# Transcript of Accessing CELA Using VoiceOver with the Free Dolphin EasyReader App

## Introduction

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**Faline Bobier:** That that's going to be happening. And we will post it on the CELA website probably within about a couple of weeks after the webinar.

So, for people who are able to see the screen, what you're looking at is Susan's tablet. You're viewing her screen. So, without further ado, I'm just going to turn it over to Susan.

**Susan Vida:** Okay. Thank you, Faline. Were you doing a bit of an introduction on CELA Library?

**Faline:** I could. So, basically, if people are not familiar, I’m assuming a lot of people on the line are probably familiar with CELA or the Centre for Equitable Library Access. It's a library for people with print disabilities. So, people with visual, physical or learning disabilities for whom it's difficult or impossible to read regular print, they can access library materials free of charge through CELA.

And all that you need to sign up for CELA is a valid public library card number. There is a self-registration form on the CELA website, or you can contact your local public library and they would be able to sign you up for CELA.

So, CELA has books in accessible formats, which includes books on CD, physical braille books. We also have an online library where people can access online audiobooks e-text, electronic text. There's a newspaper database, and people can also access magazines through CELA.

So, if you're not familiar with CELA or if you want to sign up, it's a pretty easy process. And if you have questions about that, you can always get in touch with CELA's Contact Centre. They have a toll free number and an email address, which you can find on CELA’s website, which is celalibrary.ca.

Okay. So, I think that's a really brief introduction to CELA, but I'm going to turn it over to Susan now because I think mostly what people are interested in is what she's going to present today. So, go ahead, Susan.

**Susan:** Thank you so much, and hello, everyone. Thank you for joining us today. And I'm really, really very happy to present EasyReader with VoiceOver which I know by experience, being on the phone with maybe some of you and many of our other patrons, sometimes using VoiceOver and apps can be quite challenging. So, I am going to do my best in demystifying EasyReader and explaining further what is the Direct to Player service as we go.

To keep with time for such a large group who will have likely a lot of questions, The only thing that I'm going to omit in demonstrating today is how to download EasyReader the app on your App store or Google Play. Simply because that requires people know their Apple ID or their Google Play ID and then installing the app. Some of you may already have it downloaded, some of you may not. If you need assistance with locating the app in your online store and downloading it and setting up your Dolphin account, which you will need to do that once you download the app because it is a free app. So, Dolphin, the developer requires that you create an account, so an email address of choice and a password of choice. Then you need to authenticate that you are, indeed, the user of that email, and then the app will be installed on your device and ready to go. If you need assistance with those steps, I invite you to contact technical support. You'll be speaking either to me or my esteemed colleague Spirit, and we’ll gladly help you go through those steps.

So, I'm going to focus really on the app itself and what happens after you've created your Dolphin account and you have now access to the app. For those who are following along with their EasyReader launched on the screen and their VoiceOver already functioning, I don't recommend trying to navigate in your app at the same time as the training. You may get lost or lose your step and not be able to follow the flow of the training. I recommend that you wait to receive the recording of the training because that will give you the option to pause the recording and then try out the different pieces that I'll be demonstrating today.

So, today, I think, just being able to introduce this, give you an idea of what VoiceOver says, talk about taps and some of the gestures, which way to navigate, all of these things. If you can just tune in without touching your own screen, you may get a little bit more out of it and then you can practice on your own. And the recording, you can take that and just practices much as you like.

## Launching and setting up EasyReader

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So, what happens after you've downloaded Dolphin EasyReader, you've created an account with them and you're logged in, is that you're brought to the main screen, which sort of looks like what's here on my screen right now. If you switched from a DAISY player to EasyReader, you may have perhaps some books that will show up on screen because you've already been using the Direct to Player service. So, that may happen for those who access it for the first time will really have a blank screen, meaning that they won't have any titles available to them at all. And I will be demonstrating all of that.

The first thing that happens when you launch Dolphin EasyReader is that you need to let Dolphin EasyReader know that you are a CELA Library user. There are a lot of libraries around the world that make their service available through EasyReader. It's not an app that only CELA uses, there’s a lot of different libraries. So, for the app to understand that you are a CELA Library user, you need to find your library in the list of available libraries and turn it on. And once you've turned it on, then we’ll move to log you in to your CELA account. And this particular step that I'll be demonstrating, you only need to do that once.

When you turn the library on, you do that once and never again. So, I'm gonna do that right now, and I'm going to give you an opportunity to understand the structure of the app at the same time.

So, what is the most important thing in the main screen is the side menu button and that's exactly what VoiceOver says, “Side menu button,” is the main button that allows you to bring up options such as My Books, Manage Libraries. And when you turn on your library, you will find CELA Library in there. There will be other things that are not pertinent to us, but those options-- So, My Books, Manage Libraries and CELA Library will always come up in the list of options when you tap on the side menu. Generally, in the main screen, to navigate with your fingers is to swipe to the right or swipe to the left to move back.

The side menu button is typically always located at the top left of your screen, and that's where we're going to go now. But I think I'm already on it. But just to be sure, I'm going to swipe to the right once.

**VoiceOver voice:** My Books, heading.

**Susan:** And I'm going to swipe back to--

**VoiceOver voice:** Side menu, button.

**Susan:** If I was on it, and I was on it. So, I'm going to now double tap. With VoiceOver, you always need to double tap buttons.

**VoiceOver voice:** My Books, button.

**Susan:** And so, when you double tap the side menu button again, there is a list that opens up and the first option is My Books. So, what we're going to be looking for now is the option that's called Manage Libraries, because we need to tell the app here that we belong to CELA and we need to turn it on. So, I'm going to swipe to the right.

**VoiceOver voice:** Manage Libraries.

**Susan:** That's the one I want so I’m going to double tap that.

**VoiceOver voice:** Manage Libraries. Manage Libraries, heading.

**Susan:** And now there should be a bunch of libraries. And I'm going to look for CELA, again by swiping to the right.

**VoiceOver voice:** Project Gutenberg. Switch button, off. Bookshare. Switch button, off.

**Susan:** I think I might have passed it. I’m just going to swipe to the left.

**VoiceOver voice:** Bookshare. Switch button, off. Project Gutenberg. Manage Libraries, heading.

**Susan:** No, I didn't. Okay. I just wanted to make sure.

**VoiceOver voice:** Switch button, off. Bookshare. Switch button, off. CELA Library.

**Susan:** Aha. There is CELA Library. So, I’m on CELA Library, but the actual switch to turn it on and off requires yet one more swipe to the right.

