wish to use this service.

Patrons receiving CELA service can also subscribe to CELA's DAISY magazines in audio or text and receive new issues automatically to their mobile device or internet-enabled DAISY player through our Direct to Player service. Direct to Player makes downloading easy, especially for those without a computer.

CELA's magazine collection includes 150 full-text accessible magazines from RB Digital, making popular magazines accessible and available as soon as they are published. Titles include Canadian Living, The Economist, Elle, 7 Jours, Popular Science, among many others.

Your patrons can also subscribe to 11 human-narrated audio magazines on CD. CELA continues to offer audio magazines on CD for those without internet access.

**e-braille or electronic braille** is read using an electronic braille display. A refreshable braille display or braille terminal is an electro-mechanical device for displaying braille characters, usually by means of round-tipped pins raised through holes in a flat surface.

**Slide 11**

CELA offers libraries flexible options to meet the needs of your patrons with print disabilities, such as:

Direct service for eligible patrons (online or delivery of physical formats to their home address) – registering patrons for CELA

DAISY deposit collections / Inter-library loans

Direct-to-player service for libraries

Supporting professionals in your community who can assist people with print disabilities to access library service: Educator Access / Client Access Support

Statistics to show the number of patrons registered for CELA and circulation data.

**Slide 12**

Anyone with a print disability can register for access to CELA via their local public library. The library staff person completes the online CELA registration form with the patron, once they have registered them for public library service. Libraries access their CELA registration account by logging in at registration.celalibrary.ca Once you are logged in, choose the Patron sign-up link to register your patron for CELA access. The form is easy to fill out with your patron (in person or over the phone) and usually only takes 10-15 minutes to complete.

To help CNIB clients with this transition, CELA Member Services sends referrals for CNIB clients who indicate they are interested in receiving accessible library service to their local public library. These referrals will include the person’s name and contact information, including contact information for the person’s designate, if a friend or family member will be helping the person to manage their library service.

At this point we hope that the library will contact the person, sign them up first for your library services, including describing your accessible library service (which may include access to large print and/or audio book collections, accessible work stations, etc.) and then offer to sign the person up for CELA service.

There is also a self-registration option for patrons who want to register for CELA online independently. The person will need a valid public library card from a CELA member library in order to complete the online self-registration form at [signup.celalibrary.ca](https://signup.celalibrary.ca/)

**Slide 13**

The CELA registration form has been considerably simplified to make it easier for busy library staff to complete. There are 4 main sections to the form:

1. Library contact information
2. Patron personal information & optional designate information (when the patron is going to have a family member or friend help them manage their CELA Library service)
3. Eligibility for CELA Service – the person will be asked to identify their print disability (visual, physical or learning disability) in order to meet the Canadian Copyright criteria. It’s a simple self-identification on the part of the person; no medical certificate or other proof of disability is required.
4. The fourth section deals with service choices – what kind of service the patron is requesting:

This is where library staff will indicate what kind of service the patron is requesting:

1. online access in order to download books from the CELA website
2. Direct to Player service (where the DAISY audio books are transferred directly to the player or mobile device) – patron’s player must be configured by Contact Centre staff
3. DAISY audio books and/or magazines on CD to be delivered to the person’s home address by mail
4. Braille books by mail
5. Printbraille (children’s picture books with braille added) by mail

**Slide 14**

Once you submit the online registration form it will go to the Contact Centre. Normally the patron’s service should be set up within 5 business days.

Once the Contact Centre receives the registration form:

If the patron has indicated they want online service, they will send the patron’s account number and password by email

If the patron wants Direct to Player or DAISY CD service Contact Centre staff will send them:

Two popular starter books (a popular fiction and non-fiction title), and

A welcome message (email or audio) explaining how to order more books online or how to connect with the Contact Centre to tell us their book interests so that we can automatically send them new books regularly.

The Contact Centre will call all children and braille users to set up their service.

**Slide 15**

Every CELA member library has an account with CELA to borrow or download books and magazines. To receive physical formats such as CDs, braille, or printbraille, log in to celalibrary.ca to place holds. Make sure you are placing a hold on the format of your choice, since one title will often be available in multiple formats.

Many CELA libraries use their account for patron-specific reader advisory-if you have patrons who are avid readers or who request specific titles or authors that aren’t part of your deposit collection, you can use your account. Libraries can also use the ILL account to request multiple copies of a Community Reads or book club title.

Since libraries are not able to access Bookshare titles you can filter your searches so you only see CELA titles which are available to you.

CELA member libraries can have up to 2000 items in any format in a rolling 30 day period. After 30 days, the items will be removed from your account.

Expected delivery times: DAISY books will usually be received within a few days, since it’s essentially a burn on demand system.

With our system of one-way braille (braille books that are embossed specifically on the request of the patron or library and that do not need to be returned to CELA), braille books should be delivered in a timely fashion. There is no waiting for a copy to be returned to CELA, since each copy is newly printed for a specific patron or library.

You can also find more information on the [**For libraries**](https://celalibrary.ca/public-libraries) section of CELA’s website.

**Slide 16**

CELA offers member libraries deposit collections of DAISY CDs free of charge. The size of the collection varies between 100-500 CDs a year and is based on the population size your library serves. These are available as a long term loan, so unlike items borrowed on your ILL account, there is no due date to return these CDs.

