 

# CELA SERVICES AGREEMENT (effective August 1, 2025)

Approved by the CELA Board June 2025

This Agreement sets out the services provided by CELA in return for the subscription fee paid. It also addresses the limitations of service and responsibilities of the subscribing organization.

## Services provided by CELA

CELA services are provided through public libraries to patrons with print disabilities (inability to read print due to a visual, learning or physical disability where the person cannot hold or turn the pages of a book).

Under the agreement with your province/library, CELA will provide these services to eligible patrons through your librar(ies):

* Access to over 200,000 accessible items in the CELA collection for all ages
* Access to Bookshare’s growing collection of more than 1,200,000 titles
* Format choice of DAISY audio, e-text, braille and printbraille (children’s picture books with braille)
* Physical delivery options include embossed braille, printbraille and Envoy Connect delivery direct to home or library (Note that CD delivery will no longer be offered after July 31, 2025)
* Digital delivery options include Direct to Player service that allows direct download to internet-enabled devices and apps, zip download, and smart speaker delivery for audiobooks
* Access to over 45 national and international newspapers, updated daily, from our web site
* Access to over 150 major magazines converted to accessible formats
* Access for educators and other professionals supporting people with print disabilities through CELA’s Educator Access Program and Client Access Support Program
* Content in languages other than English, including access to thousands of French language titles through exchange agreements with other organizations
* Readers’ Advisory and profiling service for auto-delivery of books
* Titles from literary awards and reading programs in accessible formats
* Self-registration for patrons, educators and other professionals
* Technical support
* 8am – 7:30pm Eastern time phone and email bilingual support through Contact Centre (English and French)
* Monthly Open Book e-newsletter and email communications

CELA will also provide these support services to libraries:

* Direct to Player download or zip download – for libraries choosing to preload reading devices for loan
* Regularly delivered, profile-based DAISY books and magazines for devices such as DAISY players or the Envoy Connect for local library home delivery service or for self-serve in the library. Note that CD Services will no longer be offered after July 31, 2025.
* Delivery of library-selected braille and print braille to libraries for circulation
* Program support for accessible reading materials for summer reading programs, bookclubs and other events
* Training for library staff:
	+ Webinars, presentations and instructional materials
	+ Online self-serve instruction (recorded videos)
* Marketing and promotional material and support for community outreach
* 8:30am – 4:30pm Eastern time phone and email bilingual support through Member Services
* Statistics (patron membership and circulation by library system)
* Monthly Open Book for Libraries e-newsletter and email list to communicate service updates from CELA

Prior to annual renewals of this agreement, CELA will review the level of services provided in light of use and cost, and any changes arising from this review will be reflected in the terms applicable on renewal.

## Copyright

Access to the collection provided by CELA requires compliance with [section 32(1)](https://laws-lois.justice.gc.ca/eng/acts/C-42/page-10.html#h-103789) of the Copyright Act. It is the responsibility of the library to verify a user’s eligibility in accordance with the definition in section 32(1) of “perceptual disability” and the library’s own policy, which may be on a self-declaration basis.

However, CELA reserves the right to request the library procure documentation should an individual’s exemption be questioned.

## Limitations on service

* Full access to the CELA collection is limited to libraries that subscribe directly to CELA, or which are included in a funding agreement between their provincial or territorial government and CELA. For that reason, your library can only register patrons who reside in the community served by your library or who reside in a community served by another library that subscribes to CELA.
* If your library’s membership of CELA is funded by your provincial or territorial government, you may register any eligible patron who resides in the area covered under the funding agreement.
* If your membership in CELA is funded by your province or territory and this funding is withdrawn, you will have the opportunity to subscribe to CELA as an individual library.
* CELA offers a limited digital-only service for patrons with print disabilities who live in an area that is not funded by either a provincial or territorial government or directly by a library. CELA reserves the right to modify the registration of any patron whose place of residence does not conform to the requirements above or if there is a change to a library’s funding to a limited digital-only service. This may include:
	+ If there is no longer funding to support your library’s membership in CELA, access to CELA services for your patrons with print disabilities will be modified to limited digital-only service.
	+ If at any time provincial or territorial funding is withdrawn and your library transitions to an individual subscription to CELA, patrons who do not reside in your community or who do not reside in another community served by a CELA library, will be modified to a limited digital-only service.

## Patron registration

All CELA libraries will offer in-person or over the phone registration for CELA. CELA libraries may contact Member Services for their library account information and training.

## Staff training

Libraries are encouraged to inform all staff about CELA and provide training to respond to basic questions regarding registration and where to find more information about CELA.

## Outreach

To the extent that space and resources permit, your library will display CELA promotional material and engage in outreach to promote CELA to those in your community who could benefit from the service (e.g. seniors’ residences/lodges, disability associations, schools, local college or university disability offices, etc).

CELA Member Services staff are available to advise and assist with these initiatives.

## Misuse of CELA titles

CELA titles may not be given or transferred to any organization outside of the terms of this agreement. Any misuse of titles supplied by CELA must be reported to CELA Member Services. CELA titles are for the sole use for people with print disabilities, or those with Educator Access or Client Access Support Accounts. Libraries are responsible for ensuring CELA items, physical or digital, are exclusively used by patrons who have identified as having a print disability.