**VoiceOver voice:** Switch button, off.

**Susan:** And it's an off--

**VoiceOver voice:** Dual channel setting.

**Susan:** VoiceOver is saying double tap to toggle the setting, so I’m going to double tap to turn it on.

**VoiceOver voice:** On.

**Susan:** It's now on and to make sure, I swipe to the left.

**VoiceOver voice:** CELA Library. Double tap to open the CELA Library information screen.

**Susan:** Perfect.

**VoiceOver voice:** Switch button, on. Double tap to toggle settings.

**Susan:** And I go back to the right, just to make sure that I did hear it correctly that it's set on. So, now that it's turned on, the next thing to do is to go back to the side menu button because that will bring back my options.

**VoiceOver voice:** CELA Library. Switch button, on. Bookshare. Switch button, off.

**Susan:** I’m swiping to the left.

**VoiceOver voice:** Project Gutenberg. Manage Libraries, heading. Side menu, button. Side menu, button. Manage Libraries--

**Susan:** Oh, there it is, and I'm going to double tap the side menu.

**VoiceOver voice:** Manage Libraries.

**Susan:** And I'm still on the Manage Libraries option because that was the last one that I accessed. And I'm assuming now that in the main list here, CELA Library now appears. When the library is turned off, it doesn't come up in the side menu list. That's why we need to turn it on. Swipe to the right to try and find it.

**VoiceOver voice:** Project Gutenberg. CELA Library.

**Susan:** There it is. And now I'm going to tap on it to actually open--

**VoiceOver voice:** Username, text field.

**Susan:** --the CELA Library in EasyReader app. So, now what comes up on the screen is the log in screen. And the log in information that we need to key in here is our CELA six-digit account number and whatever password we've been using to access the website or the account itself. So, I'm going to type in my account for today's demonstration.

**VoiceOver voice:** Username, text field. Double tap to edit text field.

**Susan:** I have to double tap that field to actually type in something.

**VoiceOver voice:** 3-0-0

**Susan:** So, it's in edit mode.

**VoiceOver voice:** -3-7.

**Susan:** And then I'm going to swipe to the next field.

**VoiceOver voice:** Password, secure text field.

**Susan:** And that’s the password field. So, I have to double tap on this field as well to put it in edit mode.

**VoiceOver voice:** Insertion point at end.

**Susan:** And I’m using a keyboard to actually type in the password. And I think I've pretty much typed it in properly.

And now the next thing to do is keep swiping to the right. It's always a right swipe to move around in the screen. And what I'm going to be looking for now is the log in button to complete the log in.

**VoiceOver voice:** Login, button.

**Susan:** There it is. So, it's a button; we double tap.

**VoiceOver voice:** Waiting for-- CELA Library.

**Susan:** And sometimes it happens that we will log in and then VoiceOver just goes silent. He's not going to give us any feedback whether we have logged in successfully or not. This does happen from time to time. VoiceOver is very helpful, but he does that sometimes.

So, to make sure that I am successfully logged in, I would have some kind of different contents announced to me than user ID name and password and log in button. So, let me explore here by swiping to the right.

**VoiceOver voice:** Logout, button.

**Susan:** Oh, I've got the logout button. Okay, that's good. The logout button is usually in the upper right-hand side. It's represented by a graphic that looks like a right arrow. So, as soon as we hear “logout”, that means we have logged in successfully. Otherwise, that option wouldn't be there.

I'll keep swiping to the right.

## Finding and managing titles in EasyReader

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And the other two options that remain on the screen are the Direct to Player bookshelf button and the Search and browse button. And let's see if that's true. So, swipe to the right.

**VoiceOver voice:** CELA Library headings, logout, button. Direct to player bookshelf. Search or browse.

**Susan:** There. So, those two options are the ones that you are going to be using as EasyReader CELA Library users. So, let's explain the difference between the two.

The Direct to player bookshelf is where any books that you order will be deposited for you to either listen by streaming or download to listen independently from the Internet. This is the bookshelf that is intimately related to the bookshelf in your account at CELA, and this is where you normally manage your titles inside EasyReader.

And what I mean by “manage” means borrowing, downloading, streaming and returning your titles. It's all done in here. Direct to player, that specific term, Direct to player, means it's the type of delivery system that is used to deliver your book. It goes from our servers through a cloud and then it goes into your app and it's delivered here wirelessly. So, it's a wireless delivery of your items.

We have the mail delivery system at CELA Library, so that's specifically for CDs and physical braille. Direct to player is for items that will be found in the CELA collection in DAISY MP3 audio files, or from the Bookshare collection, which are text based but have speech through a synthetic speech engine. And I'll get more into that about the formats later.

So, Direct to player is really the delivery system that enables the titles to go virtually through your wireless connection and deliver here in your bookshelf.

So, the next option on this screen, which is called Search and browse, is a tool available through EasyReader that allows you to find a title in the CELA catalogue and request that it be sent to your bookshelf. Just so that everybody knows, and everybody is on the same level playing field, when it comes to ordering books, we've got many different options at CELA, and users will use whatever they prefer. So, I'm just going to list how you can order books.

One, you can contact us by email or by telephone and give us your titles and we'll add them to your bookshelf. That's one way.

The other way is that when you call the main phone line at CELA Library there is, for longer book lists, like more than five books, the option number one on the telephone keypad, you can leave a recorded message of the titles, and it could be titles or the catalogue numbers, in a voice recording, and then someone at the Contact Centre then will fill in the order.

The other option is by logging in to the CELA website, celalibrary.ca. You can search the catalogue, and then when you have to select your format in the long list of formats, the ones for Direct to player are DAISY audio Direct to player or DAISY text Direct to player.

So, again, DAISY audio is a format, DAISY text is a format. Direct to player is the delivery type. I often get calls, “Well, does DAISY audio zip work in EasyReader?”

No, it does not. That's a self-serve type of format. That means you log into the website, you select that format. Then you have to go in a different webpage to manually download the titles yourself to copy them onto a thumb drive or an SD card. And then maybe play it on your DAISY player or a computer or whatnot.

So, for Direct to player it's strictly the Direct to player delivery type. And so when we get into the catalogue, which I'm going to go there now. I'm going to just demonstrate how you can conduct a search.

I'm not going to initiate the request itself because we are experiencing right now delivery delays with the Direct to player service. So, whatever title I may request may not appear until tonight in the bookshelf, but I do have lots of titles that I pre-loaded on the bookshelf a few days ago in fact, for today. So, not to worry, but I am going to go and demonstrate how we use the catalogue here.

**VoiceOver voice:** Search or browse.

**Susan:** So, search or browse, I'm on that option. I swiped to the right, so I'm going to now double tap it.

**VoiceOver voice:** Search or browse.

**Susan:** And what I recommend to VoiceOver users is when you access a new page like that, meaning a new layer within your app, it’s good to pretend you're Christopher Columbus. You should take your finger and swipe to the right, right up to the end and then go back and swipe to the left, right up to the top. Become familiar with the lay of the land and what's available to you. We can't guess what's on the screen. So, we really need the help of our fingers swiping to the right, discover what's there. So, I'm going to do that right now.

