

Introduction to the National Network for Equitable Library Service (a.k.a. “NNELS 101”)

For public library staff in any Canadian library
whose libraries have a User Manager.

An estimated 10% of Canadians have print disabilities, and require information in a format other than “book”. Less than 5% of printed material is available in formats for people with print disabilities. In our experience, most people with a print disability don’t have a relationship with a public library. You can change that, one person at a time.

Definition of Print Disability: As determined by the *Copyright Act*, a print or perceptual disability “means a disability that prevents or inhibits a person from reading a literary, musical or dramatic work in its original format, and includes such a disability resulting from

- (a) severe or total impairment of sight or the inability to focus or move one’s eyes;
- (b) the inability to hold or manipulate a book; or
- (c) an impairment relating to comprehension.”

Print disabilities include low vision and blindness, mobility problems such as broken arms, Multiple Sclerosis, Parkinson’s; dyslexia, brain injuries, certain kinds of autism, and anything else that means someone needs a book in a format other than “print book”. Many people think “print disability” means “legally blind” and it’s worth talking about how expansive this definition is with everyone you meet.

People learning to read, or learning English as a second language, only qualify for NNELS access if they *also* have a print disability.

Approving Accounts: In order for patrons to be able to log in to NNELS and download books themselves, they must apply for an account through the NNELS website and have that account approved by the library’s User Manager. Emails with new account applications are being sent to this email address: _____

Sometimes library staff may search for and download books for a patron. Sometimes a friend or family member may do this work. It’s up to libraries to determine how to grant access to NNELS, and to ensure that access is limited to eligible users.

Downloading Books for Patrons: Every registered library has a NNELS account that staff can use to download books on behalf of individuals with print disabilities. If you need to reset your library’s password, go to <https://nnels.ca/user/password> or contact support@nnels.ca.



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Web: <https://nnels.ca>

Email: support@nnels.ca

Library's username: _____

Library's password: _____

Proof of Disability: Determining whether or not someone has a print disability is at the library's discretion. Please ensure you are familiar with your library's policies and procedures.

Know your website link: An easy way for patrons find NNELS is through the link your library's website. Know where that link. If you want to update your link, please visit nnels.ca/library/training/ for links to website badges and sample text.

If you can't find the book or format in NNELS: Due to limited production capacity, book requests are only accepted from readers and library staff in participating provinces and territories (these include AB, BC, MB, NS, NU, NWT, SK, YT). The request form is visible to logged in users from these provinces and territories on any page of search results. Users or library staff may request specific titles for production, or existing NNELS titles needed in a different format (e.g. we have MP3; your reader needs e-text).

If a patron can't log in: If a patron's password doesn't work, you can reset it at nnels.ca/user/password. If that doesn't solve the problem, please contact us.

Searching Tips

- To find books, use the search filters. Search broadly for a keyword or subject (or simply the word "the") and then use the filters to narrow the results. Explore multiple terms for the same topic (e.g. "World War 2" and "Second World War"). NNELS books come from many sources and cataloguing can be inconsistent.
- Books with a narrator listed as Apple Alex, Apple Samantha, or Apple anyone-else are synthetically or computer narrated. Some people prefer computer narration because speech can be sped up without distortion. Synthetic narration also makes it possible for us to produce reader requests and if the option is between synthetic narration and no book at all, most people opt for synthetic narration.
- A good place to find books is in the "Our Collections" section on the front page of the NNELS website: these lists include reading programs and literary awards.
- New titles can be found in the "Recently Added" section (links on the front page of NNELS), and highlights are announced on our Twitter account (@NNELSCa).

Ready to learn more?

- Search "tools technology NNELS" on LibraryToolshed.ca for an overview handout;
- Learn how to download a file and unzip it (nnels.ca/help); or



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<https://nnels.ca> | support@nnels.ca | 1-888-848-9250, option 5

- How to burn a CD (nnels.ca/help); or
- How to transfer a file to a flash drive (nnels.ca/help).

Faced with something you're not sure about? Drop us a line! We love to help. 😊



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