**CELA for designates: Helping family members, friends and others read in accessible formats**

**Slide 1: An Introduction**

This webinar is intended to give a basic overview of how designates can support CELA patrons to access audiobooks, braille and printbraille.  Books can bring joy and entertainment at any time.  ​

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This webinar will cover a description of CELA’s collection, who can be a designate and responsibilities with this role, reading devices and the various ways you can connect books with the person you support.​

**Slide 2: What is CELA?**

What is CELA?​

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* CELA is a national not-for-profit organization run by a board made up of representatives from public libraries across the country​
* CELA provides public libraries with accessible format collections for patrons with print disabilities and support for library staff who offer the CELA service in their community​
* Through partnerships with publishers, book award organizers and reading programs, CELA ensures people with print disabilities are connected to reading communities.​

**Slide 3: Who can be a designate?**

-Designates are people who have been approved by the patron themselves to help manage their library service. The person may be a friend, family member, public library staff person, etc.​

-Patrons must give their permission to allow the designate to access their CELA account. This permission may be given via the online CELA registration form or by calling or emailing the CELA Contact Centre: 1-855-655-2273 / help@celalibrary.ca​

-Designates can assist CELA patrons by logging in to their online account and placing holds on physical items to be delivered to the patron’s home address or by downloading online formats to the patron’s device: Internet-enabled DAISY player, mobile phone, tablet, etc. Designates may also view the books the patron has borrowed in their history.​

**Slide 4: What does CELA offer patrons?**

Through CELA patrons have access to:​

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* Their choice of formats including audio, braille and e-text. A growing collection of over 700,000 items for all ages and interests.  ​
* A broad selection of genres, similar to the selection in a mid-size public library: fiction (mysteries, romance, Westerns, historical fiction, etc.) non-fiction (biography, history, self-help, inspiration, cookbooks, etc.)​
* 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 titles are transferred directly from the CELA web site to Internet-enabled DAISY players or to other devices, such as smart phones or tablets. Direct to Player makes accessing audiobooks easy.​
* 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.​
* CELA continues to offer audio magazines on CD for those without internet access. These patrons can subscribe to 11 human-narrated audio magazines.​
* Access to Bookshare titles via the CELA web site – Bookshare is the world’s largest online library of accessible reading materials. Bookshare makes arrangements with publishers to obtain new releases and back catalogues of their works. Bookshare books can be downloaded to a computer, mobile device such as a smartphone or tablet, or braille displays. Their catalogue is rapidly expanding, and all CELA members have access to more than 600,000 books from Bookshare, once they provide CELA with a Proof of Disability form, available on the CELA web site. It’s important to note that all Bookshare audio is synthetic (computer-generated) speech.​
* Delivery options include download or home delivery. ​

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**Slide 5: Devices to play CELA books**

These are some of the ways people can read books from CELA:​  
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**Internet-enabled DAISY players**– These players can be purchased from companies like HumanWare and Shop CNIB.​

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-HumanWare’s web site provides a toll-free number and information on various kinds of DAISY players: <http://www.humanware.com/en-canada/home>

-Shop CNIB sells various reading devices, including a variety of DAISY players: <https://shop.cnib.ca/products/books-and-reading>​

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**Smart phone or tablet with accessible reading app**– There are various reading apps that can be used to download and read CELA and Bookshare titles, such as Dolphin Easy Reader​

-For more information and a Quick Guide to Dolphin Easy Reader (a free accessible reading app) see the CELA web site: <https://celalibrary.ca/help/tutorials/quick-users-guide-to-easyreader>

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**CD drive on computer**​

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**MP3 compatible CD player –**If the person you are assisting to access CELA service does not have a special DAISY player they should still be able to listen to CELA's books on DAISY CD if they have an MP3-compatible CD player. The CDs will not have some of the functionality available when using DAISY players but people should still be able to listen to CELA books using this method.​

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**Electronic braille display –**For CELA patrons who read braille an electronic braille display will allow them to read braille books in a more portable form.​

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**Slide 6: Digital formats available**

For a full description of formats available from CELA and Bookshare go to the [Accessible formats](https://celalibrary.ca/help/accessible-formats) page of the CELA website.​

**Slide 7: Finding books in the CELA collection**

**Direct search**– simply search for the title or author and use the filters on the left hand side of the **Search** screen to find books by format, category, human-narrated or synthetic speech and recently added or recently published titles. ​

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**Browse by category**– This option is found at the end of the search bar and can help you find the kind of books the person is interested in reading: mysteries, romance, biography, historical fiction, etc.​

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**New titles**– This can be found under the **Check it out** heading on CELA's main page and is updated on a regular basis.​

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**Recommended Reading Page**–You can find the **Recommended** page in the navigation bar across the top ofthe home page of the CELA site​

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**Awards Page**–celalibrary.ca/awards - The awards page can help you find different award-winning titles that may be of interest.​

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**Kids and Teens page for recommended books, new titles, featured titles**​

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**Books in other languages –**CELA's collection is a bilingual one with books in English and French. Some readers may be interested in books in other languages. Bookshare titles (also available at celalibrary.ca) have titles in several other languages. You can find titles in languages you are searching for by using the **Search** filters on the left hand side of the **Search** screen.​