So, the new page opened up. Not sure what's displaying right now, so I’m going to swipe to the right.

**VoiceOver voice:** Keyword search.

**Susan:** Keyword search, that's probably one option.

**VoiceOver voice:** Browse by category.

**Susan:** Browse by category, that's another option.

**VoiceOver voice:** Browse by category.

**Susan:** Okay, that's good. I can't go any further. Those are the only two options on this page. If I go to the left...

**VoiceOver voice:** Keyword search.

**Susan:** ...I go back to keyword search.

**VoiceOver voice:** Back.

**Susan:** And then I've got the back option. That means it'll take me back to the previous layer where I was before. So, let’s try and do a browse by category.

**VoiceOver voice:** Browse by-- Browse by category.

**Susan:** And again, now a new page has probably come up. No idea what's there, so I'm going to swipe to the right.

**VoiceOver voice:** Animal stories.

**Susan:** That’s one category.

**VoiceOver voice:** Award winning fiction.

**Susan:** And they're all listed alphabetically.

**VoiceOver voice:** Bestsellers, fiction.

**Susan:** Oh, good. Let’s go into Bestsellers, fiction, so I’m going to double tap. There's probably about-- How many categories, Faline? Maybe about 60 or so?

**VoiceOver voice:** Show results in Bestsellers, loading.

**Susan:** Oh, we lost Faline, but--

**Faline:** No, I'm here, sorry. Yeah, something like that. There are quite a few categories. And you can also search-- If you're doing a search, you can search by category.

**Susan:** Yeah. So, I chose bestsellers. And so, I'm going to get anything that’s a bestseller, from science fiction to mysteries. And there's probably several hundred-- I would probably say even a few thousand titles in this category.

**Faline:** Definitely, definitely.

**Susan:** And they'll be a mix of results. We will have DAISY audio, DAISY text and then just DAISY. And these will be titles all combined from the both the Bookshare collection and the CELA collection. So, I'm going to stop here for a moment to explain CELA versus Bookshare.

So, CELA Library has its own collection, which is mainly, I would say, 96% of it is DAISY audio human-narrated titles. So, these are MP3 audio files structured in something called the DAISY technology. And these are audio files, so they are all human voice read. And they can be either streamed, I'll explain the streaming later, and/or downloaded. I think we're running up to maybe about 90,000 titles in total in the collection, in combined both French and English languages. So, we are a bilingual service. There are also our magazines that we have been offering for years, now in human-narrated audio and they are Good Times, Reader's Digest, Chatelaine, Maclean’s and Canadian Geographic.

We also have What's New, which is the CELA newsletter that lists all of the newly added titles to the collection. We usually produce that in the audio format every month or two months. And so the list that's there is typically what we have added in the last 30 to 60 days. And so, those can all be delivered to your bookshelf. You can subscribe to any of those magazines by calling us or even just logging on to the website and subscribing yourself.

Bookshare is a partner library based out in the U.S. To access Bookshare, there is an additional form. It's a proof of disability form that needs to be completed and sent in to us for you to gain access to that collection. The proof of disability form is an added step because Bookshare has agreements with publishers and that is a requirement for them to allow access to their collection. So, we help manage that. And if you decide to access Bookshare, you will have probably access to some additional, oh, 800,000 titles. They are all text based at the source, so they're available in digital text. You can view it on screen. But they also have the audio version, which is synthetic audio. So, it sounds a lot like VoiceOver when you are using synthetic audio Bookshare titles on a smart device. If you're using it in a Victor player, a DAISY player, it has more of a mechanical voice. But when you're using it online like this, it sounds a little bit more natural and it actually reads out better.

So, I do encourage individuals to gain access to Bookshare because you do have a lot more titles available to you. There's a lot of academic materials up there as well, which are very helpful for students and educators, and librarians as well if they have to look up something for their patrons.

So, let me find just any title here in the Bestsellers list.

**VoiceOver voice:** Information, button. Captains and the Kings. Taylor Caldwell. DAISY.

**Susan:** Okay, so, Taylor Caldwell. Well, I'm not really crazy about that. Let me move to another.

**VoiceOver voice:** Ambush, Sydney Rose Parnell #3. Barbara Nickless.

**Susan:** No, that’s number three in the series, so I'm not going to go with that.

**VoiceOver voice:** Win, Harlan Coben.

**Susan:** Oh, there. Win, good. That's one of the latest mystery titles by Harlan Coben.

**VoiceOver voice:** Book information. Win, Harlan Coben. DAISY, online.

**Susan:** So, you see that it says, “Win, Harlan Coben. DAISY online.” DAISY, just the word DAISY alone indicates its format. And that means that it is a human-narrated audio copy. So, if you're swiping along, and you hear “DAISY online,” that means it is a DAISY human-narrated copy. If you hear “DAISY audio online,” that is a Bookshare title; that is a synthetic audio copy. I'm not sure why Dolphin built that in that way, but that's the way that you will distinguish between DAISY audio Bookshare and just simply DAISY, which is CELA human narrated. If you don't have access to Bookshare, it will nevertheless allow you to attempt the download of the DAISY audio Bookshare title, but it will never get delivered to your bookshelf itself because if you haven't handed in your proof of disability, it just won't deliver.

So, if you're only using CELA, the format that you want to be looking for here is simply DAISY. So, I'm going to request this book. Or I’m going to attempt to request this book. So, again, the title is Win by Harlan Coben, DAISY online. If I swipe one more time to the right--

**VoiceOver voice:** Book information, button.

**Susan:** ...I have book information. So, I’m going to tap on that. And this is the screen that opens up to give you more information about the publication.

**VoiceOver voice:** Harlan Coben.

**Susan:** Author.

**VoiceOver voice:** Borrow, button.

**Susan:** And then it's asking me to borrow. I would actually do that if I wanted it delivered to my bookshelf.

**VoiceOver voice:** “Twenty years ago, heiress Patricia Lockwood was kidnapped. She got away, but so did her kidnapers. Items from the family are recovered when a recluse dies--”

**Susan:** My VoiceOver is--

**VoiceOver voice:** “--investigates the cold case himself.”

**Susan:** My VoiceOver is a little fast, but that's a description of the title. If you want to read it before you order it, you would then just keep swiping, read the description.

**VoiceOver voice:** Format, DAISY.

**Susan:** And here it says format is DAISY.

**VoiceOver voice:** Library, CELA Library.

**Susan:** And the source, the library or the collection here, is CELA Library. So, this is an additional confirmation that this is a human-narrated title.

**VoiceOver voice:** Rights, Grand Central Publishing.

**Susan:** And then you've got all of the bibliographical information. So, who's the publisher, year of publication, likely the call number, the ISBN number, etc. If you're interested in that information, you can keep swiping to the right.

