# Expanded Delivery Options Webinar, What’s That : A webinar for libraries about new accessible reading devices

Virginia: Hi everybody, thank you so much for coming, some names are familiar to me so if you know me a shout out to you. Great to meet you. I'm glad you're here. I haven't done a lot of presentations in my new role. I am the Project Coordinator for CELA for this Expanded Delivery Options Project. Today I'm going to talk to you a little bit about that, as Faline said.

I'm just going to share my screen. I'll get my PowerPoint up and running here for you. Apologies if my voice gets a little crackly. I've been having some issues with that lately. I know it's a little bit difficult to listen to some times, so I apologize for that.

## Slide 1

Today's presentation: Expanded Delivery Options Project - What's that?: a webinar for libraries about new accessible reading devices.

## Slide 2 : Contents

Today we're going to talk about the background, where the idea for this project came from. Then I'm going to talk about the devices that we're piloting and the details of the pilots.

I'm going to talk a little bit about another component, which is accessible reading training. I'm going to talk to you about our Peer trainers that we've hired. I'm going to discuss some of the outcomes that we hope for with this project, the role of libraries – that’s you – in this project. I'm going to give you a little bit of a demo on one of the devices. And I'll tell you how you can contact us and then we'll have questions.

## Slide 3 : Background

Okay, so some background. Where did this project come from?

Way back at the beginning of the pandemic CELA was looking at some different options to increase and diversify accessible reading.

They wanted to figure out some ways to kind of future-proof those options and to try and offer some different accessible reading options. They applied for a grant from Innovation, Science and Economic Development Canada and received it.

It's the Accessible Technology Program grant and a key component of this grant is increasing technological knowledge for people or increasing the ability of people with disabilities to participate in the digital economy. The whole point of this is digital economy participation.

And, as we know, working in libraries, how important literacy and reading and having access to reading materials is in terms of being able to find work and learning new skills and doing things like improving your resume. All these things are so important. If you are a person with a print disability, having access to these accessible reading materials is just as important.

That's what this grant aims to do and that's what we're going to try and do through this grant.

## Slide 4 : Envoy Connect

We are piloting three different devices. The first that we're piloting is called the Envoy Connect. This is a compact low cost Direct to Player audio book player, which means it uses digital files sort of like mp3 that are Daisy files.

It was developed by Vision Australia and Megavoice. Vision Australia has been using this device since 2019 – the end of 2019 – beginning of 2020.

We have a partnership with them to distribute these players, and they also use a software that is specific to this player called CELA Connect.

## Slide 5 : Envoy Connect Pilot

A little bit more about the pilot. For this one we are going to be piloting 400 devices, which is quite a few. And we are contacting CELA members to participate.

All of our pilots are with CELA members. They are not for people outside of CELA, who are non-members. You have to be a member with CELA to join the pilot. We are contacting CELA members to participate and we've done that through email and phone recruitment. We've sent out emails to a specific list of people and contacted specific people through the phone.

We are prioritizing CD users for this pilot we did want to try…the idea being that people who are CD users may be a little bit more technologically hesitant.

We want to see if this is an appropriate device for people of varying technological skills. People actually have two ways that they can put books on this device. They can load it themselves through the CELA Connect software that they can use on an Internet-connected Windows computer, or they can send the device back to CELA to be loaded.

If they do have automatic selection set up with CELA they can load up to 24 books on the player. When they're done with their 24 books, they send the player back to CELA and it gets preloaded with another 24 books and we send it back to them. It’s great because they get 24 books at a time.

It's a super lightweight player. It is, as I said, a low-cost player. In Australia it retails for about $75. We're not sure yet what would that be if we did continue to offer this through the CNIB store. We're not really sure yet what it would retail for, but it would be around that price.

That's a pretty low-cost player, comparative to a Daisy audio player which is typically retailed between $400 and $500. There's a pretty big difference between $65-$75 versus $400 to $500.

## Slide 6 : DAISY Audioplayer

The second device that we are piloting is a Daisy audio player. This is pretty cool because it is a prototype device. It is brand new. It's not for sale yet. It's not available to consumers yet.

It is a prototype device, and it uses a sort of a digital storage device, sort of like a USB. It has a female USB end so you’d need a USB cord to load it.

