# “Getting started with Accessible Reading Canada: Listen to CELA audiobooks with Alexa” webinar transcript

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## Introduction and land acknowledgement

00:00:13

**Nicole Amirault:** All right, so hello, everyone. My name is Nicole. I'm the project coordinator here at CELA. And thank you for coming to our webinar today. This is our first webinar for Accessible Reading Canada, which is a new service we're launching to be able to listen to audiobooks on an Alexa device. And we're very excited to let you all know all about it and know how it works.

All right, and with that all in mind, I want to tell you a little bit about CELA before we get into the rest of the presentation. So I'm sure many of you probably already know about CELA, but in case it's new to you, CELA is a comprehensive accessible library service. We provide over a million books, magazines and newspapers to people with print disabilities in Canada.

We are a national not-for-profit organization that provides accessible reading services to about three million people across Canada with print disabilities. And our services ensure that people with print disabilities across the country are more able to fully participate in learning, work and community life, and contribute to the social, cultural and economic development and success of their local and broader communities.

Print disabilities encompass those who are blind or visually-impaired, people with comprehension disabilities such as dyslexia, and those with physical disabilities that make it difficult to read a print book. And our mission is to support public libraries in the provision of accessible library collections to champion the fundamental rights of Canadians with print disabilities to access media and reading materials in the format of their choice. So that's a little bit about CELA.

And last thing before we get into the presentation, I want to do a brief land acknowledgment. As we are based in Ontario, I will read the land acknowledgment for Toronto, which is close to where I live and where many of our people working with CELA live.

So, I live and work in Toronto, the traditional territory of many nations, including the Mississaugas of the Credit, the Anishnabeg, the Chippewa, the Haudenosaunee, and the Wendat peoples. This territory is now home to many diverse First Nations, Inuit and Métis peoples. This land is covered by Treaty 13 with the Mississaugas of the Credit. Wherever we find ourselves today across Turtle Island, we can be grateful to the First Nations for their careful stewardship of the land. All right. Thank you for taking a moment to acknowledge the land with me.

And now I would like to jump into the webinar for today, which is all about Accessible Reading Canada. So the first thing that I'll go over for today is Alexa smart speakers. I'll tell you a little bit about what they are and why you need them to use Accessible Reading Canada. Then we'll move on to an overview of Accessible Reading Canada, and she’ll tell you a bit about the program itself.

Third, we’ll tell you about how it works and then move on to how to get help if you need further assistance with Accessible Reading Canada. And then the last section of the webinar will, of course, be for questions. If you have any further questions or comments about the Alexa skill itself.

## Alexa smart speakers

00:03:33

So, first I'll start with the Alexa smart speakers. So, you may have seen these before or heard about these before. So, an Alexa smart speaker is a speaker-- they’re primarily from Amazon-- that combine a speaker with Amazon's virtual assistant, who's named Alexa. Amazon’s Alexa smart speakers are usually called Echos, but there are other kinds of speakers that are Alexa-enabled. There are some that are not from Amazon as well. And this is something that you need in order to make the Accessible Reading Canada skill work.

So this is an app, basically, that works on this smart speaker device. And you will need to have the Alexa in order to make this work. So if you've heard of these before, you've probably heard something like, if you've heard family members or friends or an ad on the TV say, “Alexa, turn on the lights,” or “Alexa, play some music,” this is the same device that we're talking about here.

So this device can do things like control music playback. If you have smart home devices, it might be able to turn on lights or adjust the temperature for you. And of course, you can just ask it for general information like, “Alexa, how's the weather today?” So that's the same device that does all of those things. And now it can also play CELA audiobooks as well.

So if you don't already have one of these devices, you can purchase one. They're primarily from Amazon, although I will show you other places you can buy it from as well other than the Amazon website. Most of the most price ranges are from $40 to about $100, although that's the more expensive end of the spectrum.

