

# Patron Registration form

Please use this printable form if you do not have internet access when meeting with a patron about CELA registration.

You must send CELA the patron’s registration details using the online patron registration form at <https://celalibrary/register.ca>. **Forms cannot be emailed or faxed**. Once we receive the form, service will begin within 1 day.

Questions? CELA Member Services 1-855-655-2273, ext 2.

[members@celalibrary.ca](mailto:members@celalibrary.ca)

Visit us at [celalibrary.ca](https://celalibrary.ca)

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| --- |
| Patron details |
| Complete public library card number (required): |
| First Name (required): |
| Last Name (required): |
| Gender: Male Female Non-binary Prefer not to disclose |
| Date of Birth (optional; required for people under 18)  Date (YY-MM-DD): |
| **Designate:**  I wish to use a designate.  Yes No (if no, continue to Contact details) |
| Designate information:  Patron consent, if present:  Patron understands that the designate will have full access to service information. (required) |
| Designate Name (required): |
| Relationship to Patron (required):  Caregiver Child Friend Other Parent Spouse |
| Designate phone (required): ( ) |
| Designate email: |
| Designate terms of use (required):  As designate, I understand that the library materials I request or download are for the exclusive use of the patron with a print disability who is to receive service and not for my own use. I agree to respect the patron's privacy and freedom to read a wide variety of materials and viewpoints. If the patron is not present during the completion of this form, I agree to inform the patron of the terms and conditions of my role. CELA may contact the patron to confirm that consent has been provided. I understand that violation of these terms will result in cancellation of service.  Yes No |
| Contact Details |
| Address 1 (required): |
| Address 2: |
| City (required): |
| Province (required): Postal code (required): |
| Phone (required): ( ) Extension: |
| Email:  The email address is optional, but is required to download items from CELA’s site. |
| Preferred language of communication (required): English French |
| Eligibility |
| **Disability**  Access to CELA's collection is for people who cannot read ordinary print because of a visual, physical or learning disability as defined by Canadian copyright law.  This patron has a print disability as defined by Canadian copyright law, and is eligible for CELA service (required).  Yes No  Type of print disability (optional, this information helps CELA better understand who we serve)   * **Learning** * **Physical** * **Visual** |
| Proof of print disability |
| |  | | --- | | This is only required if the patron wishes to use Bookshare titles in CELA’s catalogue. The Proof of Disability form may be downloaded from the online registration form and a completed copy may be uploaded into the form as well. | |
| Delivery Options and Format |
| Book and magazine delivery options CELA offers convenient ways to receive books and magazines. Your patron’s choice will depend on the reading device and formats they want to use.  Reading devices can include smartphones, tablets, computers, DAISY players.  Available formats include audio, accessible etext, and braille.  **Please choose from the following delivery options:**  Download using our Direct to Player service. This easy-to-use option will digitally load DAISY audio or DAISY text to a mobile device using the Dolphin EasyReader app, a DAISY player, or an Envoy Connect device (with a computer and CELA Connect software). Please indicate which formats the patron chooses. **DAISY books or magazines,** available in audio and accessible text and delivered to your DAISY player, mobile devices or Envoy Connect reloaded at home.  **Formats**  Please indicate which formats the patron chooses.   * DAISY audio * DAISY text   **Download from our website and transfer your files to your device.** Audio, ebraille and accessible e-text books and magazines are available. You can also request Direct to Player items.   * No delivery, download from website (all formats)  With this option, you can search our catalogue and immediately download titles in a number of formats, including electronic braille, DAISY zip, or Direct to Player. Titles available from Bookshare also may offer ePub or Word formats.   **Receive items by mail.** For those who need it, CELA can mail physical braille, printbraille or DAISY audio on reloadable Envoy Connect devices.  **Formats**  Please indicate which formats the patron chooses.  **Physical braille and Envoy Connect delivered by mail**   * Embossed braille * Printbraille (children's picture books with braille added) * Envoy Connect mailed for reloading   **Need more information? Learn more on our website, call our Contact Centre or ask for assistance at your local library.** |
| Privacy and Terms of Use |
| CELA collections and services are for your use only. I agree to CELA's [terms of use (opens in a new window)](https://celalibrary.ca/acceptable-use) and [privacy statement (opens in a new window)](https://celalibrary.ca/privacy).  **I agree to CELA's terms of use and privacy statement.** |
| Additional Comments: |
|  |
| Once you have entered the form into celalibrary.ca, your patron will receive a welcome email from CELA if they provided an email address. For patrons who chose to receive Direct to Player service, they will receive two starter books in the format they selected. If they do not have an email address, they will receive the Welcome information directly to their player. |

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## Welcome letter to new CELA patrons

Thank you for signing up for CELA service through [public library name]!

**Log in information for celalibrary.ca**

Library Website: [www.celalibrary.ca](https://celalibrary.ca/)

User name:

You will find step-by-step instructions on how to select a book on the [Getting Started](https://celalibrary.ca/help/tutorials/getting-started) page.

If you have forgotten your password, go to [celalibrary.ca](https://celalibrary.ca/), select "Log in" and "Reset your password". Password reset instructions will be sent to your registered email address.

**How to start receiving books**

If you selected Direct to Player service for your delivery option, we have sent you two popular books to get you started. We hope you enjoy them.

To receive more books, either log on to [celalibrary.ca](https://celalibrary.ca/) and select books in the formats you prefer or call us at 1-855-655-2273. Automatic selection service is one of our most popular options -- just tell us what you like to read and how often to send books, and we’ll send you books that match your interests, no matter whether you have the time or ability to select your own.

