



FAQs

What is CELA?

CELA is a new national non-profit organization established by public libraries to help provide accessible collections to Canadians with print disabilities. VIRL is a member library of CELA.

What services does CELA offer?

CELA offers:

- Access to a growing collection of books, magazines, newspapers and described videos
- Format choice: digital narrated audio; digital text-to-speech; e-braille and printed braille
- Delivery options: direct download to computer, handheld devices and DAISY player; CD and braille mail to home or library

Who can access CELA collections?

Any member of a participating library who has a learning, visual, or physical disability *that prevents them from reading conventional print* can register for the service. For more information, see the CELA website www.celalibrary.ca under “What Is a Print Disability?”

What will public libraries do?

Public libraries are the point of service for CELA resources. VIRL will register VIRL customers with print disabilities for the CELA service and, in certain circumstances, help them to find and request resources on the CELA website.

How do VIRL customers register with CELA?

VIRL library staff will register its customers with print disabilities for the service via the CELA website, upon request.

The customer does not need to be present for the registration process if they have an active VIRL account. However, library staff will need to obtain additional information from the customer about the type of disability, their format and delivery preferences, etc.



Delivery Options

Once you have registered through the public library, materials can be received directly from CELA.

Online download

Registered members can read newspapers and download books and magazines in the CELA online digital library. You will receive a username and password if this option is selected during registration. You can read on a computer using adaptive technology or on an accessible mobile device such as an iPhone.

Download without computer

If you have a wireless connection and an Internet-enabled DAISY player, you can send audiobooks and magazines directly to your player. You do not need a computer. This service will be available for iOS and Android users in late 2014.

Mail to home

CELA can send materials directly to your home, including DAISY audiobooks on CD, described movies and braille.

Choose books

Registered members can request specific titles through CELA's online digital library. As an alternative, when you register, someone can be designated to select books. You can also place requests through the CELA helpline.

Let the system choose books

You can tell CELA what you like to read and the system will choose books and send them automatically based on a reading profile. For mail delivery, the profile also has a service schedule – one audiobook a month, for example. **NOTE:** You can still request specific titles if you opt to create a reading profile.



Checking Out Items Online

You can

1. Sign in.

Use your library barcode and assigned password (emailed to you) to log into the CELA catalogue.

2. Find a book.

If you know what you want to order, search for it:

- On the **Home** page, find the **Search** box and enter title, author or other keywords.
- Select the **Search** button. The search results page will display.
- To find more details about the book:
 - Select the link to the **Title** of an item. The **Full Record** page will display.
 - Below the short summary of the item, select the link to **More Details and Reviews**. You'll find call number, size, reviews and table of contents.

2. Get it!

To get an item:

1. Find the **Get It!** link for the item you want. The link is beneath the summary on the **Search Results** page and on the **Full Record** page.
2. Select the **Get it!** link. A dialog box will display.
3. Follow the instructions in the dialog box. The instructions will vary depending on format and access restrictions on the item you're trying to get. You'll come across four types of items:
 - Mail delivery only
 - Download only

If you need help downloading files to your computer and transferring them to a portable device, please refer to the "Downloading a DAISY book" info pageRead online or download

 - Access through a service that isn't part of celalibrary.ca.

4. Keep track.

The **My Library** section of the site gives you access to your CELA library account information.



In addition to your library login data (password and contact details), it has information about your current and past loans and holds. You can also create and manage reading lists.

- **Loans**

Beside **Loans** in the first column, you'll find basic information about how many items you have checked out and how many of those items are overdue or soon to be overdue. By default, loans are sorted by due date.

- **Loan history**

Selecting this link will display your past loans. By default, the list is sorted by loan date.

- **Holds**

When you select this link in the first column, a list of your holds will display. The holds are sorted by position in your holds queue, for example: 1 of 25. If you want to receive one hold before others, you can move it to the top of your list. You can also cancel holds.

- **Reading lists**

This link reveals a list of your reading lists. By default, you have one list, called **Personal Savelist**. You can create as many lists as you want. For example, you might create a list for your book club selections called 'Book Club List'. When you find a book you want to add to a list, select the **Add to Reading List** link for the item on the **Search Results** page and choose the appropriate list from the drop-down menu.

- **Search preferences**

Search preferences limit the number of items you find when searching the catalogue or browsing by category.

- **Personal information**

This will display your account details. You can create a new password and check the accuracy of the contact information we have on file for your library. To make changes to your contact information contact CELA member services.



Loan Periods

When customers have CELA materials delivered to their home, the borrowing periods are as follows:

- **DAISY discs:** 3 months
- **Braille materials:** 3 months
- **Descriptive video:** 1 month

Returning Items

When you are ready to return your materials to CELA, please take the following steps.

Books on CD

Your name and address will be printed directly on each CD and will show through the plastic window on the envelope.

To send books on CD back to us, flip the CD over so that the silver side with the tactile ridge shows through the plastic window.

Canada Post will return it to CELA using the return address on the back of the mailer. We will then remove the book from your account.

Magazines on CD

Magazines on CD **do not** need to be returned.

Braille books and described videos

Braille books and descriptive videos are sent in bags, with a paper address card with your name and address on one side, and the CELA return address on the other. The hole in the card is in the lower right corner when you return the items.