The one that I have and the one that I would recommend is called the Echo Dot. That's the most reasonably-priced one, and I find that it does all the basic functions and it's very easy to navigate. So I would recommend that one for that reason. And, you know, I'm not paid by Amazon to say this, but there is a Prime Day sale coming up. So, it's from the 8th to the 11th, so it might go on a further sale, so you might be able to find it for under $40 within the next three days, so you can keep your eyes out for that. But if you're looking for other places to find the Alexa device, there are multiple locations that sell Alexa devices.

## Where to buy an Alexa smart speaker

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So, where can you find the Alexa smart speaker? As I mentioned, you can go on the Amazon Canada website and search for the Echo Dots or the other Echo devices there to find the the Alexa smart speakers.

There's also another online retailer called Newegg, which is a Canadian website that you would be able to find Alexa smart speakers as well. You can also go to electronics retailers such as Best Buy or Canada Computers. Staples would have them as well.

There's also home improvement stores that would have them, such as Canadian Tire, Home Depot, as well as Rona and Lowe's, for example. They would also have those products there, the Alexa smart speakers. And then there are other retailers as well that tend to have just about everything, like Walmart would definitely have an Alexa smart speaker, and you can sometimes, depending how big the store is, you might be able to find them at a Shoppers Drug Mart as well. So, that's not a guarantee, but they’re sometimes available at Shoppers Drug Mart as well.

All right. So that's about it for Alexa smart speakers themselves. So now, what is Accessible Reading Canada, and how can you use it with the Alexa smart speaker?

## About Accessible Reading Canada

00:07:10

So, you may have already heard me mention that Accessible Reading Canada is an app called a skill. So, if you're wondering what a skill is, these are voice-activated apps that add new functionalities to an Alexa-enabled device.

So it's very similar to a browser extension. So if you think about if you go to a browser like Chrome, for example, and you want something to search for coupons on different websites that you go to, you can get an extension that, whenever you go to some kind of shopping website or online store, it'll browse different... it'll browse for different coupons that could potentially work on that website. So that's not always available on Chrome. That's an extension that you need to add to it. So it expands what the Chrome browser is able to do. That's the same thing that Alexa skills do. So, it expands what Alexa can do.

So, normally it doesn't automatically play CELA audiobooks, but with the skill it is able to do that for you. So, with that being said, Accessible Reading Canada is a free Alexa skill that allows CELA users to read audiobooks on an Alexa smart speaker. So, it's a free app. You don’t need to pay any more for it. The only thing that you would potentially need to purchase is an Alexa smart speaker, if you don't already have one. But once you have the smart speaker, it is entirely free to use, and this app is available in English and French.

So we'll be talking more about the English side of things, but there is a French version of the app as well. If you are interested in French language books or want to use the app and navigate it entirely in French, then there is a separate French app as well.

All right. So I want to give you an overview about how Accessible Reading Canada works as the skill or the app.

## Connecting to CELA

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So, as I mentioned before, the first thing that you'll need is the Amazon Alexa smart speaker here. So the first thing that you’ll do to get started is you'll need to launch the skill itself. So what that means is you'll need to essentially connect your Amazon account with your CELA account. So you will need to have both the Alexa smart speaker and an Amazon account in order to make this work. And you'll need to have that set up before you can connect it to your CELA account.

There are two ways to connect it. You can connect it through the Alexa app, if you have the app on your phone, or you can connect it with the Amazon website, and you can do that from any device, but it's easiest to do this on a computer or a laptop.

So we'll show you a demonstration of how that will be done, but once you are able to find the skill on the website or the app, then you log in to your CELA account, and then from there, it's ready to use, and you can start using different kinds of commands to navigate the skill. And there will be instructions on our help page, which I'll introduce you to in a moment, in terms of how to find how to link your accounts through the Amazon website and the Alexa app.

But first, and we'll try and do this, I have a short video that will show you how to enable the Accessible Reading Canada skill, if you have a screen reader. So I have captions on this video as well, but I'm hoping that the audio will be okay here.

