Hi everyone,

My name is Leslie Corbay, and I am a Library Accessibility Consultant with the Public Library Services Branch. I will be conducting today’s training on the National Network for Equitable Library Service (NNELS) and nnels.ca. I have made a few updates to the training completed in September, to keep it current. During this introduction, please go to the N N E L S DOT C A.

During the presentation please don’t hesitate to interrupt me. I am more than happy to answer your questions as they arise.

Joining us is Sabina Iseli-Otto, the librarian at the other end of the [support@nnels.ca](mailto:support@nnels.ca). Good morning Sabina! I was wondering if you could do me a favor and introduce yourself to Manitoba’s libraries.

Thanks Sabina. Throughout the presentation Sabina, please feel free to jump in and share some of your NNELS wisdom.

To begin I would like to thank everyone for joining us today for the second round of NNELS training for Manitoba libraries. The learning goals for today’s training are:

* To bring your attention to NNELS as a library service
* To move around and demonstrate the website, which has recently been updated.
* To give you more information about what NNELS is as you are launching the service in Manitoba.

Is everyone at nnels.ca?

[Count to 7]

On the main landing page you can see the NNELS logo, the main site navigation, the search bar, an introduction to NNELS, books which are available to our users, and in the bottom right hand corner of the site are the terms and conditions of use.

Our NNELS partners have been working with a Manitoba user group, the Vision Impaired Resource Network (VIRN) to improve the accessibility features of the site. Since your last training in September the sites user interface has been updated.

Please click the link for the community forum, which is at the top of the home page underneath the NNELS logo.

[Count to 5]

Once you are at the community forum we will be drilling down to the regional forums, and so scroll down to the Manitoba Forum.  Inside the Manitoba forum, you can see that we have been building lots of resources for your library. I will continue to update this forum with important resources and approaches to service.

There is always training available on nnels.ca. The idea with the forums is that you can self-serve and there are always resources to answer your questions.

Now that you’re in the Manitoba forum, there is an entry that says **Manitoba training for NNELS – February 25th 2015**.   Click on that post. If you scroll down, at the bottom of the post are the slides I will be using for today’s presentation.

If you use Microsoft power point you can choose the dot PPT and if you have Adobe acrobat you can choose the dot PDF file.  This session will be about an hour with demonstration and time for your questions at the end.

If you haven’t already downloaded the presentation, please do so and go to slide one.

Is anyone having any problems?

If you don’t have the slides downloaded yet, that isn’t a problem. As I move through the presentation, I will be telling everyone the slide numbers as we move along so you can jump to the slide I am on.

Is everyone following me so far?

You can keep nnels.ca open in your browser since we’re going to be going back to it during the presentation.

In the bottom right hand corner of your slides is a slide number. That should help you to follow along during the presentation.

Go to **slide #2** What is NNELS?

I think it is important for public libraries to know what it is that they are offering their customers.  NNELS is an inter-provincial collaboration and has a local public library focus as its model.  The core responsibility is to provide library service to persons with print disabilities.  NNELS is fully deployed in Saskatchewan, the Northwest Territories, and Nova Scotia.. The service is being deployed in British Columbia, Alberta, Nunavut, The Yukon and Manitoba at the same time. There is much work being done in the short term to develop the service and the technology to support the network across Canada.

Moving on to **slide #3**. There will be a little bubble diagram. NNELS uses a library and user centered approach to service. The NNELS network, collection, authentication, media and device support all work together to support local library implementation of the service.

**Slide # 4** is a picture of MaryAnn, the Access and Learning specialist with the British Columbia Library Cooperative who did the NNELS training in September with a NNELS user from British Columbia. The NNELS team works closely community members and user groups across Canada, like Manitoba’s VIRN, to improve the NNELS service and to get the word out there about this new library service.

**Slide #5** has three pictures of a scanner at work. The Public Library Services Branch is supporting the collection development happening at NNELS, by digitizing books for the repository. This is a picture of our scanner. As you can see, we have to take books apart in order to scan them. Once scanned, we run the image file through optical character recognition software, which transforms the text into a word document. We then edit the text for any errors which may have been picked up, before converting it to DAISY format.

**Slide #6** is a picture of our non-destructive scanner. As part of the network, NNELS has purchased the scanner for PLSB to support digitisation projects happening here. With the non-destructive scanner we are able to digitize rare and other out of print materials without taking the books apart.