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You can find more information about access to books in other languages from CELA by going to the **Languages** page:​

<https://celalibrary.ca/help/languages-offered>​

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**Slide 8: Placing holds on CELA books**

Placing holds and getting CELA materials is relatively straightforward. ​Once you click **Get it**, digital versions of books will be available within a few minutes.​ Audio CDs and physical braille books should take a few days to produce and mail out. ​

**Slide 9: Getting books through automatic selection**

Designates can arrange for automatic selection of DAISY CDs, braille books or Direct to player audio for the patron they are assisting, to ensure the person will get regular book delivery. CELA staff will need to set up an automated profile for the patron in order to have the system choose titles on a regular basis. This doesn’t prevent the designate from also placing holds on specific titles in the patron’s account. The system will choose first any specific holds before going to automated profile selection from suggested genres and/or authors.​

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Library Technical support staff send out SD cards to configure DAISY players to allow the person to use Direct to player audio. Direct to Player is a quick and convenient way to receive DAISY audio books without waiting for CDs in the mail or using a computer to download and transfer files. If the patron or someone at their residence has an internet connection, we can send the books directly to the patron's DAISY player or mobile device.​

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* The designate can phone or email CELA Contact Centre to set up automatic selection for the CELA patron.
* The designate, after conversation/direction from the CELA patron receiving service, will need to define format, delivery frequency, number of items per service period, subject categories or genres and preferred authors – for example – 2 DAISY audiobooks per week; subject categories: mystery, romance, biography, self-help; favourite authors – Mary Higgins Clark, James Patterson, Danielle Steel, Nora Roberts​
* Automatic selection is available for Direct to player audio, CDs, physical braille and printbraille books but not for Bookshare titles​

**Slide 10: Other options for accessing books**

Other options for accessing books for CELA patrons include downloading DAISY Zip audio files and transferring the files to a CD, SD card or USB stick. There are detailed instructions at [celalibrary.ca/Help](https://celalibrary.ca/help) on how to download the DAISY Zip audio files and transfer them to a CD, SD card or USB stick. Once the files are downloaded there are also detailed instructions on how to transfer the files to the specific device the CELA patron will use to listen to the files: iPhone, iPad, various models of DAISY players, etc.​

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The designate will need a certain amount of technical proficiency to follow these instructions. For assistance designates can always get in touch with the CELA Contact Centre and may then be put in contact with Library Technical Support if more detailed instructions or assistance is needed.​

**Slide 11: Scenario 1: Smart phone or tablet**

There are various ways for designates to assist CELA patrons to access books from CELA:​

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Scenario 1: The person has a smart phone or tablet.​

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You can access the person’s device to download a free accessible reading app, like Dolphin EasyReader, to the device.​ Refer to the [Quick User’s Guide to Dolphin EasyReader](https://celalibrary.ca/help/tutorials/quick-users-guide-to-easyreader) on the CELA site for a step-by-step walkthrough on downloading the app and transferring CELA Direct to player books to the person’s device.​

**Slide 12: Scenario 2: DAISY player and Internet connection**

The patron has an Internet-enabled DAISY player, and **a WiFi Internet** connection at home.​

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Direct to player is an easier way to get books. The books are transferred directly from the CELA website to the person's Internet-enabled player so there's no need to wait for a CD in the mail, or to return it via Canada Post.​

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First you need to help the patron determine the make/model of the player​

* Is it a Stratus4M? – an SD card is required for Direct to player service​
* Not a Stratus 4M? No SD card required. You can call Contact Centre/Tech Support to set up Direct to Player service manually​
* Is it a Victor Stream? You can call or email the Contact Centre for setup instructions.​

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You can arrange to have automatic selection set up for the patron so that books are transferred automatically from the website on a regular basis, as well as placing holds for specific titles and/or authors in the patron's CELA Direct to player account at celalibrary.ca​

**Slide 13: Scenario 3: DAISY player and physical CDs**

Scenario 3: The person has a DAISY player (or other MP3-compatible CD player) and receives physical DAISY CDs in the mail​.

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If you are a designate you will have access to the patron's login information (CELA account number & password) in order to place holds on specific titles and/or authors requested by the person.  You will also have access to the person's borrowing history to see which titles they have borrowed in the past. You can get in touch with the Contact Centre to set up automatic selection for regular delivery of CDs.​

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You can also use the search filters to limit your search to books with human narration, if the person you are assisting does not like listening to synthetic or computer-generated speech.​

**Slide 14: Scenario 4: Downloading CELA books for patrons without Internet access**

Scenario 4: If the person you are assisting does not have Internet access you can help them by downloading audio zip files, adding them to an SD card or USB stick and adding them to the patron's player.​

**Slide 15: For questions and tech support**

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Any questions? ​

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If you are a designate and have questions about CELA service or need technical advice to help the CELA patron you are assisting to access library service, please feel free to call or email the Contact Centre: 1-855-655-2273 / [help@celalibrary.ca](mailto:help@celalibrary.ca)