The storage device is about the size of a credit card but quite a bit thicker. About a half an inch thick to an inch thick and about the size of a credit card.

It comes loaded – the ones that we've purchased for use for the pilot are four gigabyte storage capacity.

There is an option for more storage capacity on these ones. If you were to purchase this player in the future when it does become available on the market, you could choose between four gigabyte storage – I think the next one is eight, and then 12, or maybe it's 12 and 16 – I can’t remember exactly. We're using the four gigabytes that holds about eight books, which is quite a good number of books.

What we would do with this one is load it with the eight books, and then send it to the person and load another 8 books on to another one and then when they send the storage device back, we send them another one with 8 books. This device comes closer to mimicking what someone would get with automatic CD service.

We are targeting people who are again, CD users, particularly people for whom the Envoy Connect is really, maybe not the most suitable for them because they're used to a Daisy player.

For some people, having a larger size player is helpful if they have difficulty holding a smaller player, if they have dexterity issues, having the kind of buttons that come on a Daisy player is more beneficial to them.

We're kind of trying this one out with a similar demographic but seeing if there’s people who don’t really want to do the Envoy Connect who might want to try this one instead.

This is a significantly smaller pilot, which I'll talk about in a second. As I said, this one is a prototype device. It doesn't come with all the bells and whistles of a regular Daisy player yet. Eventually the final device which will go out to consumers and be available through retail will include Daisy online and Wi Fi so you can load your book directly onto the player, without having to connect it to anything and without having to use the cartridges if you want.

It will also have USB stick reading so an actual USB stick if you want to plug that into the player you can do that.

It will also have Bluetooth audio so if you have Bluetooth headphones or a Bluetooth speaker, you can connect it to your Bluetooth audio, and it will have an improved battery life over previous Daisy players.

But again, this is not what we are testing with this device. We are primarily testing the digital storage portion of the device. Again, it is a prototype.

While people will be able to keep the Envoy Connect players at the end of the pilot – we’re giving those ones away for free – this device we do ask that people send them back.

However, as I said, it is a very small pilot. It's eight to 10 people again because this device is considerably more costly. It's a very small pilot, 8-10 people. It’s going to be a little bit more intimate than the Envoy Connect pilot. We were planning to begin piloting in January, but it's going to be more like February, actually, now before we send them out.

A big difference between the Daisy player and the Envoy Connect, aside from the storage and the different features that they have, is that the Daisy player does have more features on it. Because the Envoy Connect is a very basic player. It's a low-cost player, economical, I guess you could say. It does come with a few less features. It doesn't come with all the bells and whistles that a regular Daisy audio book player would have.

For example, on a Daisy audio book player you can change the speed of playback. As you may know people who typically use screen readers are used to a very fast playback that they play the voice, usually quite, quite quickly.

It’s something that they're used to and something that they look for oftentimes in an audio book player because they want, they're used to listening at a quick speed.

However, unfortunately, the Envoy Connect doesn't have that feature. But again, because of its economical price, you're not going to get, as I said, the same kind of bells and whistles that you'd get in a full featured Daisy audio player. That's to be expected with the price difference between the two.

We're sending this one out in February.

## Slide 7 : Smart Speaker

The third device that we're piloting that we're really excited about is the Smart Speaker. The plan is to offer CELA audio books through Google Home or Amazon Echo.

You use voice control to control the device. It will include things like search options, book playback, bookmarks and some different features.

These features may not be completely available during the time of the pilot. However, they will become available if CELA continues to offer this service after the pilot is over. We would develop more features as we go forward.

One thing to keep in mind is that these are piloted devices and currently we do not know what the response is going to be to them, whether we're 100% going to continue to offer them to CELA patrons after the pilot. That's why we're doing a pilot – to see what works, what doesn't work, if there's things that can be improved upon in the devices, so we really want feedback on that.

We are piloting Smart Speaker. And this is really a new technology. I know Audible is usable with the Smart Speaker but for accessible libraries like ours this is a brand-new technology that's just coming onto the scene now.