## Enabling the ARC skill demo

10:50

**Ioana:** Alexa, launch Accessible Reading Canada.

**Alexa:** You’ve disabled CELA Accessible Reading Canada in the past. Do you want to enable it again?

**Ioana:** Yes.

**Alexa:** Okay. Here’s CELA Accessible Reading Canada. To start reading, connect your CELA account to the Alexa app on your smartphone or tablet. You’ll find a tutorial in the Help section of the CELA website. To learn more, say “Information.”

**Ioana:** Alexa, quit. I could have asked for more information, it would have given me more information about CELA.

Hopefully, you will receive a notification on your mobile phone, and tapping on it brings you directly to the account linking page where you enter in CELA username and password. Since this didn’t happen, we have two options. We’ll open the app and hopefully find a notification there. And if not, we will locate the skill and link it from the settings of the skill.

**Screen reader:** A-L-A—Calendar. Amazon Alexa. Opening Amazon Alexa. 1Password—7. Alexa. Alexa. Launch Accessible Reading Canada. Home tab. One of four.

**Ioana:** I am going to the Home tab of the app.

**Screen reader:** Home tab, selected. One of—Home tab, one of three. Smart plug. Next alarm, one p—C-E-L-A Accessible Reading Canada account sent from Alexa device.

**Ioana:** And I’ve located on the middle of the screen, by dragging my finger, the notification.

**Screen reader:** Link, C-E-L-E-L, back button. Password. CELA, account image. Wait. Sign in to celalibrary.ca with your password for 1-0-1-0-5.

**Ioana:** I have the password saved in iCloud key chain, but you can enter them in the usual way.

**Screen reader:** Fill password, button. C-E-L-A account number or username. Text-- Face ID, authenticated. Back button. Link. Please proceed by clicking the button below. Continue button. C-E-L-A Accessible Reading Canada has been successfully linked. Amazon Alexa, now, C-E-L-A—

**Ioana:** We got a notification that it has been successfully linked.

**Nicole:** There we go. So that's the end of the video there. So that was how to enable the CELA skill with a screen reader if you're using the Alexa app on your phone or other mobile device. And just a quick note that I notice here, in the Amazon app on iOS devices, swiping left and right to locate an element, such as the notification from Alexa, apparently that doesn't work very well. What works better is dragging your finger across the screen and physically locating the notification. So that's just a quick note for that part of it. So that was a bit about how to link your account to the skill or link your Amazon account to your CELA account.

## Skill menu

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So once you have that linked, you'll be able to launch the skill by saying, “Alexa, open Accessible Reading Canada,” or “launch Accessible Reading Canada.” And from there you'll be able to view-- or you won't be able to see it, of course, because it's only with voice commands-- but you'll be able to have different options.

The main menu you’ll have-- In the main menu you will have three main options. So one main option is to return to a book in progress. So if you say “resume,” then it'll go straight into your most recently played book.

One important note here is that once you enter a book in progress and it starts reading the playback of an audiobook through CELA through the Accessible Reading Canada app, you are entering the Alexa playback mode, which automatically exits the Accessible Reading Canada skill. So once you are in Alexa's playback, it's no longer in the skill. If you want to relaunch the skill, then you would have to say, “Alexa, open Accessible Reading Canada” again to open and go back into the skill. But once you are in playback, you won't be able to return to any of the menus or-- like main menus or submenus in the skill itself, unless you relaunch the skill.

What you can do during playback, however, is you can navigate different chapters, for example, for any book that you're reading, you can increase the volume or decrease the volume of Alexa, for the playback voice. You can ask Alexa for any information, so you can still say “Alexa, how is the weather?” right in the middle of an audiobook. It'll pause the audiobook, tell you about the weather, and then it'll go back to the audiobook as soon as she's done talking.

And then if you just want to quit or have the audiobook stop at any point, you can just say “quit” or “stop” and then that will stop playback as well. And then you would just reenter Accessible Reading Canada after that. So that's one option there. So you can continue a book in progress.

The next option is entering My Books. So if you go into the My Books section, there are two subsections in My Books. There are Books in Progress, and that's where you can hear a list of up to four recent books that you started listening to on the skill, as opposed to jumping into the most recently played book.