**Slide #7** Who is NNELS?

NNELS is made up of patrons with a print disability who are accessing materials, librarians like yourselves that are the friendly front door, and the provincial governments that fund the project.  The provinces also provide the network that supports development and training across the country.

**Slide #8**

Who are public libraries reaching with NNELS content? Who are the people with print disabilities?  Disability services in public libraries are shifting a little bit.  A print disability is defined as:

* the severe or total impairment of sight
* the inability to focus or move one’s eyes
* the inability to hold or manipulate a book
* or a disability related to comprehension

About 10% of Canadians have a print disability and one of the principle challenges is getting those with reading difficulties into a public library.  How do we find them and remind them that the library has something to offer them when often people think of libraries as being very print heavy?

Building the service requires that you are a bit creative in how you find people with print disabilities and how you welcome them, but remember that this isn’t fundamentally different than any other service you offer to your community.

**Slide #9** Promoting NNELS

To successfully implement NNELS in your community you will need to connect with local organizations to tell users what is available in your library. Each community will have a range of organizations each one will likely be targeted towards advocacy or providing direct services to persons with disabilities. Work to connect with these groups to promote the service.

**Slide #10** Is a picture of a hand holding a NNELS USB key. Or as Sabina likes to describe it, a portable NNELS bookshelf.

NNELS is about library service provision that is accessed where and how it is needed. This picture is one of the silver NNELS USB keys that PLSB has provided each public library with in Manitoba. They are an alternative to content on demand.

Did everyone get their NNELS USB key? Has everyone had a chance to use them yet?

**Slide #11** What does NNELS offer? 10,000 titles are available through NNELS.  Most of the titles are offered in Daisy format. DAISY stands for Digital Accessible Information System. DAISY is designed as a substitute for print material and is specifically designed for use by people with print disabilities. There are also MP3, PDF, e-text, and some Braille files.

The NNELS collection is about 90% fiction and 10% non-fiction.  85% of the content is adult content but NNELS is also adding books for children.

More multilingual content is coming in but it is largely an English service to date. If we need books in other languages, there’s a lot we can do with interlibrary loan.

**Slide #12** What do you need to know?Library staff needed to know what information is required to provide a user with access to the service. The first step is finding out whether a patron has a print disability, which means that they are eligible for the NNELS service. The second step is knowing what devices they use, or want to use, to access the service

**Slide #13** How do people use NNELS content?NNELS works very much like e-libraries Manitoba (eLM) to download content from home, and transfer it to just about any device and begin listening and reading.

In libraries, most NNELS materials are downloaded directly to computers and then transferred to devices but libraries can put content on CDs if that is required by the patron. You can find information on how to do this by visiting nnels.ca then clicking on the Tutorials tab.

Users in the visually impaired community will also be familiar with victor readers to handle the content.

It is important for libraries to understand that not everyone can afford to buy their own CDs to access the NNELS service. According to a recent Statistics Canada report %58 of Canadians with a sever disability are unemployed, and the number increased to %74 for persons with a **VERY** severe disability.

So it is a good idea to have a policy of purchasing CDs for NNELS patrons.

**Slide #14** Okay so now we are going to change directions a little bit. And we are going to take a look at some screen shots of the NNELS website, and their twitter account.

The image you see on slide 14 is the NNELS discussion area. This is a quick answer forum where you as a public library can post hardware questions. For example if someone has shown up with a device that you’re not familiar with and you want to know how that will handle NNELS content, you can post a question about the device.  NNELS is tracking all these types of scenarios.

You can use the one-pagers and tutorials in the technical discussions area to improve your knowledge of NNELS technology.

**Slide #15** This is the NNELS Twitter page. NNELS uses Twitter quite a bit for promoting new titles.  If your library uses social media, you can find them there.

**Slide #16** This is the NNELS home page. We like to tell people about the browse feature for the always available titles.  Always available titles are open access books that anyone can use from NNELS.  These do not require any special patron type to download materials from the catalogue. You can find these links just below the main search bar on the NNELS home page.

NNELS has spent a lot of the last year designing ways to authenticate users to access materials in the catalogue. NNELS currently has two ways to sign patrons up for the service depending on the technology available at a local public library.

Now we are going to switch back to NNELS.ca. Please go to your browser and click on the NNELS link to access the NNELS homepage.

At the top right hand corner of the screen, you will see two buttons: Sign Up and Log In. Click Sign Up.

