Public Library Pandemic Response

E-Content Resources and Virtual Service Supports

With the declaration of a public health state of emergency and the resulting closure of public libraries province-wide as of March 17th, 2020, public library boards and staff are implementing and seeking out alternate ways to deliver library service to their communities.

SURVEY

Public Libraries are increasing their e-content offerings and moving their services to virtual platforms.

PLSB has created a survey to learn what is being planned and what has been implemented regarding e-content services. Please take the survey and let us know what you are doing. The survey will be open until April 9, whereupon the information will be collated and shared with the Provincial Public Library Network.

PUBLIC LIBRARY NETWORK E-CONTENT SUITE

In addition to the wealth of e-resources available from local libraries and regional library systems, the Government of Alberta also provides province-wide access to a select suite of resources, all of which are available through each library's e-resource collection:

PRESSREADER

PressReader delivers full issues of newspapers and magazines the moment they hit newsstands. The collection includes publications from over 120 countries in more than 60 languages.

With access to PressReader, patrons can download as many titles as they like. Downloaded publications never expire, and remain saved until patrons decide to delete them.

Remote access for PressReader has been extended to 60 days during the pandemic.

PRONOUNCIATOR

Pronunciator is a language learning platform, enabling users to learn more than 150 languages, including ESL and American Sign Language. A mobile app and responsive website are available for remote/offline use.

Recently, Pronunciator made available a self-directed online COVID-19 language course in 101 languages that teaches vocabulary and phrases relevant to the COVID-19 crisis.

The course is meant to assist both the general public and healthcare providers when communicating across multiple languages. It is designed to be completed in 2 weeks of daily study.

RBdigital MAGAZINES

RBdigital Magazines features full-color, digital editions for instant desktop reading, mobile streaming, and mobile-app download. Patrons are able to access both new and back issues, adding them to personal reading libraries with no holds, no checkout periods, and no limits to the number of magazines checked out.

The RBdigital platform offers AudioEye accessibility tools for those with print disabilities.

Recorded Books also offers libraries a number of tools to promote RBdigital Magazines to patrons.

RBdigital AUDIOBOOKS

RBdigital Audiobooks offers approximately 6,000 titles available for simultaneous use, so patrons do not have to place holds or wait for titles to become available.

RBdigital content is provided via a website and mobile apps for remote and/or offline access. There is also an available desktop app for downloading audiobook content to listen on computer or offload to a non-wifi USB device.

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[Marketing materials](#) to promote RBdigital resources are also available.

READ ALBERTA eBOOKS COLLECTION and the PRAIRIE INDIGENOUS eBOOK COLLECTION

The [Read Alberta eBooks Collection](#) consists of close to 2,000 titles produced by Alberta publishers. Titles are available to download to your device for offline reading and are always available – no holds or waitlists.

The *Read Alberta eBooks Collection* is an innovative partnership between the Book Publishers Association of Alberta (who manage the collection built from their members' catalogues) and PLSB (who fund the project so all Albertans have access to Alberta eBooks).

All *Read Alberta eBooks Collection'* titles are simultaneous use: this a great resource for online book clubs and for teachers/parents looking for literature for educational projects.

The *Prairie Indigenous eBook Collection* is part of the *Read Alberta eBooks Collection* and features over 200 always-available titles by, for and about Indigenous peoples from publishers in Alberta, Saskatchewan and Manitoba. This is also a great resource for online book clubs and educational programming.

REMOTE SERVICE SUPPORTS

While it is important to maintain a virtual presence in your community through your library's website and social media sites (including virtual reference, where possible), it is also equally important to ensure the library is available to those with limited or no access to the internet.

Those libraries whose staff have been displaced from their location may be interested in how to provide remote telephone communications. Our friends at the BC Libraries Cooperative offer [some suggestions](#).

SERVICES TO PERSONS WITH PRINT DISABILITIES

The National Network for Equitable Library Service (NNELS) and the Centre for Equitable Library Access (CELA) are Canadian accessible format libraries for patrons with print disabilities. Print disabilities are defined as visual, cognitive, or mobility impairments that prevent someone from reading print in a traditional way. If you have a patron who needs a book in a different format, NNELS and CELA are excellent resources.

Alberta public library patrons with print disabilities have remote access to thousands of digital accessible-format books through the [NNELS](#) and [CELA](#) digital repositories. Digital formats for people with print disabilities include DAISY, MP3, EPUB, eBraille, eText, and patrons with print disabilities can access these from home.