So, now I'm going to go back to the left because I am interested in getting this book.

**VoiceOver voice:** Format, DAISY. “Twenty years ago, heiress--” Borrow, button.

**Susan:** So, if I would want this book, I would tap on Borrow. So, I double tap.

**VoiceOver voice:** Stream, button.

**Susan:** Oh, and it's actually allowing me to open it, okay.

**VoiceOver voice:** Download, button.

**Susan:** Let's see if it's going to download.

**VoiceOver voice:** Download alert. Open a stream, button. Download, button. “Twenty years ago--” Download, button. Open a stream. Download, button.

**Susan:** It’s not allowing me--

**VoiceOver voice:** Abort download. CELA Library.

**Susan:** Okay, “Abort download,” that means it's downloading. Not sure, Faline, if you can see on the screen if it's actually downloading?

**VoiceOver voice:** The title is being processed and will be available on your bookshelf shortly.

**Susan:** Oh, yeah.

**VoiceOver voice:** Check your bookshelf in a few minutes.

**Susan:** So, if I swipe to the right, it's actually going to tell me the status. And it is saying that it's going to be available in my bookshelf in a few minutes but because of the delays, that can be a lot longer. I've done what I had to do. Do I need to do anything else by swiping to the right?

**VoiceOver voice:** The title is being processed and will be available-- OK.

**Susan:** And yes, I need to OK that message. So, I'll double tap on “OK.”

**VoiceOver voice:** Open a stream, button.

**Susan:** And now, what do I do? Well, I don't feel like ordering anything else out of the catalogue. So now, if I want to go back to where I was, what do I do? I need to swipe to the left and go way up to the top of the page--

**VoiceOver voice:** Return book, button. Book information, heading. Close, button.

**Susan:** ...to close this particular window. Double tap on the close button.

**VoiceOver voice:** DAISY, online.

**Susan:** And I'm back to the results page of the catalogue of bestsellers. If I want to order more books out of this category, I would keep moving through by swiping to the right. But I think we're going to just get out of the catalogue itself. So, to do that, I need to go find the back button to move me back to where I was before I entered here. So, swipe to the left.

**VoiceOver voice:** Book information, button. Ambush, Sydney Rose Parnell number-- Book information, button. Captains and the Kings. Check book information, button. Tar Baby, Toni Morrison. Show results in Bestsellers, fiction-- Logout, button. CELA Library, heading. Back button.

**Susan:** Back button, there we go. Double tap on it.

**VoiceOver voice:** Back button. Bestsellers, fiction.

**Susan:** So, it took me to the previous layer, which was the page with all the lists of the categories. So, to move back to the previous layer to that, we just swipe to the left.

**VoiceOver voice:** Animal stories. Alphabet, number and-- Adventure stories. Back.

**Susan:** And then I tap on back.

**VoiceOver voice:** Search or browse.

**Susan:** So, every time you tap on something and something opens up, to move back or to close whatever it is on screen, you need to always swipe to the left because the option to move back or to close is usually found at the top, the top part of your screen, normally to the left. So, you move back a layer. Every time you move back a layer, you search for the back button by swiping left. So, if I was in the catalogue now, the list of bestsellers, I should be back at the previous layer, which was the search by keywords or search by browse the catalogue. Just to be sure, I’m going to swipe.

**VoiceOver voice:** CELA Library. The title is being processed and will be available-- Okay, button. Direct to player bookshelf. Logout, button.

**Susan:** For some reason--

**VoiceOver voice:** Direct to player bookshelf. Logout, button. CELA Library. Side menu, button.

**Susan:** Okay.

**VoiceOver voice:** CELA Library. Logout, button.

**Susan:** So, I had another message there. I’m not sure why.

**VoiceOver voice:** Direct to player bookshelf.

**Susan:** So, now I'm back in my main page here. I'm going to go back to Search or browse.

**VoiceOver voice:** Search or browse.

**Susan:** Just to demonstrate the keyword search.

**VoiceOver voice:** Keyword search.

**Susan:** So, if we choose keywords this time-- Oops.

**VoiceOver voice:** English, U.S. Browse by category. Keyword search. Keyword search alert. Search by title or author.

**Susan:** So, I can search by title or author.

**VoiceOver voice:** Text field is editing. Character mode--

**Susan:** I swiped to the right to get to the search box. And of course, you have to be in edit mode. So, if you don't hear VoiceOver saying “is editing”, then you need to double tap to put it in edit mode. So, I'm going to search for let's say “Come Sundown”--

**VoiceOver voice:** C-O-M-E-space-S-U-N-D-O-W-N.

**Susan:** ...which is a Nora Roberts title. And so, once I type that in, I will swipe.

**VoiceOver voice:** Cancel, button.

**Susan:** I have the option to cancel the search.

**VoiceOver voice:** OK, button.

**Susan:** Or to OK the search to initiate it.

**VoiceOver voice:** Loading, ellipses. Loading, ellipses. Come Sundown. Mike Blakely. DAISY, online.

**Susan:** Okay, so I have a search results page. And so, there is a Come Sundown by someone. Lauren Blakely, I think it was?

**Faline:** Mike Blakely, but yes.

**Susan:** Okay, Mike Blakely, thank you. It says it's a DAISY online title. Okay, that's good, it’s a human-narrated title. But I'm looking for Nora Roberts.

**VoiceOver voice:** Book information, button.

**Susan:** So, I’m going to keep swiping.

**VoiceOver voice:** Come Sundown, a novel, Nora Roberts. DAISY, online.

**Susan:** Oh, good. So, there's the DAISY online. That's the CELA human-narrated version.

**VoiceOver voice:** Information, button.

**Susan:** I’ll keep swiping, just to show what the Bookshare one would look like.

**VoiceOver voice:** Come Sundown, a novel, Nora Roberts. DAISY audio. One-dot-60 MB. Online.

**Susan:** That's what the Bookshare one would sound like. It will say, and I'll repeat it again.

**VoiceOver voice:** Button. Come Sundown, a novel, Nora Roberts. DAISY audio 1-dot-60 MB. Online.

**Susan]** So, it's a DAISY audio, and it said a 1.6 MB, so that's megabytes, and that's a Bookshare version. So, if you want to listen to the Bookshare version, you would then swipe to the right--

**VoiceOver voice:** Book information, button.

**Susan:** ...and tap on the book information, and then proceed to request it by borrowing or downloading. To go back now, I will move back--

**VoiceOver voice:** Come Sundown.

**Susan:** ...with my swiping to the left.

**VoiceOver voice:** Book information, button. Book information. Come Sundown. Show results in-- Logout, button. CELA Library. Back button. Back button. Keyword search.

