# Help

This page contains the following sections:

* [About i-access Library’s catalogue](https://i-accessonline.visionaustralia.org/Pages/IOL_Help.aspx#About)
* [How to access the online catalogue](https://i-accessonline.visionaustralia.org/Pages/IOL_Help.aspx#HowToUse)
* [Step-by-step guides](https://i-accessonline.visionaustralia.org/Pages/IOL_Help.aspx#StepByStep)

## About My Vision Australia and the i-access Library catalogue

My Vision Australia is a multipurpose portal for Donations, Shop and Library:

* Donations: View donation history and access receipts
* Shop: View and access order history and status
* i-access Library: Available for Vision Australia Library members only, where you can access the Library’s catalogue

You can access the site at: <https://www.visionaustralia.org/>

Vision Australia’s online catalogue is available from the i-Access Library tab and allows Library members to search, download or request accessible information from the Library. It is recommended that you or your support person is familiar with the Internet, email and basic troubleshooting. The site can be accessed from and works best on these browsers: Chrome, Firefox, Microsoft Edge and Safari.

## How to access the catalogue

### Vision Australia Connect Mobile Application

The Vision Australia Connect mobile app allows you to read your online library materials using your smart phone, iPad, tablet, or compatible device on the go. It is free, easy to download and use.

You can either read your material straight away (stream it with Wi-Fi) or download it to your device (with Wi-Fi). Please note: If a title has been downloaded you can listen to it offline. You do not need to be connected to Wi-Fi.

You can quickly and easily search the online catalogue, find what you want and add it to your bookshelf.

To download the App, search for Vision Australia Connect on the Apple app store or Google Play store.

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### Envoy Connect

The Envoy Connect is a portable and simple to use audio player provided by Vision Australia.

The Envoy Connect player comes with a Windows software utility called i-access Kiosk. If you or someone you know is a computer user, this utility can simplify downloading of books from the online catalogue and automatically load them onto the player for you correctly.

The i-access Kiosk software can be found in the System folder on the player.

### Electronic or refreshable braille displays

You can use your electronic or refreshable braille display device to access downloaded braille content on Vision Australia’s online catalogue.

### Other compatible devices

Library members can use other compatible devices to read their library materials including: their own computer, smart phone, tablet, iPad, or handheld DAISY player like The Victor Reader Stream.

## Step by step guides

[i-access Library User Guide](#_i-access_Library_User) - How to use the online catalogue

[i-access® Kiosk Software](https://www.visionaustralia.org/services/library/access) - How to download and use the software

[Frequently Asked Questions](https://www.visionaustralia.org/services/library/faq) - About the online catalogue

**Online Catalogue User Guide**

## Table of Contents

The user guide contains the following sections:

Contents

[Help 1](#_Toc70686140)

[About My Vision Australia and the i-access Library catalogue 1](#_Toc70686141)

[How to access the catalogue 1](#_Toc70686142)

[Vision Australia Connect Mobile Application 1](#_Toc70686143)

[Envoy Connect 2](#_Toc70686144)

[Electronic or refreshable braille displays 2](#_Toc70686145)

[Other compatible devices 2](#_Toc70686146)

[Step by step guides 2](#_Toc70686147)

[Table of Contents 3](#_Toc70686148)

[About i-Access Library 5](#_Toc70686149)

[Logging In 5](#_Toc70686150)

[Search 6](#_Toc70686151)

[Advanced Search 6](#_Toc70686152)

[Search Results 7](#_Toc70686153)

[Refining Your Search 8](#_Toc70686154)

[Adding Titles and Periodical Issues to Your Bookshelf 8](#_Toc70686155)

[Subscribing to Periodicals 9](#_Toc70686156)

[Adding Titles to Your Request List 9](#_Toc70686157)

[My Library 9](#_Toc70686158)

[My Bookshelf 9](#_Toc70686159)

[My Requests 10](#_Toc70686160)

[Subscriptions 11](#_Toc70686161)

[My History 11](#_Toc70686162)

[My Preferences 11](#_Toc70686163)

[Self-Managed 11](#_Toc70686164)

[Automatic 12](#_Toc70686165)

[Library Help 12](#_Toc70686166)

[Contact Library 13](#_Toc70686167)

## About i-access Library

My Vision Australia is a multipurpose portal for Donations, Shop and Library:

* Donations: View donation history and access receipts
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## Logging In

You will need to [register with Vision Australia](https://www.visionaustralia.org/services/library/join) and create your My Vision Australia Account before you can access the online catalogue and request a title to download or add a newspaper subscription.