And then the other option is going to your bookshelf from My Books, and that lists the books on your CELA Direct to Player bookshelf. So that'll be all the books that you have available on your Direct to Player bookshelf that are CELA audiobooks.

The third option is Browse Library. So, in this section you can search for books that might not be on your Direct to Player bookshelf. You can search by title, you can search by author, or by title and author.

And then the last part of the Browse Library section is Recommended Books. If you choose that option, you'll be able to hear a short list of staff-selected books. So, these are recommendations by CELA staff that you can listen to.

And, of course, you can jump around to different menus within the skill. So if you want to return to the main menu, but you're in the recommended books section, you can say “main menu” and go back to the main three options: Books in Progress, My Books, and Browse Library. Or if you want to jump straight into the search, you can say, “Alexa, open Accessible Reading Canada and search,” and it'll jump straight into the search menu so you don't have to go through the main menu every single time if you don't want to.

You can jump to different menus at different points throughout the... throughout browsing or navigating the Alexa skill. The only time you can't do that is when you're already in playback. As I mentioned before, once you're in playback, you are exiting the skill entirely. So you would have to relaunch the the skill to go back into that one.

All right, so those are the main options of the skill menu.

## How to add books to ARC skill bookshelf

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One thing I just want to clarify here in terms of what books end up on your... or what books you would be able to read on the Accessible Reading Canada skill through your Alexa smart speaker device. These are the same books that are on your Direct to Player bookshelf that's on the CELA website.

So, in order to add books to your bookshelf, if you don't know already, you browse books on the CELA website, and then when you see a book that you want to add to your Direct to Player, you choose a DAISY audio Direct to Player format. Then the title will appear on your CELA account bookshelf, just as it does on other devices or as you can see on the website. And then from there you'll be able to access it as well on the Accessible Reading Canada skill.

One note that I'll make here, which I believe is on the next slide, Yep. There you go. One note that I'll make here is, when you're searching for different books through the skill itself, it will appear in your patron history. So you're not able to add or remove books directly from the skill itself.

If you're searching for a book and you decide to listen to a book that you searched for through the skill itself, it won't be added to your bookshelf, but it will show up in your patron history. So the only way to manage your books is from the CELA website itself. So you can listen to audiobooks, CELA audiobooks, through the skill, but you won't be able to manage your books specifically, so you can't remove them or add any books.

Another note here is users can only access human-narrated audiobooks from CELA. So, unfortunately, you won't be able to access any books, audiobooks, from Bookshare or any audio-based magazines that we have. It's also not a text-to-speech reader, so you won't be able to read any books that are text-based. So they have to be CELA audiobooks with human narration.

## ARC commands

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So now that we have that covered, as you've heard me say some of them before, there are some, what are known as commands, for the Accessible Reading Canada skill.

So the commands are a list of words or phrases that you can use to ask Alexa, or in this case, the skill to do something for you. So one example of a command would be, “Alexa, how is the weather?” That's one example of a command where you're asking Alexa to tell you how the weather is, and then she would answer that for you.

Once you're in this skill, there's a list of skills-- the list of commands here that will help you navigate the Accessible Reading Canada skill. So as I mentioned before, you can say “launch” or “open” in order to open the skill itself. So for this one, you will have to say, “Alexa, open Accessible Reading Canada.” Or you can say, “Launch Accessible Reading Canada.”

After you open the skill itself, you won't need to say “Alexa” before each command, unless you were interrupting her in the middle of what she's saying. If you're interrupting her at any point, then you will need to say “Alexa” to get her attention first. But otherwise, if you give it a second after she finishes speaking, you won't need to say her name before saying each command.

All right. To navigate different lists, so if Alexa has given you a list of books that appear after a search, or a recommended list, for example, or browsing your bookshelf, you can say “next” or “previous” to browse that list, to hear the next title or the previous title. You can say “go back” if you are in a submenu and you want to go back to a main menu or a different menu. If Alexa is reading off a list of different options, or is reading off a list of books, you can say “first,” and that will automatically allow Alexa to go back to the beginning of the menu.