By filling out the online deposit request form on the CELA website you can choose the makeup of the collection including genres, languages, percentage of YA or kids titles. Materials are automatically selected depending on the preferences you indicate in the form. You can choose to receive CDs every 6 or 12 months. The CDs are shipped wrapped in plastic and it is up to libraries how best to package and display these items. We send the MARC records for the deposit collection to your library or you can find MARC records via Voilà (the National Library catalogue).

CELA materials are restricted to patrons with print disabilities. However, these patrons DO NOT have to be registered with CELA in order to borrow items. Your patrons who have difficulty reading print may prefer to borrow from your library’s CELA deposit collection, ILLs and other accessible materials you offer. Please ensure that use is restricted to patrons with vision loss, physical or learning disabilities. We appreciate your efforts to uphold the Copyright Act.

Deposit collections can be a great way to advertise that your library is a CELA member or add titles to circulating collections at seniors’ homes. Patrons can browse your deposit collection in the library and leave with books in hand!

**Slide 17**

CELA libraries have access to the online library and can help patrons access books in a variety of ways. Libraries can use their CELA account to download a DAISY zip file from the CELA library for a print-disabled patron who is not able to download the item themselves, but would like it in electronic format. It’s possible to:

* Transfer books to patron’s device
* Save it to a USB stick or SD Card
* Save it onto one of the library’s devices and loan it out
* Burn it to a disc for them

Downloading, combined with service options such as using Direct to Player, direct mailing of books on CD or in braille, and registering patrons for individualized service, gives the library a multitude of convenient ways to serve your patrons with print disabilities.

To download a book, simply log in to celalibrary.ca using your CELA account and select the "Get it!" link for the title and format your patron needs.

Libraries can also demo CELA titles using the Dolphin EasyReader app, which is a free app designed for readers with learning disabilities such as dyslexia, as well as readers with visual disabilities. There is a **Quick User’s Guide for EasyReader** available on the main page of the CELA web site

We also have guides and tutorials on downloading and transferring books to various devices. Visit [**celalibrary.ca/Help**](https://celalibrary.ca/help)

**Slide 18**

CELA offers programs such as **Educator Access** and **Client Access Support** so that libraries like yours can do outreach to teachers and other professionals in the community who assist individuals with print disabilities to access the library service they want.

**Educator Access:**

* Free sign-up for teachers at the elementary, secondary & post-secondary levels (with a public library card from a CELA member library)
* Access to CELA’s and Bookshare’s collections (online & physical formats) on behalf of their students with print disabilities
* Complete the Terms of Use form and email to members@celalibrary.ca

**Client Access Support:**

* Free sign-up for professionals (other than teachers at public institutions) who assist people with print disabilities to access library service, with a valid public library card from a CELA member library
* Recreational and rehab therapists, tutors and personal support workers are examples of some of the professionals who would be eligible to access this program.
* Access to CELA's physical format collection including books on CD, braille and printbraille books as well as CELA’s online formats, such as downloadable DAISY audio or electronic text and electronic braille files available at celalibrary.ca. As the Supporting Professional, they can access materials on behalf of a person with print disabilities or assist them in learning how to use the service independently.

**Slide 19**

CELA offers monthly training webinars on a variety of topics – Promotion & Outreach, Educator Access, Frontline staff training, etc. If there is something you would like to see offered as a webinar just let us know. The webinars are offered free of charge to CELA Member libraries and they are offered in both English & French.

Telephone & email support available from CELA Member Services staff

Support for library promotion & outreach: free promotional materials (flyers & posters) available in English & French

Support for accessible programming: Accessible TD Summer Reading Club program; multiple copies of books in accessible formats for library Community Reads programs or book clubs; award-winning titles in accessible formats (Governor General award winners, Canada Reads, Forest of Reading titles, Hackmatack award winners, etc.)

Each year CELA offers titles in accessible formats for kids with print disabilities for libraries participating in the TD Summer Reading Club.

We encourage libraries to make your programs, such as summer reading clubs, book clubs and community reads inclusive by ordering accessible formats from CELA.

**Slide 20**

CELA wants to assist libraries in doing outreach in your library and in the community to promote the CELA service to people who could benefit from having access.

People who are registered CNIB clients will often be referred directly to your library. However, there are many more potential library users who could benefit from having access to CELA. Doing outreach to schools, seniors’ centers and disability organizations can help to find these potential users. If your library would like to receive free promotional materials (flyers/posters) to help you in doing this outreach just send an email to members@celalibrary.ca with the quantities you would like.

If you go to the [Outreach Toolkit](https://celalibrary.ca/public-libraries/outreach-toolkit) section of our website you will find other resources to help support your outreach efforts.

**Slide 21**

Here is a checklist for some ways you can get started with CELA.

**Slide 22**

If a library customer or patron has a question about CELA services, Contact Centre staff can answer patron questions about changing their library profile, requesting a new service, etc.

Public library staff should contact CELA Member Services if they have questions. CELA Member Services staff are here to support your library!

We are available 8:30 am-4:30 pm ET to answer your questions, but you may also leave us a voice mail, or send an email to members@celalibrary.ca.