[Automatic selection service](https://celalibrary.ca/help/automatic-selection)

**How to return books**

Direct to Player books are returned using your DAISY player, Dolphin EasyReader app, or CELA Connect software.

Printbraille books should be returned to CELA in the envelope or bag we sent them in.

Use the addressed envelope provided to return an Envoy Connect device for reloading.

Ordinary braille books do not need to be returned.

[Mail delivery](https://celalibrary.ca/help/delivery-options#mailing)

**Help**

Visit [celalibrary.ca/help](https://celalibrary.ca/help) for tutorials and information about how to use our services. We are also available by phone at 1-855-655-2273 or email [help@celalibrary.ca](mailto:help@celalibrary.ca).

**Terms of use**

By registering for CELA and using our services, you signify your consent to [CELA’s Terms of Acceptable Use](https://celalibrary.ca/acceptable-use).

**Contact CELA**

Phone the CELA Contact Centre at 1-855-655-2273 or email [help@celalibrary.ca](mailto:help@celalibrary.ca) to make changes to your service, change your address or contact information, or to request specific books.

**More information to help you get started**

* [About the Bookshare collection](https://celalibrary.ca/collections#bookshare)
* [Compatible devices and formats](https://celalibrary.ca/help/compatible-devices-and-formats)
* [Guide to Dolphin EasyReader](https://celalibrary.ca/help/tutorials/quick-users-guide-to-easyreader)
* Need reading suggestions? Visit [Recommended](https://celalibrary.ca/recommended) or [Kids and teens](https://celalibrary.ca/services/kids-and-teens)

Happy reading!

CELA Contact Centre

help@celalibrary.ca

1-855-655-2273

## Privacy Statement

The Centre for Equitable Library Access (CELA) is committed to preserving and safeguarding your right to privacy. As part of this commitment, CELA wants its client users (Users) to be fully aware of what happens to the personal information which CELA has in its possession. This Privacy Statement sets out the manner in which we will collect, use, disclose and otherwise manage the personal information of Users of celalibrary.ca, accessible at https:.celalibrary.ca.

CELA has contracted management of the service operations, including collection acquisitions and production and administration of celalibrary.ca, including the software/catalogue, hardware, and telecommunications, to CNIB. CELA maintains a member database of Users in the celalibrary.ca catalogue to enable the lending of library materials.

CNIB and CELA are restricted in their access to and use of User data. Access to personal information is permitted only to support the provision of reading and collections use services, including registration, User support and library service consultation, or for database maintenance. CELA and CNIB are not permitted to access User personal information for any other purpose, unless specifically approved by an individual User.

**Collection of personal information**

CELA and/or CNIB on behalf of CELA collects personal information when a User:

* Registers as a user of celalibrary.ca;
* Participates in any interactive feature of celalibrary.ca;
* Requests our e-mail communications; or
* Provides us with comments or suggestions.

To register as a user of celalibrary.ca, public libraries collect a User's name and e-mail address and only such additional information as is needed for CELA to delivery library service. CNIB on behalf of CELA collects User suggestions and other feedback Users provide. User suggestions are used by CELA and CNIB to improve services and operations. In addition, when a member sends an e-mail message to CELA through celalibrary.ca, the time the message was sent, and the IP address from which it was sent is automatically collected by CNIB on behalf of CELA.

CNIB on behalf of CELA may also automatically collect general anonymous information related to the use of celalibrary.ca, such as the date and time Users visit the website and the pages visited on the website. In addition, CNIB on behalf of CELA collects cookie information from your browser to identify your computer and provide us with a record of your visits.

**Use of personal information**

The personal information Users provide us to register as a member of celalibrary.ca is used to identify Users and to administer their participation in celalibrary.ca interactive features.

CNIB on behalf of CELA may sometimes use the e-mail addresses and phone numbers of Users to investigate activity that may violate the Terms of acceptable use and in order to enhance the capabilities of internal security systems.

Personal information may be used to contact the User and/or the User's parent(s) and/or legal guardian(s) when necessary. These notices may include changes in our policies or other notices.

CNIB on behalf of CELA uses the Usage Data and feedback information to help understand how celalibrary.ca is used (e.g., which pages or sections are most popular and when the peak activity times are), and assists in planning for future improvements to the site to better meet Users needs.

**Disclosure of personal information**

CELA may share a list of Users’ names and/or library card numbers from a specific member library with that member library, in order to support and facilitate library service.

Neither CELA nor CNIB sell, rent or otherwise disclose any personal information about Users to any third party, other than member libraries as described above.

CELA may authorize CNIB from time to time to share anonymous aggregated demographic information and Usage Data with various third parties, such as our service providers. This is not linked to any information that can identify Users.

**Security of personal information**

CNIB on behalf of CELA will maintain the personal information in its possession in appropriately secure data storage to safeguard it from unauthorized access, use or disclosure. By contract between CELA and CNIB, CNIB will maintain the strict confidentiality of all personal information collected, and will only disclose such information to employees and contractors of CNIB who require such information for the purposes set out above. Your personal information will be kept only for as long as it remains necessary or relevant for the purposes stated above or as otherwise required by law.

**How to contact us**

If you would like to review or update the personal information in the possession of CELA, or CNIB acting as agent for CELA or withdraw your consent for the collection, use and/or disclosure of your personal information, or if you have any inquiries or comments about this Privacy Statement, please contact the CELA Privacy Officer at 1.866.999.4976 or by e-mail at privacy@celalibrary.ca.