You can say “main menu” at any point, and that'll take you back to that main menu I mentioned before where you can listen to books in progress, listen to-- or go to My Books, where you can access the bookshelf or other books in progress, and then the browsed library section as well. And then, as I mentioned before, you can say “stop” or “quit” any time just to exit the entire skill itself.

Some additional commands that are worth noting. We have the word “resume,” so if you open the skill and you say “resume,” it'll jump right into the last audiobook that you were reading. If you've been searching for a book or if you're browsing your bookshelf, your Direct to Player bookshelf, you can say “read” or “start reading” once you've heard the title of a book that you want to read, and that'll jump into that audiobook. And then for any title or any kind of menu that you want to jump into such as My Books, Search, or Recommended Books, you would just say the title of that menu. So “my books” to go to My Books, “search” to go to the search, and then “recommended books” to go to the Recommended Books section.

Something else you can do, which is pretty handy, is you can search a book and then also ask for the summary of that book by saying the word “summary.” So that I'll just read the description that would be on the-- the same description on the CELA website of the book.

If you get lost or if you weren’t sure about what Alexa just said, you can always say “repeat,” and she will repeat the instructions of what she was just mentioning. And if you need any additional help, you can also say “help” at any point in the skill, and these... and that particular command will work anytime outside of the playback feature, of course.

So, once you're in playback, none of these commands will-- you won't be able to use any of the commands since you will have exited the app at that point. But otherwise, you'll be able to use help at any point in the... during the skill.

## Navigation

00:23:40

And when you use this help command, Alexa’s prompt should indicate what options you have, or explain what part of the menu you're in and what options you have. So, for example, if you're in the search and you forgot how to create a search, she’ll remind you that you can say “search” and then the name of a-- the title of the book or the name of the author, or both. And so that's one example of how Alexa can help you out.

Another thing that you can do if you want to get a little fancy with the technology here, is you can use something called stacked commands. So what stacked commands are is it’ll ask Alexa to perform sequential commands. So it's like two commands in one. You could say something like, “Alexa, launch Accessible Reading Canada and search ‘The Hunger Games.’” So that will open the skill itself, open Accessible Reading Canada, and it will go directly to search and then search for the title “The Hunger Games.”

So you can do two commands at once and you can do that for other kinds of commands too, like, “Launch Accessible Reading Canada and Recommended Books,” and then it would jump to Recommended Books. So you can do any kind of stacked command like that.

All right, so I've talked a lot about the different kinds of commands and what you can do in Accessible Reading Canada. So now I want to give you an actual demonstration so you can hear how one would navigate Accessible Reading Canada. So I'm going to play an audio file here, and this is going to be a demonstration of the voice commands, different voice commands that you can use in the skill itself. I'll mute myself before I go into it just so I don't make any extra noise.

## ARC demo

00:25:26

(device chimes)

**Ioana:** Start Accessible Reading Canada.

(device chimes)

**Alexa:** Would you like to resume your most recent book in progress, access your books, or browse the library?

(device chimes)

**Ioana:** Resume.

(device chimes)

**Screen reader:** “Coming Together as Things Fall Apart” by Astra Taylor, narrated by Rebecca Mitchell.

(device chimes)

**Ioana:** Next.

(deivce chimes)

**book narrator:** Meanwhile, in the US, the new--

(device chimes)

**Ioana:** Volume up.

(device chimes)

**book narrator:** ...opined, “For a long time now, people--”

(device chimes)

**Ioana:** Stop.

(device chiming)

**Ioana:** Start Accessible Reading Canada and bookshelf.

(device chimes)

**Alexa:** You have four books on your bookshelf. First book, “The Divine Comedy” by Dante Alighieri. Would you like to start reading, or skip to the next book?

(device chimes)

**Ioana:** Help.

**Alexa:** Your bookshelf is a list of books that you have chosen from our website, or that have been selected for you based on your preferences. You can find them on the CELA website by selecting the Direct to Player option for any audiobook. To navigate between the books on your bookshelf, say “previous” or “next.” To return to the main menu, say “main menu.”

