

# Public Library Pandemic Response

## E-Content Resources and Virtual Service Supports

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On November 24 2020, the Province of Alberta declared a public health state of emergency to respond to rising cases of COVID-19. All libraries in enhanced zones are required to limit capacity to 25% of the occupancy set under the Alberta Fire Code. Public library boards and staff are implementing alternate ways to deliver library service to their communities.

### PUBLIC LIBRARY NETWORK E-CONTENT SUITE

In addition to the wealth of e-resources available from local libraries and regional library systems, the Government of Alberta also provides province-wide access to a select suite of resources, all of which are available through each library's e-resource collection:

#### PRESSREADER

PressReader delivers full issues of newspapers and magazines the moment they hit newsstands. The collection includes publications from over 120 countries in more than 60 languages.

With access to PressReader, patrons can download as many titles as they like. Downloaded publications never expire, and remain saved until patrons decide to delete them. Remote access for PressReader has been extended to 60 days during the pandemic.

#### PRONUNCIATOR

Pronunciator is a language learning platform, enabling users to learn more than 150 languages, including ESL and American Sign Language. A mobile app and responsive website are available for remote/offline use.

Recently, Pronunciator made available a [self-directed online COVID-19 language course](#) in 101 languages that teaches vocabulary and phrases relevant to the COVID-19 crisis.

#### RBdigital MAGAZINES and AUDIOBOOKS

RBdigital Magazines features full-color, digital editions for instant desktop reading, mobile streaming, and mobile-app download. Patrons are able to access both new and back issues, adding them to personal reading libraries with no holds, no checkout periods, and no limits to the number of magazines checked out. The RBdigital platform offers AudioEye accessibility tools for those with print disabilities.

RBdigital Audiobooks offers approximately 6,000 titles available for simultaneous use, so patrons do not have to place holds or wait for titles to become available. Content is provided via the website, a mobile app for remote and/or offline access, or desktop app for downloading content to listen on computer or offload to a non-wifi USB device.

#### READ ALBERTA eBOOKS COLLECTION and the PRAIRIE INDIGENOUS eBOOK COLLECTION

The [Read Alberta eBooks Collection](#) consists of close to 2,000 titles produced by Alberta publishers. Titles are always available and are simultaneous use - they are ready to download to your device with no holds or waitlists.

The *Read Alberta eBooks Collection* is an innovative partnership between the Book Publishers Association of Alberta (who manage the collection built from their members' catalogues) and PLSB (who fund the project so all Albertans have access to Alberta eBooks).

The *Prairie Indigenous eBook Collection* is part of the *Read Alberta eBooks Collection* and features over 200 always-available titles by, for and about Indigenous peoples from publishers in Alberta, Saskatchewan and Manitoba.

## REMOTE SERVICE SUPPORTS

While it is important to maintain a virtual presence in your community through your library's website and social media sites (including virtual reference, where possible), it is also equally important to ensure the library is available to those with limited or no access to the internet.

Library staff may be interested in how to provide remote telephone communications. Our friends at the BC Libraries Cooperative offer [some suggestions](#).

## SERVICES TO PERSONS WITH PRINT DISABILITIES

The National Network for Equitable Library Service (NNELS) and the Centre for Equitable Library Access (CELA) are Canadian accessible format libraries for patrons with print disabilities. Print disabilities are defined as visual, cognitive, or mobility impairments that prevent someone from reading print in a traditional way.

Alberta public library patrons with print disabilities have remote access to thousands of digital accessible-format books through the [NNELS](#) and [CELA](#) digital repositories. Digital formats for people with print disabilities include DAISY, MP3, EPUB, eBraille, eText, and patrons with print disabilities can access these from home.

Please visit the [NNELS Tutorials](#) page for a refresher on how to assist patrons downloading material and visit the [CELA Services Update](#) page for current information about CELA services during the pandemic. The NNELS Accessibility Testing Team has also created [accessible versions](#) of COVID-19 charts and graphs.

If you have questions or need assistance using NNELS, please contact [support@nnels.ca](mailto:support@nnels.ca) or 1-888-848-9250 (option 5).

If you have questions or need assistance using CELA, please contact [help@celalibrary.ca](mailto:help@celalibrary.ca) or call 1-855-655-2273 for support.

## SERVICES TO SUPPORT INDIGENOUS LIBRARY PATRONS

### Voices of Amiskwaciy

[Voices of Amiskwaciy](#) is a digital public space that supports Indigenous communities to create, share, discover and celebrate local Indigenous content online. *Voices of Amiskwaciy* focuses on storytelling and is managed by Edmonton Public Library with financial support from Public Library Services Branch.

### Community Sourced Resources

Please refer to this [Google document](#), which hosts Indigenous-focused resources for extended periods at home. This document was developed by librarians from the CFLA Indigenous Matters Committee (including PLSB staff Colette Poitras). Here you will find links to movies, documentaries, podcasts and books, as well as online educational opportunities for K-12 and adult professional development for all Albertans. More resources will be added on an ongoing basis.

## CONTACTS

PLSB staff are available to answer your questions about e-content and virtual service responses.

For questions about the provincial e-resource suite, please contact:

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For questions about services to the print-disabled or services to Indigenous communities, please contact:

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