

Opening the door to reading for more than three million Canadians



CNIB Library Year in Review



Towards the Library of the Future

For more than three million Canadians who can't read print due to a disability, the CNIB Library is a national treasure. Absolutely unique, the largest source of alternative-format content in Canada – its collection nurtures minds, expands horizons, and supports lifelong learning. These are critical proficiencies in the 21st century that benefit society as a whole.

The CNIB Library has much to celebrate this year, and we are grateful to all our staff, volunteers and partners who made it possible. In particular, we appreciate the significant investment of the Government of Canada in the Library's collection, services and technologies, recognizing their importance to Canadians with print disabilities.

Our thanks are also extended to the provincial governments of Alberta, Ontario, New Brunswick and Prince Edward Island for their financial support of our library services to CNIB clients in these provinces. With this funding the CNIB Library Partners Program took flight in 2010-11, reaching new heights in offering accessible library services to Canadians with print disabilities in 200 libraries across the four provinces. These early adopters are paving the way towards a truly accessible nationwide service in Canada.

Notable achievements for the CNIB Library in 2010-11 included completion of the planning to modernize our digital library and the systems used to produce materials for the collection in alternative formats such as audio, braille and e-text; joining TD's national Summer Reading Club; reaching a milestone of 20,000 DAISY books in our collection, and offering books for reading on mobile devices.

The Library is leading the way at many levels – internationally, nationally, and in cities and towns across Canada. Our doors are open and we want to share our resources, expertise, and technology with all libraries – and with all Canadians with print disabilities.

Thanks to all our partners for their leadership in helping us make this a remarkable year, and for supporting the right to read for all Canadians.

Betty Nobel
Chair, CNIB Library Board

Margaret McGrory
Vice President,
Executive Director, CNIB Library



Expanding our Readership

At the CNIB Library, we believe passionately that everyone has the right to read. Our goal is to be open and accessible to the 3.4 million people with print disabilities across Canada.

Today, our collection and services are open to all Canadians who are blind or partially sighted (an estimated 1,000,000), and to people with print disabilities not related to vision loss through public libraries in Alberta, Ontario, New Brunswick, and PEI, thanks to funding from these provinces.

Print (perceptual) disabilities as defined in the Copyright Act include:

- Seeing – blindness or partial sight
- Agility/mobility – the inability to hold or manipulate a book
- Learning – impairments related to comprehension

Print disabilities are common

- An estimated 10% of Canada's population, or **3.4 million**, have a print disability that prevents them from reading conventional text.
- However, globally, less than 5% of published material is available in formats for people with print disabilities.



The large text size used in this report was selected to enhance readability for people with vision loss. Visit cnib.ca/clearprint for more information about these standards.



An Exceptional Resource

The CNIB Library is a **world leader** among alternative-format libraries. We offer the largest public library-type accessible collection in Canada providing comprehensive services and equitable access to information for Canadians with print disabilities.

Our collection includes:

- 80,000 books (braille, e-braille, print braille, e-text, audio CD's, online audio)
- Audio magazines including *Maclean's*, *Chatelaine*, *Reader's Digest*, and *Le Bel Âge*
- Databases such as the Encyclopaedia Britannica Online and the Oxford English Dictionary
- More than 50 local, national and international newspapers

The CNIB Library is unique in offering multiple formats, but in other ways our service operates just like any other public library, managing the collection and patron accounts, services and programs according to professional library practices.



Collections

English and French materials (books, magazines, licensed online content, newspapers and DVDs), ensuring the collection offers variety and depth and reflects users' reading interests.



Access

Bilingual digital library where users can choose materials to read online, download or have mailed to their homes.



Reader Services

Bilingual helpline, handling toll-free phone inquiries and email inquiries.

Here's what makes us different



Electronic Publishing

Creates encoded text files that will later be "read" by adaptive technology, transformed into braille, enlarged on a computer screen, and rendered in DAISY* format.



Audio Publishing

Records more than 600 digital audiobooks every year, as well as several magazines. Once processed, these materials are added to CNIB's digital repository and stored in both archival and distribution formats.



Braille Publishing

Creates more than 300 braille books every year. Electronic files are processed through braille translation software. Staff and volunteers trained in braille resolve complex formatting issues, proofread material, emboss books for physical circulation, and post for online reading.



Logistics and Distribution

Manages the physical distribution and return of Library materials, including audio books and magazines, braille books and described videos. By far, the greatest demand is met by a highly automated process that produces, on-demand, more than 3,000 DAISY audio CD's per day, requested by our readers.