A few different accessible libraries have been piloting these devices in the past year or two. That includes AVH, which is the French equivalent to CELA in France. The CELA equivalent in the Netherlands is looking to potentially do a pilot in the next year or so. New Zealand has done a similar pilot in the last couple of years. Great Britain has also done one.

So, this is brand new technology for accessible libraries and it's really exciting. It's really something cool that we're like getting right on the forefront of the technology, and we're really excited about this one. It should be really interesting, and I think it offers people a really great option for accessing their books.

This pilot – we’re doing the recruitment right now, actually, like just in the past couple days. We've actually had to close the recruitment as of today, because we had such overwhelming response to it.

Like the Envoy Connect, people will get their Smart Speaker. We will send them the Smart Speaker in the mail, and they get to keep it, which is really cool.

That means that there was a lot of excitement for signing up so we have had a lot of response and we only have 100 devices to give away in this pilot, so we did have to close our recruitment today. I think that's a good problem to have. It means people are really interested in it, so we're excited about that.

We'll also be including people who already have the devices who want to join. So, if somebody did already have a Smart Speaker they could also sign up for the pilot and be included. Unfortunately, because the recruitment is closed these people will no longer be able to sign up either.

We do need to be able to track. You do need to be enrolled into the pilot, because we do need to be able to evaluate and track people's responses to the Skill or the app on a Smart Speaker. It’s called a Skill rather than an App on the Smart Speaker.

We do need to track people's responses in terms of the issues that they're having if they're calling in and then eventually, we will distribute an evaluation. I’ll explain how that will work in a little bit.

This portion of the pilot is closed to recruitment. We're going to begin sending out the devices, hopefully starting next week.

For this pilot we are targeting people who are a little bit more tech savvy, or people who have tech savvy designates. We do want to have some variability in the demographics of people that we select so there are people who are a little bit less comfortable with technology that we certainly want to have on the pilot, as well as people who are more comfortable. The only thing is that they do need to have access to a smartphone or a tablet and Wi Fi, whether that's in their own home or with the help of a designate.

Because this pilot will require more intensive training and assistance to help people participate in this pilot this is another reason why we had to cap the pilot at 100 devices and close the recruiting so quickly. There's only so many hours in a day that we can help people and a certain number of people available to help.

We do need to keep that manageable. And as I'm sure many of you are aware – I’m sure many of you have done technology training in the past – something that requires a little bit more intensive training that you're anticipating that – you have to be able to fit that time in. We are anticipating that with this device it will take quite a bit more effort and coaching, to get people into a place where they're a little bit more comfortable with it. We are keeping that in mind for the pilot.

Just to recap, we're doing three devices. There is an Envoy Connect, which is an audio book player essentially, and I'm going to show you what that looks like in a few minutes.

Secondly, there is a Daisy player, which is a prototype device. Participants will have to send that device back after the pilot. We are only sending out about nine of those, whereas the Envoy Connect pilot has about 400 devices we're piloting, and people will get to keep those if they'd like.

They can also go back to their previous service as well. If they decide that they've tried the Envoy Connect and they really don't like it or it's not for them they're not locked into keeping this service or any of the services that we're piloting. They can always go back to their previous service.

We are going to encourage them to give it a little bit of a try. Sometimes people need some encouragement, especially if they're technologically hesitant.

We do have our peer trainers in place to help with that. We can talk about that more in a minute as well. So, we are encouraging people to give it a try if they're a little bit technologically hesitant, but if, at the end of the pilot, they want to go back to CDs, 100% they can do that. If they want to keep the device and keep using it, that's great too.

We are piloting the Envoy Connect, we're piloting the Daisy player which, unfortunately, has to be sent back at the end of the pilot. Since it’s a prototype it doesn't have all the features that would be available for the device once the prototype is out to market and no longer a prototype.

People will be able to keep the Smart Speaker (we’re doing 100 of them) if they are participating in that pilot. We’re piloting both Amazon Echo and Google Home with Smart Speaker, so people will receive one or the other of those – about a 50-50 split.

One question that people often ask is if they can participate in more than one pilot. Because of the limited supplies we do want to share the wealth, so we are encouraging people to just sign up for one device.

