



## PATRON REGISTRATION FORM

Please use this printable form if you do not have internet access when meeting with a patron about CELA registration. You must send CELA the patron’s registration details using the online patron registration form at <https://registration.celalibrary.ca>. Forms **cannot be emailed or faxed**. Once we receive the form, service will begin within 5 business days.

Please give a copy of the “Welcome to CELA” document to the patron. This document explains how to use CELA services.

Questions? CELA Member Services 1-855-655-2273

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

Visit us at [celalibrary.ca](http://celalibrary.ca)

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**PUBLIC LIBRARY INFORMATION**

Patron's public library card number or barcode (required):

Name of public library (required):

Province or territory (required):

Library staff name (required):

Library staff phone(required):

Library staff email (required):

**PATRON INFORMATION AND CONTACT DETAILS**

Title:  Mr.  Mrs.  Ms.  Other

First name (required):

Last name (required):

CELA uses patron's date of birth for statistical purposes and for providing services to children. The date of birth is required for patrons **under** age 18. CELA will not share or use this information for other purposes.

Prefer not to give birthdate :

Date (YY-MM-DD):

Gender: Female  Male  Other  Prefer not to say

**Mailing address**

Street address 1 (required):

Street address 2:

City (required):

Prov.:

Postal code:

**Contact information**

The email address is optional, but to use our online services you must provide an email address. E-mail:

Home phone (required): (    )

Cell phone: (    )

Preferred communication language (required):  English  French

**DESIGNATE INFORMATION**

You may designate someone you know and trust to manage services on your behalf.

Yes  No (continue to Eligibility section)

Patron consent, if present:

You understand that my designate will have full access to my service information.

Designate name (required):

Relationship to patron (required):

Designate phone (required): (    )

Designate email (required):

Designate terms of use (required):

As designate, I understand that the library materials you request or download are for the exclusive use of the patron with a print disability who is to receive service and not for my own use. You agree to respect the patron's privacy and freedom to read a wide variety of materials and viewpoints. If the patron is not present during the completion of this form, you agree to inform the patron of the terms and conditions of my role. CELA may contact the patron to confirm that consent has been provided. You understand that violation of these terms will result in cancellation of service.

## ELIGIBILITY

### Disability

Access to the CELA collection is restricted to people living in Canada who cannot read ordinary print because of a visual, physical or learning disability, in accordance with Section 32 of the Canadian Copyright Act.

Definition of print disability. Select all disability types that apply (required):

- Visual disability:** Severe or total impairment of sight or the inability to focus or move one's eyes
- Learning disability:** An impairment relating to comprehension
- Physical disability:** The inability to hold or manipulate a book
  
- My print disability is temporary; please sign me up for a one-year renewable membership

### Privacy and acceptable use

CELA's collections and services are for your personal use and enjoyment only. CELA may suspend or terminate your access to its collections and services without prior notice if you engage in conduct that CELA believes violates its Terms of Acceptable Use.

CELA is committed to preserving and safeguarding your privacy. CELA's privacy policy sets out the manner in which we will collect, use, disclose and otherwise manage the personal information of users of celalibrary.ca.

- I agree to CELA's terms of use and privacy statement.**

## SERVICE CHOICES

If you provide an email address, you will receive a user name and password so you will be able to download books on CELA's website.

You may also choose to have books, magazines or described movies delivered to you. If you want materials delivered, select the services you wish to receive.

- Download books and other materials from the CELA website
- DAISY audio books download directly to player or mobile device. About Direct to Player service (opens in a new window)
- DAISY audio books and magazines on CD by mail
- Described movies by mail
- Braille books by mail
- Printbraille (children's picture books with braille added) by mail

## BOOKSHARE

Bookshare gives CELA patrons access to over 185,000 titles for free! Find New York Times bestsellers, novels, children's books, mysteries, science fiction, nonfiction, foreign-language books, and more. With Bookshare patrons can:

- Read and listen to words read aloud
- Increase font size and read with large print
- Read on computers, tablets, smartphones, braille displays, and many other technologies
- Get free reading software

Bookshare lets you download books in DAISY Text, DAISY Audio (synthetic voice), MP3 (synthetic voice), or Braille Ready Format. Note that Bookshare is an online-only service - you cannot order books on CD.

### How to sign up for Bookshare

Bookshare requires you to:

1. Complete the Bookshare online sign up form ([www.bookshare.org](http://www.bookshare.org))
2. Complete the Bookshare proof of disability form

CELA will confirm with Bookshare that you are eligible for a free Bookshare membership.

CNIB clients: If you receive services from CNIB and have a valid CNIB ID card you can scan and submit a copy of your card to [members@celalibrary.ca](mailto:members@celalibrary.ca).

## **Welcome to CELA!**

- If you requested online service, we will send you or your designate a username and password within 5 days.
- If you requested that books be delivered to your home, you will start receiving books in about 2 weeks.
- If you requested Direct to Player service, we will contact you about configuring your player within 7 days.

If you have questions or would like to change the information submitted, contact the CELA Helpline.