* DAISY (Digital Accessible Information System) is an internationally recognized book format intended for people with print disabilities. It allows users to listen to and navigate within a text in a way that is far superior to traditional audio books.



2010-11 Service Highlights

The CNIB Library facilitated greater access to information and new avenues for lifelong learning.

- Library clients borrowed a record 2.2 million items, both by mail and online.
- Our Reader Services team answered 43,500 client inquiries.
- Readers' title requests were reviewed daily to make quicker purchasing decisions, speeding the delivery of popular and needed material.
- We developed a core collection of First Nations materials to support the delivery of our Partners Program through First Nations libraries.
- We provided access to 13,500 downloadable NetLibrary commercial audio books and ebooks, many in mp3 format, which can be played on the popular Victor Reader Stream as well as the iPod, iPhone and iPad, providing much greater choice and convenience to readers.



- Completed ***All Children Have Different Eyes***, an illustrated printbraille* book that helps blind and partially sighted children to play and make friends while facing difficult social challenges, such as answering questions about their eye conditions, entering play groups, or handling limitations responsibly.

* Printbraille books are illustrated children's books with transparent braille overlays between the pages, specially created by the CNIB Library.

"I am writing on behalf of a client who receives DAISY Reader books in the mail. I cannot begin to tell you what a difference you are all making in her life. Losing her sight so quickly had her depressed and angry.

Hearing her laughing and having her rush to tell me which books arrived in the mail is like interacting with another woman. You should all feel very proud of what you do and the daily difference you make in so many lives!"



2010-11 Production Highlights

- Achieved a seven per cent increase in audio title production compared to 2009-10.
- Implemented a full XML workflow and outsourced data conversion, leading to increased output in Electronic Publishing.
- Increased output of synthetic speech, speeding production time on non-narrative parts of books such as indexes.
- Adopted the new DAISY Authoring and Interchange standard to support multiple output formats.
- Our collection reached a significant milestone – 20,000 DAISY books (16,000 English, 4,000 French), providing readers with even greater depth and breadth in the popular DAISY collection.
- We added 500 braille music scores to the catalogue.

“. . . I’m a piano teacher and I want to thank you so much for the recent arrival of the piano course books . . . I’m so grateful these are available in braille. I don’t know how I would teach without this information . . .”

“I just want to commend the Digital Library for the recently added feature to ‘Browse Popular Categories.’ This reminds me of the days I use to physically walk the shelves of my local library when I was a print reader. You have brought back fond memories by allowing me to now browse the virtual bookshelves of the CNIB Digital Library. Well done!”





Partners Program levels the playing field

The 2010-11 year saw a **watershed moment** in accessible library service in Canada. Four provincial governments made investments to support services to CNIB clients in their respective provinces. This “Partnership Program” allowed all public libraries and their eligible patrons in **Alberta, Ontario, New Brunswick** and **Prince Edward Island** to have access to the CNIB Library collection.

Without the expense of acquiring, storing and maintaining accessible collections, libraries of all sizes in these provinces are now able to offer a more inclusive service to meet the needs of their communities.



The CNIB Library Partners Program gives **all public library patrons with print disabilities** access to CNIB’s entire collection through their local library:

- Books, magazines, newspapers, online services
- Materials in audio (including DAISY), braille, described video and other formats
- Bilingual collection, Canadian content, new titles and backlist favourites
- Material for all ages and interests

The Program is supported by:

- Flexible service options (long-term deposit collections, inter-library loan, free home delivery)
- Ready-made marketing and program material to support community outreach
- Web-based, teleconference and in-person training for library staff
- Bilingual telephone and email support for library staff and patrons

- More than **133 Partner libraries** collectively received **10,000 DAISY books** as **deposit collections**, allowing them to better serve walk-in patrons with print disabilities. Collections are refreshed annually, with subject profiles tailored to local needs.
- More than **three hundred** public library staff participated in monthly **training sessions** (available in English or French), introducing them to the CNIB collection and services open to their patrons with print disabilities.
- More than **7,000 “Reading. Reimagined!” bookmarks** and **1,000 posters** were used by Partner libraries to advertise the Program.
- CNIB worked with other organizations to promote the Partners Program to Canadians with a wide range of print disabilities, such as the ALS Society, Muscular Dystrophy Canada, the Cerebral Palsy Foundation, provincial Learning Disabilities Associations, and Centres for Independent Living.

Alberta

Ontario

New Brunswick
Be...in this place • Etre...ici on le peut

Prince Edward Island
CANADA

From the largest public library system in North America and the busiest in the world, with a considerable accessible library service of its own:

“Thanks for all your help getting us up and running. Our customers are very happy with the results. The expansion of our DAISY selection makes such a difference to them (and to the staff that select for them).”