Please visit the [NNELS Tutorials](#) page for a refresher on how to assist patrons downloading material and visit the [CELA Services Update](#) page for current information about CELA services during this time.

The NNELS Accessibility Testing Team has created accessible versions of COVID-19 charts and graphs. Please visit the [COVID-19: Accessible Information](#) page. You may want to bookmark this page, as it will be updated frequently.

If you have questions or need assistance using NNELS, please contact [support@nnels.ca](#) or 1-888-848-9250 (option 5). If you do not have access to your ILS at this time and you need to register a patron for the NNELS service, please contact NNELS directly and they will register your patron manually.

If you have questions or need assistance using CELA, please contact [help@celalibrary.ca](#) or call 1-855-655-2273 for support.

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SERVICES TO SUPPORT INDIGENOUS LIBRARY PATRONS

Voices of Amiskwaciy

Voices of Amiskwaciy is a digital public space that supports Indigenous communities to create, share, discover and celebrate local Indigenous content online. *Voices of Amiskwaciy* focuses on storytelling and is managed by Edmonton Public Library with financial support from Public Library Services Branch.

Community Sourced Resources

Please refer to this Google document, which hosts Indigenous-focused resources for extended periods at home. This document was developed by librarians from the CFLA Indigenous Matters Committee (including PLSB staff Colette Poitras). Here you will find links to movies, documentaries, podcasts and books, as well as online educational opportunities for K-12 and adult professional development for all Albertans. More resources will be added on an ongoing basis.

ONLINE REFERENCE CENTRE

The Online Reference Centre (ORC) is a partnership between The Alberta Library (TAL) and the Ministry of Education.

Learn Alberta's Online Reference Centre (ORC) is a source of vetted online reference resources that support Alberta's K-12 curriculum. This collection of licensed digital resources, available to anyone using the K-12 curriculum, is available at no cost to the school or district. In addition, all of the ORC resources are accessible anytime, from anywhere with an Internet connection.

The ORC contains resources in both English and French. Many of the English resources also offer computer-generated French translations.

Interested in learning more? Visit the ORC Support Site to find useful tools like curriculum mapping, videos, and webinars to help you make the most of these resources. The support site is also the easiest

way to sign up for our mailing list which keeps you informed about what's new in the ORC.

Contact Larisia Macleod at TAL with details about what school(s) and K-12 learner(s) you support to receive your login information if you don't already have access.

OTHER AVAILABLE RESOURCES

These resources have been made available for all from other sources outside of the Alberta Public Library Network and may be of use for this time period.

Bloomsbury Digital Resources
- Wide range of scholarly content with a focus on the Humanities and Social Sciences
- Available free through to the end of May 2020
- Learn more about enabling access

Curio.ca
- Streaming educational content (audio and video) for students of all ages
- Complimentary access, no set-up required
- Access Curio.ca

TumbleBooks
- Suite of children's book databases with content such as talking books, read-alongs, and games
- Free to all libraries until at least August 31, 2020
- Email info@tumblebooks.com with subject line "Free TumbleBooks" to receive sharable links

Crowd-sourced content
- Jbrary Storytime Online Resources – compilation of free early literacy resources and library-produced content, all accessible remotely

Internet Archive
- a National Emergency Library has been created to serve displaced learners and library users
- Waitlists for 1.4 million books in the lending library have been suspended. This suspension will run through June 30, 2020, or the end of the US national emergency, whichever is later.
- More information can be found on the Internet Archive Blog.

A list of other offers and updates from various vendors is being maintained at Library Journal's Infodocket.

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CONTACTS

PLSB staff are available to answer your questions about e-content and virtual service responses.

For questions about the provincial e-resource suite, please contact:

Kerry Anderson
p: 780-720-0161
kerry.anderson@gov.ab.ca
&
Katrina Peachey
p: 780-638-1185
katrina.peachey@gov.ab.ca

For questions about services to the print-disabled, please contact:

Kim Johnson
p: 780-638-9449 m: 780-292-3046
kimberly.johnson@gov.ab.ca

For questions about services to Indigenous communities, please contact:

Colette Poitras
p: 780-644-3337 m: 780-718-6769
colette.poitras@gov.ab.ca

General inquiries can be directed to PLSB at:

p: 780-427-4871
libraries@gov.ab.ca

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