

## Welcome to the Centre for Equitable Library Access

We are delighted that your library has decided to offer patrons with print disabilities access to the collections and services of the Centre for Equitable Library Access (CELA).

To help you get started, we have included information about patron registration, training, promotion and our collection.

The Member Services team is here to answer your questions and help you get the most out of your participation in CELA. You may contact us by email anytime or by telephone Monday-Friday, 8:30 a.m. to 4:30 p.m. Eastern Standard Time.

Regards,

Member Services

Centre for Equitable Library Access

### Member Services

T: -855-655-2273

F: 416-480-7700

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

### Mailing address

1929 Bayview Ave  
Toronto, ON  
M4G 3E8

### Online digital library

[celalibrary.ca](http://celalibrary.ca)

### Patron registration

[registration.celalibrary.ca](http://registration.celalibrary.ca)



**Centre for Equitable Library Access**

## Collections and delivery options

CELA's collection includes books in English and French for all ages and interests, including books for preschoolers to adults; classics to bestsellers, biographies, cookbooks, self-help books - all the subjects your patrons enjoy.

### Formats:

What makes our collection special are the formats your patrons with print disabilities may borrow. These include:

- Books and magazines in audio, e-text and braille
- Newspapers in e-text
- Described videos
- Children's picture books with braille added (printbraille)

### Delivery options for your patrons:

Your patrons with print disabilities can get accessible materials from our collection in several ways. They can:

1. Download books to their computer or a mobile device, such as an iPhone.
2. Download books to a DAISY player over a wireless connection (without using a computer).
3. Receive audio CDs, braille or described movies by mail direct to home.

For instructions on how to download books, visit the Help page.

### Delivery options for libraries:

Libraries can place a hold on a specific title, using the library's Interlibrary Loan (ILL) account. ILLs are used if the library wants to order a book for a display, or order a book for a specific patron. Contact Member Services for your account information. Former CNIB Partner Libraries: your account information is the same.

## **ILL loan periods and number of items**

You can check out a maximum of 250 items on your interlibrary loan account. The loan periods for ILLs are as follows:

- DAISY CDs - 8 months
- Braille - 6 months
- Printbraille - 3 months
- VHS and DVDs – 6 weeks

## **How do I return an audio CD?**

CDs arrive in paper envelopes with a window showing your library's address on the CD. When you want to return it, turn the CD around so that the back is showing (silver side) through the window. Put it in the mail. No postage is required.

## **How do I return a braille book or described movie?**

A braille book is mailed in a cloth bag and a DVD or VHS movie is sent in a leather pouch. Both containers have a clear plastic pouch in front that holds a mailing card. To return the item turn the mailing card around so that it shows CELA's mailing address, place the mailing card in the plastic pouch and put the bag in the mail. No postage is required.

## **Deposit collections**

DAISY audio books on CD are available from CELA on long-term deposit. Titles are system-selected for your library based on a profile of your preferences. New titles are shipped automatically every 6 or 12 months.

## **How many books are in a deposit collection?**

The size of your deposit collection depends on the size of your library and the population of users you serve.

- Small libraries (<100,000) = 100 titles each year
- Medium libraries (100,000-250,000) = 250 titles each year
- Large libraries (>250,000) = 500 titles each year

CDs are shipped on a spindle. Individual libraries package the CDs to suit their local display and circulation needs. MARC records are available for download from AMICUS, ready for your library's catalogue, or you can access the catalogue records from CELA through the z39.50 protocol. Contact Member Services if you wish to set up this protocol.

Deposit collections are available free of charge to CELA member libraries. There is no cost for shipping - return the CDs when you no longer need the titles in your collection.

### **Request a deposit collection**

To request a deposit collection for your library, or for more information about deposit collections visit [celalibrary.ca](http://celalibrary.ca).

## **Eligibility guidelines**

### **The Canadian Copyright Exemption**

Access to our collection is available only to people with perceptual disabilities as defined under the provisions of the Canadian Copyright Act. This includes the following:

- **Learning disability:** An impairment relating to comprehension
- **Physical disability:** The inability to hold or manipulate a book
- **Visual disability:** Severe or total impairment of sight or the inability to focus or move one's eyes

### **Interpreting the Copyright Act**

The Copyright Act defines a perceptual disability as one that prevents or inhibits a person from reading a work in its original format. It does not apply to reading difficulties that result from low literacy levels or developmental disabilities. Article c in the Act refers to impairments relating to comprehension. Dyslexia is an example of a qualifying disability related to comprehension.

When determining eligibility, consider whether the barrier could be removed by presenting the same content in a different format (qualifies) or the barrier is related to comprehension of the actual content (does not qualify).

## Managing access

Member libraries are responsible for ensuring that CELA's collection is only accessed by those with qualifying disabilities. Some libraries require patrons to submit a formal declaration of disability, such as written documentation from a certifying authority, for example an ophthalmologist in the case of vision loss, while other libraries require self-identification only.

## References

1. Department of Justice, (2010). Copyright Act (R.S., 1985, c. C-42, s.32) <http://laws.justice.gc.ca/eng/C-42/page-3.html#codese:32>
2. Department of Justice, (2010). Perceptual Disability (R.S., 1985, c. C-42, s.2) <http://laws.justice.gc.ca/eng/C-42/page-1.html#codese:2-df:CODEDEFICIENCEPERCEPTUELLE-m1>

## Registration

### Register for service

In order to register for service through CELA, library staff fills out our online registration form to sign up the client. The form asks for the following information:

- Contact details, disability type and a valid public library card number or barcode.
- Preferred reading format (e.g. audio books) and delivery: online, circulating (mailed) items, or both.
- Method of book selection: patron indicates on the registration form reading genres and CELA's system picks books according to the patron's choices or patron choose their own books by placing holds online or calling the CELA Helpline.