–Toronto Public Library, ON

... and equally important:

“Thank you so much. This program has been needed for so long!”

–Chippewas of Rama First Nation Public Library, ON

For more information about the CNIB Library Partners Program:

cnib.ca/librarypartners
1-800-563-2642, ext. 7055
PartnersProgram@cnib.ca



Inclusive Summer Reading Program for Children and Youth

While the CNIB Library has had a summer reading club for many years, in 2010, with generous funding from TD Bank Financial Group, we officially joined the **TD Summer Reading Club**, giving **all children across Canada** the opportunity to participate in the same program.

- Created an accessible activity kit and online programming on the theme **Destination Jungle**, to inspire young participants.
- **Increased program registration** by 24 per cent from 2009 levels, reaching even more children who could benefit from the program.
- Facilitated **800 activities** where children wrote book reports and stories, chatted online, and answered mystery questions, increasing their engagement with the books they read.
- **Circulated 6,000 children's titles** during July and August – a direct result of the program – enriching children's summer experiences, keeping their reading skills active, and providing a bridge to the next school year.



A parent wrote:

“It was great that my youngest child could participate alongside his siblings for the first time. Dylan participated in three age-related activities at our (public) library . . . We have done the summer reading program there for ten years.”





A Library for the Future

This year, the CNIB Library achieved a significant milestone when it received more than \$7 million from the Government of Canada towards two years of operating costs. The funding also provided a critical injection to help the Library revitalize its technology infrastructure to preserve its vast repository – a collection unlike any other in Canada – for the future.

2010-11 Achievements:

Conversion to Digital Secures Collection

This essential funding support came not a moment too soon! Ten years ago the CNIB Library undertook a large-scale project to convert its collection from analogue (cassettes) into digital format and this funding allowed us to accelerate our pace and complete the conversion. A few more years and the remaining 8,000 analogue master recordings may have been lost due to deterioration or lack of working hardware to convert them.

New Library and Production Systems

The Library began work on a desperately needed “next generation” library system as well as replacing its production system. These new systems, on track for completion in 2012, will meet today’s production needs and allow the Library to improve and expand its digital library services for its readers.

Downloadable DAISY

We asked our readers for their “wish lists” for the new digital library. Their greatest request was to be able to download DAISY books (currently they can only be read on CD’s). The new system will feature DAISY downloads!

Looking Ahead – a Nationwide Network

The new digital library and production systems will allow CNIB to make a substantial contribution towards achieving the vision of a nationwide network of accessible library services for all Canadians with print disabilities.

Since Library and Archives Canada launched its Initiative for Equitable Library Service¹, there has been continued commitment from CNIB and the Canadian library community to advance the concept of a nationwide equitable library service for Canadians with print disabilities delivered through Canada’s public libraries.

This coming year, CNIB will undertake a project, headed up by an independent consultant, to develop a business model for this network, informed by international best practices and stakeholder consultation.

¹ <http://www.collectionscanada.gc.ca/iela/index-e.html>



Government
of Canada

Gouvernement
du Canada

Championing the Right to Read

In 2010-11, local, provincial, and national champions, and even the global community, came together to further the right to read for people with print disabilities.

Examples of such champions are everywhere. For instance, the CNIB Library has the support and expertise of more than 300 dedicated and professional CNIB Library volunteers, who recorded audio books, produced braille, and assisted in many other aspects of the Library operation.

The provincial Partners Program is helping to level the playing field for people with print disabilities in Alberta, Ontario, New Brunswick and Prince Edward Island, and we encourage all provinces to take advantage of our collection for their readers with print disabilities.

Funding through the federal government is furthering our commitment to develop inspired, innovative, and practical solutions for a nationwide equitable library service for Canadians with print disabilities.

Globally, commercial publishers, the CNIB Library and other producers of alternative formats are working with the World Intellectual Property Organization on an initiative to increase the amount of accessible materials available to people with print disabilities worldwide. Access to titles in other languages will be of tremendous benefit to Canada's increasing multi-cultural population.

Together, through forward thinking and the belief that all Canadians have the right to read, we're breaking down barriers and creating greater access.

"I want to take this time to tell you what a truly wonderful job you do. With mom's blindness and physical limitations, there is very little she can do. These books keep her going. She lives for them to come in the mail. Thank you! Thank you! Thank you!"

cnib.ca

CNIB Library 1-800-268-8818

Charitable registration #119219459 RR0003

