# Transcription – CELA Orientation webinar

## Slide 1 – CELA Orientation webinar

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

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

CELA is governed by a Board of Directors consisting of librarians across Canada who believe in providing equitable library services to all Canadians through their public library.

## Slide 2 – Learning goals for the webinar

* What is CELA
* Why accessible library services are important
* What materials and services patrons can access
* How library staff can connect patrons with CELA
* What support is available from CELA
* How to begin implementing CELA service

## Slide 3 – Accessibility: why it matters

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

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

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

## Slide 4 – Who can use CELA services?

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

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

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

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

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

## Slide 5 – Identifying eligible patrons

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

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

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

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

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

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

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

## Slide 6 – Collections offered

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

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

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

## Slide 7 – Bookshare collection

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

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

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

Since Bookshare does not consider libraries certifying authorities, they may not access Bookshare titles. They are welcome to help their patrons borrow Bookshare titles.

## Slide 9 – How patrons choose titles

There are several ways for patrons to choose titles. The most popular service is automatic selection, where books are selected by CELA’s system, based on reading genres chosen by the patron. Patrons also choose the number of books they would like to receive and how often. For example, two books on CD every month. Automatic selection is offered for audio books on CD, Direct to Player, braille, and printbraille. Titles in the Bookshare collection are not available through automatic selection, but you may request them through the website, or by phone or email.

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

## Slide 10 – Physical formats and reading devices

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

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

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

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

These materials are available through home delivery or delivered to the public library if your patron requests it. We’ll talk more about this later.

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

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

## Slide 11 – Downloadable formats

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

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

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

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

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

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

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

## Slide 12 – Flexible service options for libraries

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

* Direct service for eligible patrons (online or delivery of physical formats to their home address) – registering patrons for CELA
* DAISY deposit collections and interlibrary loans
* Direct to Player service for libraries
* Supporting professionals in your community who can assist people with print disabilities to access library service through programs such as Educator Access and Client Access Support
* Statistics to show the number of patrons registered for CELA and circulation data.

## Slide 13 – Registering eligible patrons

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

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

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

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

## Slide 14 – CELA patron registration

Libraries access their CELA registration account by logging in at registration.celalibrary.ca. Once you are logged in, choose the Patron sign-up link to register your patron for CELA access. The form is easy to fill out with your patron in person or over the phone, and usually only takes 10 to 15 minutes to complete.

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

1. Library contact information
2. Patron personal information and optional designate information (when the patron is going to have a family member or friend help them manage their CELA Library service)
3. Eligibility for CELA Service. The person will be asked to identify their print disability (visual, physical, or learning disability) in order to meet the Canadian Copyright criteria. It’s a simple self-identification on the part of the person; no medical certificate or other proof of disability is required.
4. The fourth section deals with service choices – what kind of service the patron is requesting: This is where library staff will indicate what kind of service the patron is requesting:
   1. Online access in order to download books from the CELA website.
   2. Direct to Player service, where the DAISY audio books are transferred directly to the player or mobile device. The patron’s player must be configured by Contact Centre staff for this option.
   3. DAISY audio books and/or magazines on CD to be delivered to the person’s home address by mail.
   4. Braille books by mail.
   5. Printbraille (children’s picture books with braille added) by mail.

## Slide 15 – CELA patron registration: what happens next

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

Once the Contact Centre receives the registration form:

* If the patron has indicated they want online service, they will send the patron’s account number and password by email
* If the patron wants Direct to Player or DAISY CD service, Contact Centre staff will send them:
  + Two popular starter books (a popular fiction and non-fiction title)
  + A welcome message (email or audio) explaining how to order more books online or how to connect with the Contact Centre to tell us their book interests so that we can automatically send them new books regularly.

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

## Slide 16 – Accessing books for patrons

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

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

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

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

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

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

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

## Slide 17 – DAISY CD deposit collection

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

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

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

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

## Slide 18 – Offering digital materials

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

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

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

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

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

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

## Slide 19 – Supporting access in the community

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

**Educator Access:**

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

**Client Access Support:**

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

## Slide 20 – Ongoing training and support

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

Telephone and email support available from CELA Member Services staff

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

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

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

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

## Slide 21 – Community promotion and outreach

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

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

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

## Slide 22 – How to get started with CELA

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

* Follow CELA on social media
* Subscribe to Open Book for Libraries, CELA’s monthly e-newsletter
* Include information about CELA in staff training
* Share information about CELA on your library website, social media, print publications, and in branch
* Include CELA service when doing outreach in the community

## Slide 23 – Connect with CELA

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

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

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

This is the end of the webinar. Thanks for participating.