 

# CELA SERVICES AGREEMENT

This Agreement sets out the services provided by CELA in return for the subscription fee paid. It also addresses the limitations of service and responsibilities of the subscribing organization.

## Services provided by CELA

CELA services are provided through public libraries to patrons with print disabilities (inability to read print due to a visual, learning or physical disability where the person cannot hold or turn the pages of a book).

Under the agreement with your province/library, CELA will provide these services to eligible patrons through your librar(ies):

* Access to approximately 70,000 accessible items for all ages
* Format choice of DAISY audio, e-text, braille and printbraille (children’s picture books with braille)
* Delivery options include several download options as well as CD and braille delivery direct to home or library
* Direct to Player service that allows direct download to internet-enabled DAISY players and through apps available for Apple and Android devices
* Free patron access to Bookshare’s 750,000+ titles
* Access to 45 national and international newspapers, updated daily, from our web site
* Access to over 150 major magazines converted to accessible formats
* Access for educators and other professionals supporting people with print disabilities
* Content in languages other than English, including access to thousands of French language titles from the Bibliothèque et Archives nationales du Québec (BAnQ)
* Readers’ Advisory and profiling service for auto-delivery of books
* Titles from literary awards in accessible formats
* Self-registration
* Technical support
* 8am – 7pm EST phone and email bilingual support through Contact Centre (English and French)
* Monthly Open Book e-newsletter and email communications

CELA will also provide these support services to libraries:

* Direct to Player download – for libraries choosing to preload reading devices for loan
* Regularly delivered, profile-based DAISY CD deposit collections including MARC records for catalogue integration, for inclusion in library collections and local-library home delivery service
* Delivery of library-selected DAISY CDs, braille, print braille to libraries for circulation (does not include MARC records)
* Program support
	+ Multiple copies of physical items such as Book Club titles
	+ Accessible notebooks and program support for TD Summer Reading Club and other reading programs
* Training for library staff:
	+ Live interactive webinars and instructional materials
	+ Online self-serve instruction (recorded videos)
* Marketing and promotional material and support for community outreach
* 8:30am – 4:30pm EST phone and email bilingual support through Member Services
* Statistics (patron membership and circulation by library system)
* Monthly Open Book for Libraries e-newsletter and email list to communicate service updates from CELA

Prior to annual renewals of this agreement, CELA will review the level of services provided in light of use and cost, and any changes arising from this review will be reflected in the terms applicable on renewal.

## Copyright

Access to the collection provided by CELA requires compliance with [section 32(1)](http://laws-lois.justice.gc.ca/eng/acts/C-42/page-15.html#h-45) of the Copyright Modernization Act. It is the responsibility of the library to verify a user’s eligibility in accordance with the definition in section 32(1) of “perceptual disability” and the library’s own policy, which may be on a self-declaration basis.

However, CELA reserves the right to request the library procure documentation should an individual’s exemption be questioned.

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## Limitations on service

* Access to the CELA collection is limited to libraries that subscribe directly to CELA, or which are included in a funding agreement between their provincial or territorial government and CELA. For that reason, your library can only register patrons who reside in the community served by your library or who reside in a community served by another library that subscribes to CELA. Patrons with non-resident cards cannot access CELA through your library.
* If your library’s membership of CELA is funded by your provincial or territorial government, you may register any eligible patron who resides in the province or territory. However, service to patrons who do not reside in your community will be discontinued if at any time provincial or territorial funding is withdrawn and your library transitions to an institutional subscription to CELA.
* If your membership in CELA is funded by your province or territory and this funding is withdrawn, you will have the opportunity to subscribe as an individual library. If there is no funding to support your library’s membership in CELA, access to CELA services for your patrons with print disabilities will be discontinued, and arrangements will be made for the return of your library’s deposit collection materials to CELA.
* CELA deposit collections can be offered through ILL requests to other libraries only if those libraries subscribe directly to CELA, or are included in a funding agreement between the provincial or territorial government and CELA
* CELA reserves the right to terminate the registration of any patron whose place of residence does not conform to these requirements.

# Patron registration

All CELA libraries will offer in-person or over the phone registration for CELA. CELA libraries may contact Member Services for their library account information and training.

# Staff training

# Libraries are encouraged to inform all staff about CELA and provide training to respond to basic questions regarding registration and where to find more information about CELA.

# Reporting

Your library agrees to report each month on deposit collection usage number of circulations).

# Outreach

To the extent that space and resources permit, your library will display CELA promotional material, and engage in outreach to promote CELA to those in your community who could benefit from the service (e.g. seniors’ residences/lodges, disability associations, schools, local college or university disability offices, etc).

CELA Member Services staff are available to advise and assist with these initiatives.

# Misuse of CELA titles

CELA titles may not be given or transferred to any organization outside of the terms of this agreement. Any misuse of titles supplied by CELA must be reported to CELA Member Services. CELA titles are for the sole use for people with print disabilities, or those with Educator Access or Client Access Support Accounts. Libraries are responsible for ensuring deposit collection CDs or other CELA items, physical or digital are exclusively used by patrons who have identified as having a print disability.