To return a braille book or movie, place it back in its bag, flip the card over, and put it back in the mail.



Downloading a DAISY Book to Your Computer

Step 1: Find a book.

1. From <http://celalibrary.ca/>, search for a desired title.
2. Find the title in **DAISY download (ZIP)** format. The format of an item is beneath the title.
3. Select the **Get it! DAISY download (ZIP)** link beneath the summary of the title.
4. If you're prompted to sign in, enter your library account number and password.
5. You are now on the download page. Select the **Download** link.
6. An Open / Save dialogue box will appear near the bottom of the screen. Select the down arrow beside the **Save** button. From the list of options select **Save as**.

JAWS tip: To focus JAWS on the Open / Save dialogue box you will need to press **ALT + N**. Once there Tab until you hear "Save split button". Down arrow until you hear **Save as**.

Step 2: Save the file.

1. Select **where you want to save** the file on your computer.
2. Select the **Save** button.
3. Your file will start to download. Your Internet browser will indicate its **download status**.

Step 3: Play the book or transfer it to your device.

The instructions for playing a DAISY book on your computer or transferring it to a device vary depending on the software or device you use. Please read the instructions that came with your software or device. This information is also available on the CELA website.

Most software and devices will require you to "unzip" or extract the files from their "container" and save them in a regular folder before you can play or transfer the DAISY book.

Step 5: Unzip the DAISY book.

1. When the download is complete the buttons in the Open / Save dialogue box will change. Select **Open**. If you have closed this dialogue box in error simply find the file on your computer and open it.
2. The downloaded zip folder will open displaying all the files. Select **Extract all files**.
3. The **Extract Compressed (Zipped) Folders wizard** will open. You can select where you'd like to extract folder to be but most people should leave it as is. Select **Extract**.
4. Windows folder view will open, with a list of files. This folder contains your unzipped DAISY book. You can use this unzipped book with your DAISY software or transfer it to a device.



DAISY “Direct to Player” Service

1. Who qualifies?

Any registered CELA user can use the **Direct to Player** service. All you need is a player that can connect to the internet and a wireless internet connection at home.

2. Which DAISY players work with the Direct to Player service?

- Humanware Stratus4M and 12M
- Plextalk PTX1 and Linio Pocket

3. Does Direct to Player service work with the Victor Stream?

Not at this time. Humanware is developing a new version of firmware to support this model and **Direct to Player** service.

4. May I trade in an older DAISY player for one that will work with Direct to Player service?

You will have to contact the player vendor directly to ask about trading in your player. The vendors are Humanware or Aroga. Some clients may have bought their player at a CNIB store but they do not offer trade-ins. Please ask the vendor in this case.

5. Can I download books to other devices – an iPad, for example?

An app is needed to use the **Direct to Player** service on tablets and other mobile devices. The app will be available in 2014.

6. Does the service work on a 3G network?

The Humanware Stratus 4M and 12M have 3G connectivity but require you to use an internet stick (it resembles a memory or USB stick). Connecting by 3G works but downloading can stop mid-way through the book. If this happens, the download will restart at the beginning of the book, and more data will be used.

7. My internet access is connected through a cable, not wireless (WiFi). Can I still use the Direct to Player service?

If you have wired internet access, we suggest one of two solutions:

- Connect a cable to a Plextalk PTX1 player (not an option for the Humanware Stratus players)
- Purchase a wireless router

8. I request lots of books. If I switch from CDs to the new service, will CELA keep my



reading choices?

Yes. We will transfer your reading preferences and book lists to the **Direct to Player** service.

9. How long do books remain on my virtual bookshelf?

The books stay on the player until you delete them off of your player.

10. What is the file size for most audiobooks? I'm worried about my data plan going over the limit and costing extra.

Most audio books from CELA are about 180 megabytes. The smallest and least expensive data plans from most telecommunications companies, such as Rogers or Bell, allow 20 gigabytes of data to be used each month. To reach this limit, you would have to download approximately 113 books monthly. The player is set to add a maximum of 60 books a month.

11. What do I need to configure my DAISY audiobook player?

In order to access the **Direct to Player** service, you will need to provide the following information to the Client Support Technician who will be contacting you to configure your new player. The players that currently work with this service are:

- Humanware Victor Stratus4 M and Victor Stratus12 M
- PLEXTALK PTX1 and PLEXTALK Linio Pocket

Problem-Solving Tips

If you are experiencing a problem with downloading books, please contact our Client Support Technicians at 416 486-2500 ext 7432 or by email at LibraryClientSupportTechnician@cnib.ca

If your Daisy Player is malfunctioning, you will need to contact the Vendor for Technical Support.

Vendors:

Human Ware (Stratus 4 or 12) at 1 888 723-7273

Aroga (Plextalk Products) 1-800-561-6222

Ready to Sign Up?

If you already have a Victor Stratus4 M or 12 M, or PTX1, the set up can be done over the phone with a Client Support Technician.

If you have an email address:

The information required for configuring the player can be emailed to you or to someone assisting you. Save the information on an SD card and insert the card into the player.

If you have internet access but no computer:

You will receive an SD card in the mail. Insert the card in the player to start the configuration process.