## **What happens next?**

Once the registration form is completed and submitted online to CELA, service will begin within 5 business days. Patrons who select online services will be contacted by phone or email with their username and password.

## **CNIB clients seeking library service**

New CNIB clients who express interest in having access to books in alternative formats will be referred to their public libraries. With the client's permission, CELA will forward their contact information to their library system. Libraries will contact clients to describe their library's accessible holdings and services, including access to CELA's collection. They are registered for access to the service as described above.

## **Training and communications**

CELA offers libraries regular 60-minute training webinars. All training is offered free of charge to member libraries.

Join us for one of our upcoming CELA orientation webinars to learn about:

- Patron eligibility and the Copyright Act
- Patron registration
- Deposit collections of DAISY audio books
- Interlibrary loans
- Promotion, outreach and programming support

To register for a training session, please contact Member Services.

In addition to training, member libraries receive regular emails, which include information on:

- Recommended titles to borrow
- Service announcements
- Upcoming training and events

## **Promotion ideas for libraries**

Here are some tips on raising awareness of your alternative format programs and services:

### **→ Circulation desk**

Include a promotional bookmark in check-out materials, or display at the circulation desk and discuss the service with patrons who take a bookmark.

Why? Your sighted patrons may know of someone who could benefit from your alternative format library services.

### **→ Physical and learning disability organizations**

Connect with local disability organizations. Ask them to let their members know about CELA through their newsletter, email lists, or website. They could also share bookmarks with their visitors.

Why? Organizations supporting people with print disabilities may be unaware of the relevant services offered at your library.

Some support organizations that may be in your community:

- Arthritis Society
- Canadian Paraplegic Association
- International Dyslexia Association
- Learning Disabilities Association of Canada
- Multiple Sclerosis Society of Canada

### **→ Special education**

Connect with special education departments of local schools about accessible library services for students with disabilities available through your library.

Why? Inform educators of helpful literacy resources for special needs students.

## → Local news

Submit a press release about your library's participation in CELA to local news sources. Add any interesting stories, quotes from patrons, or anecdotes that are relevant to your library's accessible services. Mention other accessible services and programs of interest.

Why? Informing the general public will help the message reach Canadians with print disabilities and organizations supporting them.

For templates and more ideas, visit the [\*\*Promotion and outreach page\*\*](#) on our website.

## Serving patrons with disabilities

The following resources provide information, tips and perspectives that may be useful to library staff who serve patrons with disabilities.

- [\*\*Online training modules for librarians - Project Enable\*\*](#)
- [\*\*Videos, stories and tips - Ontario Ministry of Communities and Social Services\*\*](#)
- [\*\*Videos on serving patrons with disabilities - Ontario Public Library Association\*\*](#)
- [\*\*IELA - Service levels at Canadian public libraries for people with print disabilities - Canadian Library Association \(PDF\)\*\*](#)
- [\*\*How to welcome customers with disabilities - Stop Ableism Inc.\*\*](#)
- [\*\*Persons with disabilities online - Government of Canada\*\*](#)
- [\*\*Access to libraries for persons with disabilities: Checklist by B. Irvall & G.S. Nielsen - IFLA Professional Reports \(PDF\)\*\*](#)
- [\*\*Mind the gap: Library services to the disabled in a new framework by T.E. Moseid-Liberas: Library Ideas\*\*](#)
- [\*\*Step-by-step: a how-to manual for guiding someone who is blind or partially sighted. - CNIB\*\*](#)

## Making your programs more accessible

Programs for your patrons, young and old, can be made more inclusive for people with print disabilities. Check out our [Library programs page](#) for ideas, including information on audio books for book clubs.

- [Video: How to make storytime accessible - CNIB Library](#)
- [Video: How to make crafttime accessible - CNIB Library](#)
- [Video: How to make summer reading club activities accessible - CNIB Library](#)
- [Practice Guides with Adaptations - Center for Early Literacy Learning](#)
- [Collaborative Summer Library Program](#)

## Improving communications and websites

- [Making websites, printed materials and events more accessible - CNIB Accessibility Resources](#)
- [Strategies, guidelines, resources to make the web accessible - W3C's Web Accessibility Initiative](#)
  - [Web accessibility training and accessible site certification - Webaim](#)

## Setting up work stations or adaptive technology

You can [contact your local CNIB office](#) to speak to staff familiar with various kinds of adaptive technology. [Shop CNIB](#) offers products to assist people who are blind or partially sighted.

- [Ensure that the Electronic Resources Your Library Plans to Purchase are Accessible](#)
- [Accessible Tech](#)
- [Inclusive Design Research Centre at OCAD University resources](#)

- **Database of free and inexpensive adaptive technology - Adaptech**
- **Webinars - Equal Access to Software & Information**

## **Vendors of adaptive technology**

Some adaptive technology vendors in Canada include:

- **Aroga Assistive Technology**
- **Frontier Computing**
- **HumanWare**
- **Microcomputer Science Centre Inc**