(device chimes)

**Ioana:** Stop.

(device chiming)

**Ioana:** Start Accessible Reading Canada and search for “Your Brain on Music.”

(device chimes)

**Alexa:** First result, “The Teenager’s Guide to the Real World” by Marshall Brain. Would you like to hear a summary, start reading, or skip to the next result?

(device chimes)

**Ioana:** Next.

(device chimes)

**Alexa:** “This is Your Brain on Music: The Science of a Human Obsession,” by Daniel J. Levitin. Summary, read, or next?

(device chimes)

**Ioana:** Summary.

**Alexa:** Neuroscientist and musician investigates the role of music in human evolution and daily life.

(device chimes)

**Ioana:** Main menu.

**Alexa:** Would you like to resume your most recent book in progress, access your books, or browse the library?

(device chimes)

**Ioana:** Recommended books.

**Alexa:** CELA regularly updates its list of recommended books.

(device chimes)

**Ioana:** Yes.

(device chimes)

**Alexa:** I have three recommended books. First book, “Everyone on This Train is a Suspect” and novel “Ernest Cunningham Number Two” by Benjamin Stevenson. Would you like to hear a summary, start reading, or skip to the next one?

(device chimes)

**Ioana:** Stop.

**Alexa:** Got it. Goodbye.

**Nicole:** All right, so that was our audio demonstration. One quick note about the demo. It was condensed a little bit for time, so there aren't as many pauses in between the end of a command and when Alexa starts speaking. So your experience might sound a little bit slower or Alexa might respond a little bit more in a delayed way than what you would have heard in this demonstration right now. So you might need a little bit more patience with the Alexa, but otherwise, it would sound something like that when you are navigating the Accessible Reading Canada skill.

## Playback

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All right. So, as I mentioned before, but I'll just recap it here, after you enter the playback of a book, you're no longer in Accessible Reading Canada. So if you want to go back to Accessible Reading Canada, you can't use the main menu commands or the other commands that I mentioned before. You must quit or just relaunch the app from playback. And the help command is not available during playback as well, because you're no longer in the Accessible Reading Canada skill.

So when you're in the playback form-- or playback function, Alexa controls the functions in playback, so you can increase or decrease the volume or use other kinds of regular Alexa commands, but you cannot use the Accessible Reading Canada commands once you're in the playback function.

All right. So, I know that was a lot of information, so I'm just going to do a quick review of Accessible Reading Canada in terms of what it can and cannot do.

## What ARC can do

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So, what Accessible Reading Canada can do. It can play human-narrated books from CELA. It can navigate tracks in order using the Previous or Next commands. We say “tracks” because that could mean chapters, but if you're navigating something like a cookbook, for example, then it wouldn't necessarily be chapters, but you can navigate it to some extent. You can return to where you previously were reading on a smart speaker. So if you stop an audiobook at any point, you can come back into the Accessible Reading Canada skill and it'll pick up right where you left off the last time you were reading on the skill.

It can read book summaries in the search, and in the recently played-- or Books in Progress section. It can perform stacked commands, so you can say, “Open Accessible Reading Canada and Recommended Books” and it’ll go straight there, and you can move backwards and forwards in the menu structure and return to the main menu anytime outside of the playback function.

## What ARC cannot do

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So what Accessible Reading Canada cannot do. Accessible Reading Canada cannot jump to specific pages within an audiobook and it cannot do heading navigation. So it's very specific to certain tracking navigations, but it cannot do anything more specific than that.

It cannot adjust playback speed. So the speed at which Alexa is speaking, it can't speed up or speed down within the app.

It also doesn't sync with other reading apps or devices. So if you listen to CELA audiobooks off of a Victor Stream, for example, or if you use the Dolphin EasyReader app, it doesn't sync across those different devices or apps. So it only picks up where you left off while you were in the Accessible Reading Canada app itself. It won't sync to other places in a book if you read on different devices or apps.