After clicking “Sign Up,” type in your library’s name or hometown. I am going to input Portage. Then several libraries or library branches are going to come up. Next I am going to click on their name. After I do that I can see all of the information relating to Portage La Prarie Regional Libirary in the NNELS system.

If your library is not part of Spruce and is not using Horizon ILS, your patrons will be directed to input their library barcode or username, email address, first and last names and create a pin, to open a NNELS account.

If your library is part of the spruce cooperative or users horizon, your patrons will be able to use their library barcode and PIN to gain access to NNELS as long as they have signed up at their local public library and have been granted a valid Patron type in the ILS.

If you have any questions about this PLEASE CALL ME. I have here to take your questions.

If you are able, could you do that now please.

Please go to the community forms, Manitoba forum.

Count to 10...

Is everybody there?

The Manitoba forum includes access to sample competent authority and self-declaration registration form. The forms have recently been updated. The self-declaration form has received a small language change, and the competent authority form has been updated to improve patron confidentially.

Every library in Manitoba, including individual branches, have been provided with a login where they can make NNELS materials available through library visits or out of library community referrals.

If patrons sign up directly with NNELS, the service tries to emulate the competent authority forms that libraries use and provide them with a temporary account.   We tell them they must go to their local public library to get a membership and get registered.  At that point they accept the terms of use for NNELS.

I know that library staff are conscientious of protecting the rights of copyright holders.  In the terms, NNELS makes it quite clear to our patrons that the materials are available by login only and for personal use.   NNELS is it quite clear that they can use it only for non-commercial use.  Users can copy and burn that content but they cannot distribute or repackage it or use in a manner not consistent with copyright.

If you have patrons asking why do you get to do this.  We are doing this with print disabled Canadians that is consistent with copyright legislation.

If everyone could click on the login button please in the top right hand corner of the screen. Returning users with a temporary account, and users logging in after signing up at their local public library can sign in through the login button. It is important for libraries to use the login credential provided, so that NNELS can better track library use vs. Patrons use of the service. The login credentials are case sensitive.

When you login for the first time, you will have to accept the terms of use as well.   If NNELS makes changes to the terms of use, we will ask patrons to re-accept them.  So, it’s not like NNELS will make changes to the terms of use without alerting them.

Once you are logged in with the staff login, you have all the same privileges as the patrons.  You can download new NNELS production and we’ve recently added “loggers’ daughters”. We’re seeing 5 to 6 new books a week right now. And we have our top picks on the front page.

If I could get everyone to login. If you do not have your library login or have lost it, you can email myself or [support@nnels.ca](mailto:support@nnels.ca) and we would be happy to help you.

For practice, I would like everyone to login please. Is anyone having problems.

I would like everyone to go back to the NNELS home page and download a book from NNELS right now from the books available on the NNELS homepage.

Depending on your configuration, Internet speed, and size of the book you are downloading the time it takes to down load a book can be between 3 – 6 minutes. However, for those living in remote and northern communities this can take longer.

Check-in ...

Is everyone done. Okay, please go back to the slides.

Is everyone still able to follow me?

We are on **slide #17.** What do you need to do? NNELS is interested in working with you around your expertise and connecting readers with the content with they want. Working with your print disabled patrons, you can suggest books for the database.

Please go to **slide #18.** This is a picture of a NNELS CD. How can you promote NNELS. You can promote NNELS by making community connections. The other thing you can do is generate book requests.  The only legal way that books under copyright can be reproduced and shared by NNELS is if a patron has requested them.

If you don’t find what you are looking for with a keyword search, please don’t be shy.  Patrons can request a title through their local public library, or they can do so on their own. Librarian looking to request a book on a patron’s behalf are able to do so after completing a search and clicking on Request a Title. Patrons are also able to do this after logging in and completing a search. By requesting titles we can build a better service for our patrons.

Please contact the NNELS support team at any time at [support@nnels.ca](mailto:support@nnels.ca) about the collection and anything that might not be working for your library.

**Slide #19** NNELS logo.NNELS wants you to do one more little operation demo wise today.

If you are logged in as a library staff, you can add content to the website through the community forums. There’s a section at the bottom of the forum posts where you can add a new comment. Through the forums we can have conversations about any extra training materials you want and post documents as we develop them.

Please provide your feedback regarding today’s training using the Manitoba forum. Place a comment under the post about today’s training.

Any questions?