Particularly with Envoy Connect we do have particular demographics in mind for the kind of people that we are having test that device. We would really prefer if people just pilot one device but depending on numbers if it comes down, potentially, we could have somebody maybe try more than one device, but we would like to avoid that because as I said, we're giving away free devices, so we want to give everybody a chance that wants to participate to try something – at least one of them.

## Slide 8 : Accessible Reading Training

Another component of this pilot is the accessible reading training. You may have seen this come up in your email. This happened last week. Because the grant that we've applied for has – participation in the digital economy is a key component of the grant that we applied for.

One way that we wanted to help people with that was by creating this accessible reading training. It was designed for people and designates who are new to accessible reading.

Perhaps you're newly diagnosed, maybe you’ve just been referred to CNIB or you're newly diagnosed with some kind of dexterity issue that prevents you from holding a book. Or maybe you have a child who's been newly diagnosed with a learning disability, and you want to know more about what kind of options are available to them. That was what we had in mind for this training. It was also open to librarians and library employees and educators who want to know more about accessible reading options that are available.

The peer trainers are the ones who presented this webinar. They talked about some different kinds of accessible devices and adaptive technologies and what kind of devices might work best depending on what difficulties you have.

That training session happened last week. The English session happened January 17 and the French on the 18th. They are available online. The English webinar is currently available; the French webinar will be up next week.

You can find these webinars on our website. If you're interested, let me know and we can add a link to it when we send out our post-webinar email. Perhaps, Faline, you can put the link to the webinars in the Chat.

These webinars will be available on the [Webinars for You](https://celalibrary.ca/webinarsforyou) page. So, check that out. I highly encourage it because you do know, working in libraries, you do know how important reading is and having access to reading. It’s a really informative webinar if you want to know more about accessible devices and ways that your patrons if they come in … I've had patrons come in, in my previous role [as a public librarian] who said ‘You know my son is newly diagnosed. What kind of reading materials do you have for someone with issues with print disabilities?’

Having some knowledge about that is great. It could help you serve your patrons more. So, I highly encourage you, if you haven't checked it out, to give the webinar a listen. It's a great webinar. The peer trainers did a really excellent job on that. Again, it's available on the CELA website.

## Slide 9 : Peer Trainers

I've mentioned the peer trainers, but I haven't really discussed their role in detail. Part of our project was that we wanted to be able to help people become really comfortable with the devices. We wanted the people who are participating in the pilot not to feel like we're just throwing a device at them and then, you know, ‘Good luck. Have a good day.’

We've hired three peer trainers. These are individuals with expertise and lived experience with print disability. They live every day with print disabilities; they're very familiar with them and this helps them.

They're able to communicate with people in a way that is very empathetic and very sympathetic. They have an understanding of what people are going through and what kind of advice they may need. They have a huge range of expertise as well because this is their lived experience.

They're doing an excellent job. They're really awesome. They're very helpful. They're creating some training materials for the devices and they’re also providing tech help customer service as well.

As many of you probably know who have done instruction on technology, having a human available who can help people makes such a difference in helping people become more comfortable with new technologies – having someone there that they know they can turn to when they're a little bit scared.

Sometimes you get people who are a little bit scared to press buttons or turn it on or don't know how to turn it on, don't even know where to get started. They have a new device in their hands, and they are a little bit afraid of it.

Having a human that they can turn to and ask their questions to and get a nice rapport and feel like they're comfortable with, is extremely helpful. It really helps people gain comfort with the devices and feel like they can really become power users. Having people who've lived this experience and can understand what the specific challenges they have is really, really helpful.

The peer trainers are also creating training materials that are going up on our website to help with accessing the devices. Things like print materials and some videos. We're really excited about having them. They're a key part of this pilot. We wouldn't be able to do it without them.

## Slide 10 : Timeline

Timelines. This a real rough timeline – between October and December, because the Envoy Connect is such a significant portion of this pilot: there are 400 players that are being piloted versus eight devices and one hundred for the other two pilots.

So, a big chunk of time between October and December was spent on preparing for the Envoy Connect project. There was also software that needed to be developed on our end or integrated with our system for that pilot.

Between October and December, the Smart Speaker Skill [app] was being developed as well. That should be ready in mid February. People will be able to access their CELA books through Smart Speaker by late February. We were also hiring the peer trainers from October to December. Recruitment for the Envoy Connect project began in December, and that's been ongoing.