Another point is the search is very basic, so you can't use any filters or search by genre, for example. You can only search by the title of the book, the author of the book, or both the title and author. That's all it's set up to do as of right now.

As I mentioned before, it cannot read any kind of e-text or do any kind of text-to-speech function. And it does not read any books from Bookshare or audio-based magazines.

And, as I mentioned before as well, it has no ability to remove books from your Direct to Player bookshelf, just through the skill itself. You can add-- You cannot add any audiobooks to your bookshelf directly from the skill, as well, but you can search for new books and listen to books, and then that would show up in your patron history, so in that sense, it could be added to your account, but it wouldn't be added to your Direct to Player bookshelf at all. It would only be-- it would only appear in your history section on the CELA website.

## How to get help

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All right. So with all of that being said, we want to tell you about how to get help if you have any challenges in getting this set up or navigating the Accessible Reading Canada skill.

So the first part, there are two main people that you should call if you're having issues. So, the first is Amazon Support. So these are the people to call if you're having issues with the initial smart speaker setup. So, if you want to set up an Alexa smart speaker or an Alexa device of any kind, they're the people to go to to actually set up the device itself.

Also, any tech issues that are outside of the skill itself, that should be reported to Amazon, because CELA is only responsible and, you know, capable of potentially making changes for the skill itself, which would be outside of tech issues that could be affecting your entire Alexa device, or, you know, it potentially being an issue with Amazon specifically. So, Amazon Support is the first place you should go to for any kind of tech issues.

If you have any privacy-related questions, that should also be directed to Amazon Support, since you would have to have an Amazon account to use the Alexa smart speaker and the Alexa skill in the first place. So they're responsible for any kind of privacy-related questions.

Now, that being said, you can also contact our CELA Contact Centre. So, for our Contact Centre, you can call in for any kind of questions about Accessibile Reading Canada. So, the skill itself, and if you have any kind of bug reports for the skill. So something that's specific to the skill that you don't experience on other parts of the Alexa device as well, or other skills, or just generally using the Alexa device itself.

### Amazon support

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I want to show you how to get to Amazon support. So on the slide, there is an image of the homepage for Amazon.ca. So if you have an Amazon account, you would be able to click on the part that says, “Hello, insert your name here.” Amazon and-- And then it says your Amazon account there below.

Once you click on that, there'll be links that appear on a separate page that show the digital services and device support tab. And so those would also include the Amazon Alexa accessibility help, so that helps you with the device, and there's also a link to customer service from there as well.

So there's plenty of articles, there's a community forum, and there's a chat service as well to help you with the Alexa device itself, or if you have any questions about your Amazon account as well. So that's where you can go for Amazon help.

### Support from CELA

00:35:21

In terms of CELA help, again, you might be already familiar with our website, but we have lots of information over there. If you want to contact the Contact Centre, we have a phone number for one-on-one help. We also have, of course, training webinars, which you're in one here, and we also have an Accessible Reading Canada help page, which is on the CELA website. We'll have a link to it afterwards in the email as well. But there you can find lots of help, including user guides, some video tutorials, some audio demos to help you get started with the skill, and get familiar with everything as well.

So I'll just go to the almost-last slide here. But this is just some information if you want to connect with CELA. So we have our website at www.celalibrary.ca. If you want to contact the Contact Centre, that is 1-855-655-2273. And then we also have a CELA email, in case you want to write an email instead, which is [help@celalibrary.ca](mailto:help@celalibrary.ca).

And, while I'm still here, I will also plug some upcoming webinars. We have tomorrow a webinar on how to read CELA audiobooks and magazines, if you're curious to learn more about our audiobooks. And we also have an upcoming Q&A about transitioning from CDs to other audiobook options as well. I believe that is on July 11th, but I will double-check that before the webinar is over.

All right. That's about it from me for today, so thank you again, everyone, for coming, and I hope you enjoy the rest of your day, and enjoy some other CELA webinars as well.

**End of webinar transcription.**