# Calling CNIB clients to register for library services

CELA Member Services has emailed you the name of a CNIB client who, as part of their introduction to CNIB, has indicated they have trouble reading print. The client has given us permission to forward their name and contact information to their public library. Please sign them up for a library card, and then register them for CELA services.

**The registration process can take as little as 15 minutes depending on the services the patron requires.**

**Before calling the client:**

* **Check if they already have a public library card**.
* You may be speaking to a family member or a friend the client has appointed to speak for them, regardless of whom you speak with, it is the CNIB *client* that is to be registered for CELA services.
* If we have sent the email to the wrong branch or library, please email [members@celalibrary.ca](mailto:members@celalibrary.ca) and if possible, provide the correct library information.

**Phone script:**

“Hello, my name is \_\_\_\_\_\_\_\_ and I’m calling from \_\_\_\_\_ Public Library. You recently spoke with someone at CNIB and said you would like us to contact you about library service for people who cannot read regular print. Do you have some time now for me to tell you about what we have to offer?”

If they don’t have a library card, explain how to get one.

Next, tell them that through your CELA service you can provide them with access to about 700,000 audio books and other reading materials that they can receive in the mail (at no cost), or access online, and that you’ll register them for this service (this is where you’ll fill out the online CELA patron registration form).

If your library also has collections applicable to someone with a print disability, you will want to mention this too.

**Filling out the CELA registration form:**

1. Open the [registration.celalibrary.ca](https://registration.celalibrary.ca/) link.
2. Enter your ILL account number in the “Username” field, and password into the “Password” field.
3. Go through the form answering the questions. When finished, tell the patron that their form has been submitted to CELA and that their service will start in the next week or so.
4. Print off or copy and email to the patron the Welcome message.

If patrons have questions about their CELA service, you may give them the CELA Contact Centre toll free number 1-855-655-2273 or they can email [help@celalibrary.ca](mailto:help@celalibrary.ca).

**If you can’t reach the client:**

* If they client has an answering machine, leave your phone number and suggest a time when they can reach you. A sample message you could leave is:

“Hello, my name is \_\_\_\_\_\_\_\_ and I’m calling from \_\_\_\_\_ Public Library. You recently visited a CNIB office and said you would like us to contact you. Could you please call me back at phone number [indicate a specific time if needed].”

* If you’ve made several unsuccessful attempts to reach a client, please reply to the email Member Services sent you with the client’s name and indicate that you were unable to reach them.