**Susan:** And I'm back at my search options, which was keyword search--

**VoiceOver voice:** Browse by category.

**Susan:** ...and the following one is browse by category. But I'm done with my searches, so again, I will swipe to the left to look for the back button that goes back to the previous screen. And now I'm in-- I heard it say I'm in Search and browse. So, that was the option in the page where we normally find logout, Direct to player bookshelf and Search and browse. So, I want to go to the bookshelf now. Take a look at what's available to me to start listening.

**VoiceOver voice:** Direct to player bookshelf.

**Susan:** So, I swiped back once. So, swipe to the left once because there are only really two options to work with here. So, Direct to player bookshelf and Search and browse. Bookshelf is always the first one, we’ll reload that.

**VoiceOver voice:** Loading, ellipses.

**Susan:** Now, when you have a lot of titles on your bookshelf--

**VoiceOver voice:** Lessons in Chemistry, a novel, Bonnie Garmus. DAISY, 164-dot-28 MB.

**Susan:** …the bookshelf can--

**VoiceOver voice:** Run, Rose, Run.

**Susan:** The bookshelf can take time to load. I've seen bookshelves with 80-90 titles and then people call in and say, “There's nothing in my bookshelf and it's just not presenting anything.” You need to leave it for a few more minutes. If you have a weaker Internet signal at home, it can take a bit longer. So, a lot of books equals a bit more time for the items to appear. So, when you open up your Direct to player bookshelf, this is where you find all of the titles that you've requested. If you're also signed up for auto select, meaning you've identified your preferences to us, favourite authors, favourite categories, you will also find your daily deliveries of auto-selected picks in here as well.

This is also where your magazines would be delivered if are subscribed to any. There are also magazines in DAISY text format, which are an additional lineup of, oh, I don't know, some maybe 50-60 magazines like The Economist and O by Oprah Winfrey, and there are so many different popular magazines that you can also get in DAISY text. So, that would be with synthetic speech. If you're signed up to those, they will all be found here.

How this is organized is whatever's at the top of your list are the oldest ones that were requested. So, the more recent ones that you request will be found at the bottom of your list. When you want to find a title you're interested, again, it's a question of swiping to the right or swiping to the left until you find it.

When you come about a title that you would like to read, you swipe once more to the right, you will have again that button called “Book information.” And that is the tool next to each title that will allow you to manage your title. Return it, borrow it, download it, stream it.

The book information button, for those who are looking at the screen, I believe, Faline, it's an “i” in a circle, right?

**Faline:** That's right, and it's on the right-hand side of the screen.

**Susan:** So, for those who are visually looking, the title and that specific button look like on one line, but for those who do VoiceOver, it’s really two gestures, one swipe to the right to hear the title and then another swipe to the right to get to that book information tool.

So, I know in here I've got Lessons in Chemistry, if I remember correctly, Run, Rose, Run. I put in The Economist as well. So, I have a whole bunch of things here.

## Downloading, streaming and listening to titles in EasyReader

00:44:08

So, let me demonstrate first to you a DAISY CELA title in human-narrated audio.

And if you haven't read Lessons in Chemistry, you should. It's a fantastic book.

**VoiceOver voice:** Lessons in Chemistry, a novel, Bonnie Garmus. DAISY. 164-dot-28 MB.

**Susan:** Okay, so, 164.28 MB is the weight of the file. So, if you choose to download it, you know how much space it's going to take on the hard drive of your memory. If you're streaming it, it doesn't really matter. Some people like to know because they store pictures and videos and all kinds of things on their iPad and they don't have a lot of free memory, so they know if they can stream or download it. So, the weight does help to know that.

So, to open up this book--

**VoiceOver voice:** Book information, button.

**Susan:** ...I swipe to the right and I'm going to double tap on Book information.

**VoiceOver voice:** Lessons in Chemistry, a novel.

**Susan:** So, in here, you'll get some information about the book, but you'll be presented, generally, with two options, Return or Borrow. So, if you don't want to read this. For example, we auto picked this for you, and after you read the blurb here by swiping to the right, it’s not really something that interests you. Well, don't bother any further with it. Just find the return button and follow the prompts on screen to confirm the return.

So, the return button, usually, when you open up this part here, it's usually one swipe to the left. Or maybe it’s two, let me see.

**VoiceOver voice:** Return book.

**Susan:** Yeah, so it's one swipe to the left. So, I'll demonstrate a return shortly. But for now, we’re going to move to the borrow option because I want to show you--

**VoiceOver voice:** Lessons in Chemistry, a novel. Borrow, button.

**Susan:** Show you the options here, so, borrow.

**VoiceOver voice:** Please wait. Borrow, button. Open a stream, button.

**Susan:** And it's important to listen to VoiceOver. A lot of people don't listen to it, and when it says “Please wait”, it really means, please wait. Don't touch your screen until it's done, and it's finished delivering what it needs to deliver to you as your next step. So, here we have the first option, which is Open a stream. And if I swipe to the right--

**VoiceOver voice:** Download, button.

**Susan:** ...I have the download option. The difference between the two. Streaming absolutely needs for your device to be in your Wi-Fi zone to feed this book wirelessly through you while you are connected online. It's sort of like listening to a live broadcast on radio. You need to be in your home with your radio on to listen to it, and it's feeding live to you.

If you are planning on going on vacation and you know you're not going to have Wi-Fi wherever you're going, the cottage or a hotel, some faraway land, you want to listen to your book on the plane while there’s turbulence. The pilot puts on, you know, put your devices on airplane mode on. You disconnect the wireless. You're going, I don't know, to a doctor's office. You want to listen to the book in a waiting room where you cannot have access to Internet, and/or you know that your access to Internet is choppy, because if you're streaming and your Internet is choppy, your reading is going to be choppy. Well, what you're going to want to do is opt for the download option. And when you download that, you are saving it in a temporary place in the hard memory of your device. And then you can listen to your title without the Internet. And most people do that.

**VoiceOver voice:** Open a stream. Download.

**Susan:** I'm going to now initiate the download by double tapping.

**VoiceOver voice:** Abort download, button.

**Susan:** It says, “Abort download”. If I want to abort it, meaning cancel it right away, I would quickly double tap that, but I'm not going to do that.

**VoiceOver voice:** Open a stream, button. Open, button.

**Susan:** And when it’s done downloading, that abort option goes straight to Open option. That means it's downloaded and it's ready to open. So, I am going to open, I’m going to double tap that.

**VoiceOver voice:** Play. Use the rotor to access 15 seconds, two minutes, five minutes, book default, heading one only, audio speed.