Timeline from January to March, which is now. We did the accessible reading webinar as I said. We are recruiting for the Daisy reader pilot. We’ve completed the Smart Speaker recruitment and we'll be sending out those devices to pilot them.

We will also be doing the evaluation. There are a couple of different ways that we are evaluating the success of this pilot. The first way is we're tracking interactions with patrons and the kind of questions they're having. We have just a spreadsheet that says ‘I got a question about how to turn on the device.’ So, you know, nine out of 10 questions that we're getting today are based on this question, or whatever it is, so that we know that we need to, in the future, we need to make it clear how you turn it on or what kind of things or concerns people have.

One thing that we've heard about Envoy Connect is that you can't speed up the audio, you can't speed up the playback. So that is a concern for some people. They want to be able to speed up their playback. That is something that we're tracking as well. We are tracking the kind of concerns that people are having, what they are they saying about the devices, as well as the positive things. Some people are saying things like, ‘Oh, I can put in my pocket when I walk the dog and listen to it and that's great. It's so light and easy to carry.’ We're evaluating that.

As well we will be sending out questionnaires. It’s a pretty short questionnaire. I think there are about eight to ten questions sent to the people who have who participated in the pilot project. That is also a key component. Then we will be collating that information, looking through the data and creating a final report.

## Slide 11 : Outcomes

The outcomes that we'd like to see from this project are primarily to have some new delivery options. As I'm sure you know every disability is different. Even people with the same kind of disability, for example, two people who are visually impaired, may see completely differently, one from the other.

Having as much choice as possible really improves accessibility. It really makes it better for everybody to have the reading option that suits them the best.

Having increased choice and new delivery options is really going to improve accessibility, which is obviously a key component of CELA library.

We're going to be able to offer some exciting new technologies like the Smart Speaker, which is really cool. It's cutting edge; it's a neat thing. So that's really exciting.

This also helps us to future-proof our delivery options. I think we've seen with the pandemic that supply chains can be disrupted a lot more easily than I think we ever thought. Being able to offer lots of different options is critically important.

As we know with digital files – they do not live indefinitely. Being able to future proof and consider what we’ll need in the future, what kind of digital options can be provided in the future, how can we continue offering service in the future.

One thing that's come up is CDs and being able to source CDs into the future. We are not going to get rid of CDs, so if that comes up, 100% that is not our plan. We will still continue to do CD service into the future. But, in the event that CDs do become more difficult to source, we will have other options available for people, which probably may happen at some point.

Again, we want to future proof our delivery options and provide as many options as possible that are usable for as many people as possible.

## Slide 11 : Role of Libraries

So, you're probably wondering, ‘Okay, what's my role as the library. What can we do to help patrons?’ Initially, there was conversation, this pilot had been planned to be undertaken over the course of the year.

However, the project had to be condensed into six months. It is a six-month project so that's significantly different. Initially there was a plan to include libraries. However, with the decreased time frame that just really wasn't going to be feasible.

That would have required you as library employees to distribute the devices and track responses and assist with technological help, etc.

And to get you up to speed and ready in six months would have been an enormous undertaking, as I'm sure you can imagine, just thinking about it on top of your current workload.

We are actually taking this on a direct patron service focus. It’s directly from CELA to our patrons – a direct patron focus. That being said, we do want to keep libraries updated so that's why we're doing this presentation.

That way if you do have people come in and they refer to the Smart Speaker pilot and ask what you know about that, you can say ‘Yes, currently CELA is offering Smart Speaker technology as a pilot project. It may be something that they'll do in the future but it's dependent upon the pilot.’

So, we’ll keep you updated. We'll keep libraries included in service updates going forward so if we do intend to continue to offer these services in the future, we'll let you know. You can always, if you do get questions about it, you can encourage people to fill out the signup form on the website.

As I said, we are still taking signups for the Envoy Connect pilot. We are prioritizing CD users for this pilot. However, if you have individuals coming into your library who are CD deposit collection users, and they seem like they might be a good choice you can maybe encourage them to try filling out the form on the website. You can find that on our website at celalibrary.ca If you scroll down to the bottom of page and choose the About Us icon there is a widget entitled Expanded Delivery Options Project and you’ll find the information there.

