# Library staff phone script for patrons using CELA CDs without CELA account

Hello [patrons/customers]

We are calling today to share an important message about an upcoming change to the DAISY audiobooks in the CD collection at our library. The Centre for Equitable Library Access (CELA) supplies these CDs to our library for our patrons with print disabilities. CELA has recently announced that effective July 31, 2025, they will no longer be able to provide us with these CDS.

Although we will not receive any new audiobook CDs from CELA after this date, you will still be able to borrow the current DAISY audiobook CDs in our collection, (and any we may be able to add before July).

We know this may be disappointing news for you, and we want to assure you that we, in collaboration with CELA, are committed to support you in your transition towards other accessible reading options.

## Here is how we will be able to support you:

[Customisable options depending on your library’s services]

* We can help you assess if your current player is able to receive books via the internet, and we can connect you with CELA to configure it to load your books.
* We can load your books on to our accessible players and lend these devices to you.
* We can help you create your own personal account with CELA and connect you with their experienced Contact Centre staff, who can help you find your best reading options going forward.
* We can also help you make use of CELA’s wide range of available support options, from tutorials to live webinars and Q&A sessions.

## Reassurance and conclusion

We want to assure you that we understand how much your books matter to you. We also understand that the process of switching to a different technology to read your books may feel challenging, expensive, or overwhelming. We are here to help! We are committed to doing everything we can to help you with a transition to new ways to read books and we look forward to serving you.

## Question:

## Why is this happening?

CELA has informed us that this decision came about as a result of cuts to their federal funding, decisions made by their supplier, and changes in the market which are making CDs and the equipment used to burn them difficult and expensive to purchase and maintain.