**Susan:** Okay, so now I'm on the Play option. So, I would just simply double tap to start playing. On this particular screen, you have options to set your skip increments. So, if you want to move back a few seconds, a minute, a chapter, a page. Each DAISY book is structured differently, and we usually announce this structure right at the beginning of the of the audio title. It's that same message that says, “This DAISY audiobook was produced in the studios of the--” and so on and so on. And it will say, you know, you can navigate levels one, by page, by minute, by phrase, and not every title is structured the same way.

So, if you are a person who tends to fall asleep on your titles, then I would definitely use those options to kind of move back in a logical way. If you know, you've missed maybe, you know, 20 minutes of your text, then you would want to set it to minutes and just kind of flip back. If by chapter, you can choose that.

The speed of the reading can also be adjusted on this page. And I believe also, you have a time set, like if you want it to just stop after a certain amount of time. Most people don't use that because as soon as you close the app, you pause your text when you close the app. When you open it again, it will just resume from where you left off. If the app is not respecting that, that means that you didn't successfully close your app for it to kind of resume normally. So, something went quirky by leaving it on all night. And then you're just not able to resume. So, it's really a good thing, a good practice, to turn off your app.

So, we found Play, I'm just going to now double tap.

**Book reader:** Lessons in Chemistry, a novel.

**Book presenter:** Penguin Random House Audio presents, Lessons in Chemistry by Bonnie Garmus. Read for you by Miranda Raison. Featuring a bonus interview with Bonnie Garmus, conducted by Pandora Sykes.

**Susan:** Okay, if I wanted to--

**Book reader:** Chapter one, November 1961.

**VoiceOver voice:** Navigation settings. Next. Pause.

**Book reader:**  Back in 1961--

**Susan:** I just wanted to pause that. Now, when you when you tap on Play, your focus remains on that button, and it automatically switches to Pause. So, you don't really need to swipe or anything. You just need to double tap the screen anywhere. It really doesn't matter. You're going to activate the Pause button, and your focus still remains on the Pause button. So, if you want to resume, you just double tap anywhere with one finger to resume the reading. I’ll demonstrate.

**Book reader:** In 1961, when women wore shirtwaist dresses and joined garden clubs and drove legions of children around in--

**Susan:** So, when I had tapped Play, I really tapped in the centre of my screen, and then I said, okay, I'm going to now pause it again. I tapped in the bottom right corner. So, it really doesn't matter where you are in the screen, your focus is locked into that button. So, it's very easy to just pause and play, play and pause.

So now, the copy that I downloaded, it got saved in my hard drive, and it stays in the hard drive, but it will remain also on your Direct to player bookshelf. So, you essentially have sort of like a master file, which is in your Direct to player bookshelf, and you've got a saved copy in a temporary location on the hard drive of your tablet. And that temporary location on your hard drive is linked to another option that you will find by tapping in the side menu called My Books.

And people often try to manage their titles out of My Books. I don't recommend this. You can perhaps delete and return the book from My Books, but it's always better to manage any titles out of the CELA Library in the side menu.

You go to CELA Library, and you go to Direct to player bookshelf, and you manage it from there. When you return a book from Direct to player bookshelf, it's going to remove in three ways. It's going to remove it from your EasyReader bookshelf. It's going to remove the temporary copy that's been saved in My Books. And it's going to remove it off your account in our servers at the account level. So, it's really clearing it out properly out of all of these locations in one place, which is your Direct to player bookshelf.

I don't recommend managing titles from My Books. My Books is a good place to go to when, you know, you've kind of moved away from your title and you want to go back to your downloaded copy and just continue playing, then yeah, it's okay to go to My Books to hit Play, but you can also do that as well in the Direct to player bookshelf. So, I really recommend that you try to stick to Direct to player bookshelf, and don't be so bothered with My Books. So if I do want to--

Right now, I am in My Books. As soon as we download a copy and it's ready to open and play, and we play and we pause and we play and we pause, EasyReader automatically took us out of our Direct to player bookshelf and placed us in My Books because that's where this temporary downloaded copy is saved. So, that's where it's operating out of now.

So, if I want to go back to my Direct to player bookshelf, I've got to go back to the side menu. So, I'm going to go back to the left, swipe to the left.

**VoiceOver voice:** Book options, button. Audio settings. Text settings. Lessons in Chemistry. Bookmark, button. Search, button.

**Susan:** And I do have to do--

**VoiceOver voice:** Side menu, button.

**Susan:** There we go. Quite a few gestures because side menu is right at the top left corner. So, I’m going to double tap.

**VoiceOver voice:** CELA Library.

**Susan:** And I’m going to go back to CELA Library.

**VoiceOver voice:** CELA Library, heading. Logout, button.

**Susan:** And I'm going to go back to Direct to player bookshelf.

**VoiceOver voice:** Loading, ellipses. Lessons in Chemistry, a novel. Bonnie Garmus. DAISY on device.

**Susan:** Okay. And now it says, “DAISY on device.” On device means the status of this book is that it has been downloaded and it's in your device. So, it's a good indication for you to know that your book has been downloaded. There's a downloaded copy in your machine.

So, I'm going to return this. Let's pretend that I've already finished reading it.

**VoiceOver voice:** Book information.

**Susan:** And I do recommend this book. It's actually fantastic. Okay.

**VoiceOver voice:** Lessons in Chemistry, a novel.

**Susan:** So, I went back to Book information. And remember, it was one swipe to the left to return the title.

**VoiceOver voice:** Remove book, button.

**Susan:** “Remove book.” Oh, good. Yes, I want to remove it.

**VoiceOver voice:** Alert. Remove book.

**Susan:** So, “Alert. Remove book.” That means that there's something else on my screen and to know what it is, I need to swipe to the right.

**VoiceOver voice:** Do you want to remove the book from the device?

**Susan:** Do I want to remove it? Yes.

**VoiceOver voice:** Yes, button.

**Susan:** I swipe to the right to get Yes button. And if I don’t want to, I made a mistake, the next option is Cancel. Let's move back to Yes.

**VoiceOver voice:** Remove book, button. Please wait. Run, Rose, Run, a novel. Dolly Parton. DAISY, 142-dot-35 MB.

**Susan:** Okay. So, it went away, and it moved me to the next book down the list, which is Run, Rose, Run. I'm going to demonstrate now a DAISY text. So, I'm going to go find The Economist, which is a magazine in text format.

**VoiceOver voice:** Book information, button. Book lovers. Emily Henry. DAISY, 156-- Book information, button. Spare. The Duke of Sussex, Prince Harry. DAISY 215-dot-87 MB.

**Susan:** So, I am swiping always to the right.

**VoiceOver voice:** Book information, button. The Testaments, a novel. Margaret Atwood. DAISY text, 230-dot-50 MB.

**Susan:** That’s a DAISY text online title but I want The Economist.

**VoiceOver voice:** A World of Curiosities Chief Inspector Armand Gamache number 18. Louise Penny. Book information, button. Reader's Digest, December 2022. 55-dot-38 MB.