Recruitment for the Smart Speaker pilot is currently closed, but we are still taking signups for Envoy Connect. If you do have people who use your CD collection maybe they might be interested. If it does come up, you now have a bit more information and you can always direct them to our website.

If you get questions – you might have someone come in who says, ‘I got this Envoy Connect player from CELA but I don’t know how it works’ or ‘I want to get the Smart Speaker Skill to work on my Amazon Alexa. I don’t know how to do that.’

These questions should be referred to us because we do want to track these interactions. We do want to know what troubles people are having, as well as what successes people are having. These questions do need to come to us so we can field these questions so that we know and we can track the data on that. I do have a slide with contact information.

## Slide 12 : Envoy Connect Demo

I do want to do a little demo for you as well. So, I'm going to just stop sharing my screen, and I want to do a demo for you of the Envoy Connect player.

I have the device here. It's about size of a deck of cards. It’s pretty slim, a pretty slim guy, very light. On the back it actually has a solar charger.

It has a short little plug, and it has a USB cable. It doesn’t come with an adapter to plug it into your light/power socket.

One question that we've gotten is ‘How do you charge it? I don't have an adapter cable to plug it into. I don't have a computer and I can't plug it into the wall because I don't have a wall socket for it.’ It does have this solar panel on the back.

This device was developed in Australia, where they have significantly more sun, particularly in the wintertime. Right now we are in the gloomy, less sunny days of the year so part of the pilot is testing how this solar charger actually works in a Canadian climate.

So that's something that we are interested to find out for sure. How well it works, and how well it charges. We've been encouraging people to put it in a sunny window when the sun is out and let it charge up that way, if they don't have access to a wall charger.

Here’s the device. I'm going to turn it on. I should explain what we have on here actually. It's kind of bright so I don't know how well you can see.

At the top here we have a speaker, a round speaker. There are six buttons. On the top there is a volume button, and we have a bookshelf button, and then we have a sleep timer, and then on the second row we have the power on and play, same button, and then we have left and right.

The buttons are a little bit tactile but they're not as tactile as you would find on a Daisy player so that is one thing that has come up that for some people it might be a little bit more difficult.

The other thing is that it does require a little bit of force to press the buttons. So again, if somebody has dexterity issues, maybe this isn't the best player for them.

I'm just going to plug it in first before I turn it on because I want to show you how I load the books.

So here is the software – it’s called CELA Connect – and I'm just going to plug my player into the computer. I don't know if you heard that, but it makes a little chime to tell me I’ve plugged it in.

Then the screen comes up and says an Envoy Connect player has been plugged in, you will now be connected to library service. I can choose Continue or Cancel. I'm going to click Continue.

It remembers my login information, but if it didn't, it would give me the option to add that. Then a screen comes up and it says, This is the list of titles on your Envoy Connect player. Select one or more titles from the list to remove them from the player as well as from your Direct to Player bookshelf.

I only have one thing on here – it’s Canadian Geographic – and there’s a little checkbox beside it.

This screen tells me what’s currently loaded on my player and if I select an item on here – I have two buttons – I can choose Select All or Deselect All. I’m just going to say Select All. I only have one thing on here so it’s not really too difficult for me to select All manually but if I did have 24 books on here, I just might want to click Select All.

Or I could manually choose which ones I want to select. Maybe I just want to get rid of the one book that I've listened to and replace it. Maybe I have three books I want to get rid of and keep the rest, whatever.

I would select the books, tick the little checkmark. And then on the bottom I have Next and Cancel. I'm going to click Next.

Okay. And then it takes me to a second screen and it says this is the list of titles on your Direct to Player bookshelf, that you can download, select one or more titles from the list to download. Note: This list is empty, your new titles are being prepared in the background. This may take up to 24 hours. Continue to the next step and check the list again later.

Okay, so I'm just going to go back to the previous screen real quick because there's one thing I forgot to mention. It also mentions how it's going to remove this list from the player, as well as from your Direct to Player bookshelf.

If you have a CELA account you have a little bookshelf, a digital bookshelf, and that would list all your Direct to Player books. If you remove a title from here on the Envoy Connect player, it's also going to remove them from the bookshelf. This is so that people can get new books loaded onto their bookshelf.