### **CELA Helpline**

Phone: 1-855-655-2273

Email: [help@celalibrary.ca](mailto:help@celalibrary.ca)

### **Requesting books or movies**

To request a specific book or movie, log in to [celalibrary.ca](http://celalibrary.ca) and select the "get it" link for the title you wish to receive. If you do not have a computer, call CELA Helpline at 1-855-655-2273 to request specific books.

### **Returning books or movies**

Return books promptly to ensure that you receive new books regularly. Our DAISY books on CD, our braille books and our described movies are sent to you by mail post-free, and you return them the same way. If you have too many books checked out to you, your service will stop until you have returned some.

## **Books on CD**

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

To return CDs to the library, 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 do not need to be returned.

## **Braille books and described movies**

Braille books and descriptive movies 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. To return a braille book or movie, place it back in its bag, flip the address card over so that the hole in the card is on the lower right corner, and put the bag back in the mail (post free).

## **Direct to Player**

The method for returning books depends on the model of your DAISY player. For help, please contact CELA Helpline at 1-855-655-2273 or by email at [help@celalibrary.ca](mailto:help@celalibrary.ca).

## **How to sign up for Bookshare**

Bookshare offers instant access to more accessible digital books than any other online library. Bookshare service is available free-of-charge to people using CELA service. For more information and to sign up visit [bookshare.celalibrary.ca](http://bookshare.celalibrary.ca).

## PRIVACY STATEMENT

The Centre for Equitable Library Access (**CELA**) is committed to preserving and safeguarding your right to privacy. As part of this commitment, CELA wants its client users (**Users**) to be fully aware of what happens to the personal information which CELA has in its possession. This Privacy Statement sets out the manner in which we will collect, use, disclose and otherwise manage the personal information of Users of **celalibrary.ca**, accessible at **<http://www.celalibrary.ca>**.

CELA has contracted management of the service operations, including collection acquisitions and production and administration of celalibrary.ca, including the software/catalogue, hardware, and telecommunications, to CNIB. CELA maintains a member database of Users in the celalibrary.ca catalogue to enable the lending of library materials.

CNIB and CELA are restricted in their access to and use of User data. Access to personal information is permitted only to support the provision of reading and collections use services, including registration, User support and library service consultation, or for database maintenance. CELA and CNIB are not permitted to access User personal information for any other purpose, unless specifically approved by an individual User.

### Collection of personal information

CELA and/or CNIB on behalf of CELA collects personal information when a User:

- Registers as a user of celalibrary.ca;
- Participates in any interactive feature of celalibrary.ca;
- Requests our e-mail communications; or
- Provides us with comments or suggestions.

To register as a user of celalibrary.ca, public libraries collect a User's name and e-mail address and only such additional information as is needed for CELA to delivery library service. CNIB on behalf of CELA collects User suggestions and other feedback Users provide. User suggestions are used by CELA and CNIB to improve services and operations. In addition, when a member sends an e-mail message to CELA through celalibrary.ca, the time the message was sent, and the IP address from which it was sent is automatically collected by CNIB on behalf of CELA.

CNIB on behalf of CELA may also automatically collect general **anonymous** information related to the use of celalibrary.ca, such as the date and time Users visit the website and the pages visited on the website. In addition, CNIB on behalf of CELA collects cookie information from your browser to identify your computer and provide us with a record of your visits.

## Use of personal information

The personal information Users provide us to register as a member of celalibrary.ca is used to identify Users and to administer their participation in celalibrary.ca interactive features.

CNIB on behalf of CELA may sometimes use the e-mail addresses and phone numbers of Users to investigate activity that may violate the [Terms of acceptable use](#) and in order to enhance the capabilities of internal security systems.

Personal information may be used to contact the User and/or the User's parent(s) and/or legal guardian(s) when necessary. These notices may include changes in our policies or other notices.

CNIB on behalf of CELA uses the Usage Data and feedback information to help understand how celalibrary.ca is used (e.g., which pages or sections are most popular and when the peak activity times are), and assists in planning for future improvements to the site to better meet Users needs.

## Disclosure of personal information

CELA and its agent CNIB do not sell, rent or otherwise disclose any personal information about Users to any third party.

CELA may authorize CNIB from time to time to share anonymous aggregated demographic information and Usage Data with various third parties, such as our service providers. This is not linked to any information that can identify Users.

## Security of personal information

CNIB as agent of CELA will maintain the personal information in its possession in appropriately secure data storage to safeguard it from unauthorized access, use or disclosure. By contract between CELA and CNIB, CNIB will maintain the strict confidentiality of all personal information collected, and will only disclose such information to employees and contractors of CNIB who require such information for the purposes set out above. Your personal information will be kept only for as long as it remains necessary or relevant for the purposes stated above or as otherwise required by law.

## How to contact us

If you would like to review or update the personal information in the possession of CELA, or CNIB acting as agent for CELA or withdraw your consent for the collection, use and/or disclosure of your personal information, or if you have any inquiries or comments about this Privacy Statement, please contact the CELA Privacy Officer at 1.866.999.4976 or by e-mail at [privacy@celalibrary.ca](mailto:privacy@celalibrary.ca).