**Susan:** That’s still DAISY.

**VoiceOver voice:** Book information, button. What’s New December 2022. Book information, button. The Economist January 14, 2023. DAISY text. Two-dot-83 MB.

**Susan:** Of course, text books weigh a lot less. Like, this is just two megabytes, whereas a book could be about 200 megabytes. So, they do take up a lot less room when you download them to your hard drive.

**VoiceOver voice:** The Economist January 14, 2023.

**Susan:** So, I did swipe to the right and tap on book information. Now, because this is a text file, the streaming option is not available. Streaming can only work with videos and with MP3 audio files. It cannot work with text. We cannot stream text. So, download is likely the only option I will have.

**VoiceOver voice:** Download, button.

**Susan:** Yeah. And I’m going to download.

**VoiceOver voice]** Abort download, button.

**Susan:** And it switched to abort download. That means it is downloading. When it's done, it should then say “Open”.

**VoiceOver voice:** Open, button.

**Susan:** Yeah, and there is Open. So, I’m going to double tap that. And again you are locked into these buttons. So, it doesn't matter where you tap on the screen.

**VoiceOver voice:** The Economist. January 14, 2023. Heading, level one Use the rotor to access 15 seconds, two minutes, five minutes. Book default, page. Headings. Heading one only. Heading one and two only. Audio speed.

**Susan:** So, it is telling you the navigation levels here. You can move in increments of 15 seconds. I heard level one, level two, page and so on. So, if that's helpful to you, you might want to listen through that information as soon as you open the title.

**VoiceOver voice:** The Economist, January 14th. This work has been reproduced in alternative format for the exclusive use of people with print disabilities under copyright law and includes full text and images.

**Susan:** Okay, so this is a blurb that you will hear all the time.

**VoiceOver voice:** Captions are not provided.

**Susan:** “Captions are not provided.”

**VoiceOver voice:** Any typographical errors originate with the publisher and we are unable to fix them.

**Susan:** So, because this is text, I’m swiping through all of the text. If I want to play, the button would be somewhere little bit more towards the bottom.

**VoiceOver voice:** Heading level one. The Economist. Masthead. The Economist. Published since-- To take part in-- Editorial offices-- Amsterdam-- Black square. Amsterdam, Beijing. Amsterdam, Beijing. Black square. The world this week. Separator. Load next.

**Susan:** So, that's what I want to look for, “Load next.”

**VoiceOver voice:** Load next. Image, right arrow. Load next. Load next.

**Susan:** Double tap on that.

**VoiceOver voice:** Politics. Heading level two. The world this week. Heading level three. Politics. Heading level three. Image. Separator. Load next. Load next. Image. Load next.

She denies any wrongdoing. Thousands of the supporters of Jair Bolsonaro, who was--

Heading level three.

Brazil’s president until narrowly losing-- They smashed offices-- Luiz Inácio  -- Mr. Bolsonaro, who has been in Florida since December, distanced himself from the violence. A few days later, he posted a video which once again questioned the validity of the election results.

**Susan:** So, this is obviously very fast, but if you want to have a continuous reading, there is an option which I can't seem to find right now.

**VoiceOver voice:** Dina Boluarte-- She denies any-- Mexico’s security forces-- At least 29 people-- Security forces arrested-- At least 29 people-- Security forces arrested-- At least 29 people were killed in the ensuing violence. Security forces arrested-- At least 29-- The arrest made-- Joe Biden met Lopez Obrador and Justin Trudeau, his Mexican and Canadian counterparts to discuss further economic integration at a summit in Mexico City.

**Susan:** So, you’ve kind of got to swipe through the different paragraphs here, but with the books themselves, the reading is fluid. I think with the magazines, you do have to swipe through, the articles are quite short.

**VoiceOver voice:** The gathering of the North American-- North American-- Play.

**Susan:** Oh, here, Play. There is a Play button.

**Male synthetic voice:** Supporters of Jair Bolsonaro who was Brazil's president until narrowly losing an election in October, stormed the presidential palace, Congress and the Supreme Court in an attempted insurrection. They smashed offices and attacked journalists and the police. Luiz Inácio Lula da Silva, the new president-- Luiz Inácio Lula da Silva, the new president put security in Brasilia, the capital, under the control of his government. Mr. Bolsonaro, who has been in Florida since-- distanced himself from the violence.

**Susan:** Okay, so--

**Faline:** Susan, I don't know what happened, but we lost your screen. We can't see the screen anymore.

**VoiceOver voice:** You have-- OK, button. Go to applications. Go to--

**Faline:** Also, I should let you know, it's about 10 minutes after 3:00.

**Susan:** Hm?

**Faline:** Just in terms of time.

**Susan:** Okay. We're almost done. If people would like to start asking some questions while I just resume the screen, that would be great.

**Faline:** Sure, well, I've got a couple here that I've taken note.

## Questions and answers

01:03:26

Someone asked, “Can you use Voice Dream reader to read CELA books?”

**Susan:** Yes, you can. The difference between Voice Dream reader and EasyReader is simply that Voice Dream reader costs. I don't know what the cost is, maybe some $30 or so, and Easy Reader is free. Voice Dream reader is not accepting the Direct to Player delivery system. That only works with EasyReader.

So, for Voice Dream reader, you would have to log in to celalibrary.ca in Safari or in Google if you're using a Samsung device. You log in to the website, you search for your book, and in this case, the format, you would choose DAISY Audio Zip. It's going to download to your tablet or phone, and then it's going to ask you how you want to open it. If you have Voice Dream reader installed on your device, it will be listed as one of the options and that's the one that you would tap on to initiate your reading.

**Faline:** And there's a tip here from someone, Tim, in the chat, he says the VoiceOver Magic Tap can be used to start and stop play within EasyReader without having to navigate and activate the onscreen Play button. So, just for people, some added information about VoiceOver.

**Susan:** Yeah, there are a lot of different things that we can do with VoiceOver. Typically, when I speak to people on the phone, they're novices and most of the time and sometimes showing things the long way is helpful so that they know, you know, what's on the screen and how to go where. But yes, indeed, you can definitely do that.

**Faline:** Another question was “Is it possible to adjust the speed of VoiceOver?”

**Susan:** Yes. So, when you are in that screen where you hit Play and Pause, you would swipe then to the left to go up more towards the options where you can adjust your audio. They’ll be in the audio adjustments, and you can definitely adjust the speed.

**Faline:** And then someone asked “Can you log in to EasyReader on both an iPad and iPhone at the same time? And if so, will the books in the same account be in sync?

**Susan:** Yes, they will.

**Faline:** Okay. And then there was one more question here. “Can you read DAISY text on a Kindle app?”

**Susan:** No.

**Faline:** Yeah, I thought the answer to that was no. And those are all the questions that I've seen so far. There were questions about Bookshare, which I answered, but maybe I'll just repeat it in case.