I'm just going to click Next and then we're back to this screen that says this is the list of titles on your Direct to Player bookshelf. These are the books that I have currently on my bookshelf that I can download onto the device.

I'm just going to pick one because it's going to take a while to download all of these. I’m going to pick the Inspector Gamache book here.

I have the option to Select All and Deselect All, so I could put all of them on here if I wanted to. I'm not going to do that because it takes quite a while to download sometimes, depending on the number of books, as I'm sure you can imagine.

On the bottom of the player are the buttons Next and Back. I'm just going to click Next.

And then it says: You are about to load one title and download one new title to your player. Downloading may take some time depending on how many titles you've selected. Do not disconnect the player or exit the program, until CELA Connect confirms the content update has been completed.

I have the option to choose Next, Back, or Cancel. I'm going to say next because I want to download this book.

Now it's removing a title, and it's telling me that it’s downloading title one of one, The Madness of Crowds. It's just going to go ahead and download that book.

While we're waiting, I'm actually just going to unshare the screen. Maybe we'll take a quick couple of questions while I'm waiting and then I can show you how it actually sounds when I turn it on.

Someone says ‘How do we get on board with the pilot? I'm in Mississauga and I'm very interested.’ Rachel Young is asking that question.

So how do you get on board with the pilot? There is a sign-up form on the website. I think Faline has actually put a link to that in the chat so you can check that out if you want to know.

This book’s really taking a while to download. It’s at 32%.

Let's continue with the presentation, and just finish up and then I'll show you the rest of the demo after.

## Slide 13 : Contact Information

How to direct patron questions. If you have patrons that come in who want to ask you questions about the players, the pilot or anything like that we have set up a direct number that you can call to speak to the Peer Trainers. If you call our regular CELA Contact Centre number or helpline at 1-855-655-2273, you'll hear a recorded message and one of the options is option three.

Option three will take you to a mailbox where you can leave a message or speak to one of the peer trainers, if they're available. We set that up for the pilot and that's great because people can leave voicemails for them. The other way that you can get in touch with us is through our email which is [pilotproject@celalibrary.ca](mailto:pilotproject@celalibrary.ca) . Those emails will go to the peer trainers, and they will respond to those questions.

We have set these up specifically for the pilot. If you forget the 1-855 number, it is available on our website. If you go to celalibrary.ca and scroll down to the bottom, you'll see it says how to contact us at the 1-855 number. Just call that number and listen. The message will say for Envoy Connect or Smart Speaker pilots press option three. So, it’s pretty self-explanatory.

I just want to check the status of my book here. All right, we're at 92%. Now this one's particularly slow, and some of them are not. Depends on the size of the book. Here we go.

## Remainder of Envoy Connect Demo

All right, it says your content has been updated. You can now unplug the player. Okay, let's do that.

So, I am going to give you a little demo of what it actually sounds like when you play the books. There are three buttons at the bottom of the players. The middle button is Play and Power so if I hold that button down, I hear a chime that tells me I've turned the player on.

It comes loaded with an audio Envoy Connect Quick Start Guide. This one has an Australian accent, but we re-recorded a new version which doesn't have an Australian accent, so it's a little bit less disorienting. I have an older player that still has the Australian voice on it.

I can listen to the Quick Start Guide if I want to. Other features are a stereo headphone jack on the bottom edge at the left. The guide will go through the features of the device, or I can listen to my book.

Envoy Connect The madness of crowds, Chief Inspector Armand Gamache novel, series, book 17.

Macmillan Audio presents The madness of crowds, written…

The madness of crowds, Chapter 5

“Professor Robinson. I’m Chief Inspector Gamache of the Sureté.” He couldn’t avoid speaking with her…

Virginia: I just press the bookshelf button to get to my book. I press Play and I can press the Forward and Back buttons to go through the chapters if I want to. It's pretty simple to use.

I'm just going to turn it off. I got a little chime to tell me it’s turned off.

So that’s a short demo of the Envoy Connect player. We have the other two devices as well, which I can't demo for you. I think we'll stop the recording now and then we will take some questions.

End of recorded webinar