So, if you want access to Bookshare titles, first you need to be signed up for CELA and then Bookshare-- So, in order to access CELA resources, you don't need to provide any kind of proof of disability. But Bookshare is a separate library. It's a U.S.-based online library for people with print disabilities that operates under U.S. copyright law. If you want access to Bookshare titles, you can get that access for free through your CELA account. But you do have to provide Bookshare’s Proof of Disability form. It has to be signed by a qualifying authority, and you can find that form on the main page or homepage of the CELA website, which is celalibrary.ca under the heading Bookshare. So, once that form is filled out and signed, you can return it to us and then we'll go into your account and give you access to Bookshare titles. And you access Bookshare titles from the CELA website. So, hopefully that's clear.

And I think that's all the questions that I saw for now, Susan.

**Susan:** I'm not able to get back on for some reason.

**Faline:** Okay.

**Susan:** I don’t know what I did to myself.

(Faline and Susan chuckle.)

But that was really the last thing that I was going to demonstrate is just the text format. So, the Play button is more towards the bottom left hand of the screen. And so, sometimes you need to put your finger on the screen and kind of move around in that area to find the Play button if you want to hear the synthetic voice that goes along with listening to the magazine. If you want to listen through to an article by moving at a slower pace, you can swipe with your fingers, and then you would look to load next just to move to the next page. And there are other options to move through the magazine by heading or subheadings.

**Faline:** It looks like someone has their hand up. Linda Bartram. Do you have a question, Linda?

**Linda:** I do. And I'm sorry, I came in late, so you may have covered this, and I'm not very good with using the chat box.

**Faline:** Okay, go ahead.

**Linda:** Yeah. So, I've always gone to Book Information to-- Not Book Information, the book title to download or stream the book. And I'm wondering if that's right, if I should be doing it from the Book Information position rather than the book title.

**Susan:** You know, I’ve never tried--

**Linda:** Because I've had some challenges with returning the book and I'll tell you about that after. But if you can answer this first, yeah.

**Susan:** I’ve never tried myself just by tapping on the title because I know the Book Information tool is where all of the options are properly presented. I think maybe the main difference would be, and I'm going to try that in just a moment would be that if you tap on Book Information, I think you’re taken straight, or if not, one step away- No, I think you’re taken straight to the Borrow button and then you swipe once back to do the Return or Remove button.

**Linda:** Correct, yeah.

**Susan:** But I think if you tap on the title itself and this is just by deduction that I'm answering this. I'll just have to try it in a second. You're opening, you know, the description of the book, the call number. Eventually, when you swipe, you will get to Borrow and Return. But I think, you know, for the options to manage your title, you're probably best at tapping on Book Information.

**Linda:** Yeah, I'm wondering if that's the challenge I've had, because I've had problems returning the book, and what has happened is somewhere, it's still on there, and I have no way of sending it back.

It's almost like if I don't remove the book from the device first and then return it-- Because I have to do two steps normally. This is what I’ve found. If I just return it, and I haven't removed it from the device, somehow it stays on there. But I have no way then of getting rid of it. And I've had to actually, you know, unload the CELA app and reload it in order to get rid of these things. And they fill up, you know, it ends up it tells me I don't have any room anymore. So, I'm just wondering if it's the order in which I'm doing things that’s wrong, and that's why this is staying on there. And I noticed you said that when you're returning the book, do it from Book Information.

**Susan:** Do it from the Direct to player bookshelf, don't--

**Linda:** Oh, you know what? I'm probably doing it the other way around. I'm doing Direct to player bookshelf to open it and then Book Information to return it. (chuckles)

**Susan:** Now, the Book Information button is the button that's like an “i” in a circle at the right of each title in the Direct to player bookshelf. I think you're referring to My Books, is that correct? So, there are two folders when you do side menu button--

**Linda:** Yeah.

**Susan:** ...and you swipe to the right, the first option will be My Books. And then if you swipe again, you'll have Manage libraries, and then further down, you'll have CELA Library. So, if you want--

**Linda:** I know the difference in those two. I know when I’m in the bookshelf and when I'm in My Books. But I'm talking about when you're in bookshelf, you have the title, and you have Book Information.

**Susan:** I think I understand what you mean because I've seen-- I've been in My Books before and I tapped on the title and the return option wasn't available to me. So, I think it's safe to say that you should always do it out of Book Information button, and even better, out of the Direct to player bookshelf rather than My Books.

**Linda:** Yeah, see, it's still sitting there in My Books, but it's not on my Direct to player bookshelf anymore, so I can't return it.

**Faline:** I think I might have to interrupt here just because we're running quite a bit over time, it's 3:20. So, what I would suggest to people is, you know, to get a complete answer to your question, maybe get in touch with the Contact Centre, and I've put their information in the chat. The toll free number as well as the email address, because I notice that people are having to drop off because of the time.

**Linda:** As I said before, I'm not good at accessing the chat while I'm on this call, so I won't have access to that, but I can get a hold of them. I know how to get a hold of them.

**Susan:** I recommend that you call, because if it's not in your Direct to player bookshelf anymore, the link has been broken with the copy in My Books and so someone at Tech Support has to assist you with that.

**Linda:** Okay, I will do that then. Thank you. And the other question was sometimes I get “No books available” and a number. Four-four something or other, it's about a six- or seven-digit number.

**Susan:** That means your bookshelf, your CELA login, is frozen. It might have lost connection with your Internet at some point. So, what you need to do is go to CELA Library, go to log out and you log back in. You refresh your login.

**Linda:** Okay, okay. That's good to know. Thank you.

**Faline:** Okay. I think-- I'm just cognizant of time and how many people we're losing. Maybe, Susan, if there is any sort of-- I'm just going to ask people, if you do have other questions, to get in touch with the Contact Centre. And, Susan, if there's any kind of last remarks you want to make?

**Susan:** Well, I hope you all enjoyed the training. And yes, there are gestures that you can do in VoiceOver, or with VoiceOver, to accelerate access. If you're just starting out, do it the long way so you know and understand the lay of land in EasyReader. And if you need some tips on how to, you know, move back several pages in the list of results and things like that, you can call us, we can give you those gestures to help you move faster.

**Faline:** Okay, great. Well, thanks so much, Susan. And as I mentioned, we have recorded today's webinar. So, we will be posting it on the CELA website probably within a couple of weeks. So, you'll be able to go over things that you may have missed today. And thanks to everyone here. And don't forget to get in touch with the Contact Centre with any questions you have that maybe didn't get answered today. Okay. So thanks, Susan, and thanks everyone.

**Susan:** Thank you, everyone.

**Faline:** Bye bye.