You can log in or create your My Vision Australia Account by selecting the Account option on the top right of the Vision Australia website home page.

If you don’t have or can’t remember your login details select on the Forgot password or Email link and follow the prompts.

Logging out of My Vision Australia can be done at any time by selecting Edit Account and Log out.

If you would like to register to use the i-access Library catalogue please contact the Vision Australia Library on 1300 654 656, email library@visionaustralia.org or visit the [Join the Library](http://www.visionaustralia.org/living-with-low-vision/library/join-the-library) page on the Vision Australia website.

The i-access Library tab contains eight sections accessed through the sub menu links on the left hand side of the page:

1. HOME – Access to quick resources to help get you started and the ability to search for content
2. SEARCH – search for content, including the ability to do an advanced search
3. MY LIBRARY – where you access:
	* My Bookshelf “what you’re reading now”
	* Request List “what you’ve requested or saved to read later”
	* Subscriptions “all periodicals subscriptions”
4. MY HISTORY – view all books / music braille previously loaned
5. MY PREFERENCES – select from a range of options to help make searching and receiving Library content easier
6. LIBRARY HELP – online support guide
7. CONTACT LIBRARY – contact details and operating hours for Vision Australia library service
8. LIBRARY TERMS AND CONDITIONS – a link to the most recent terms and conditions of the Vision Australia library service

Each of these will be discussed in more detail in the following sections of this user guide.

## Search

Search is available from Library home page, which is the default starting page each time you visit My Vision Australia account page after you sign in.

On this page you can search the Library catalogue by entering the words you want to search for into the simple Search edit box and pressing the Enter key or activating the Search button.

NOTE: A search will look for the words you have entered only in the title, author or series title. It does not search for these words in the subject or the synopsis.

TIP: If you cannot find what you are searching for in the catalogue, first check that you have spelled it correctly. Then try broadening your search by typing only one or two keywords that you know are in the title. If it your title still cannot be found, it is possible that the title is not in our Library collection. In this case please contact the Library.

## Advanced Search

For more complex searches you can use the Advanced Search box to display additional search options. The link is located beneath the Search box.

Currently the fields under search options allow you to restrict your search to a particular format, language, title, author, narrator type and categories.

File formats available to choose from are BRF (Braille), Daisy Audio and Daisy Text (for newspapers).

Narrator types available to choose from are human voice and synthetic voice.

Choose the options you want and select the Search option at the bottom right-hand corner of this screen. Use the roller in the middle of your mouse to move this box up a little in order to access this option and the Cancel option.

Selecting the Cancel option, located just to the left of the Search option, will close this box and return you to the original Search screen.

**LOTE (Languages Other Than English) searching**

There are no categories for languages other than English and therefore they cannot be added to your preferences. LOTE titles will automatically loan to your bookshelf if they are on your request list.

To find titles in a particular language click on the Advanced search link. In the Language box drop down menu choose the language you wish to search for and click on the Search button at the bottom of this screen. The results returned will be in the chosen language. These can then be added to the bookshelf or request list.

Please note, not all of the languages listed in the drop down menu are available in the Vision Australia library collection and may return no results if searched. Any results shown are available for Vision Australia library members to borrow.

Some titles displayed in the results list may not be from the Vision Australia library collection. Instead they may be from the Bookshare collection. These titles are available for Vision Australia library members to borrow.

Some LOTE titles are proper names, eg: Jane Eyre, and may be held the collection in several languages. When searching by title in the Simple search you will need to find which entry is in the language you want.

Under the Refine options at the right of the page click on the Language box drop down to find the list of languages the title is available in. Select the language required and click on the Refine results button located underneath all of the refine options. The results returned will be in the language you have chosen.

Alternatively in Advanced Search enter the title in the Title box and select the language required in the Language drop down box. Click on the Search button at the bottom of this screen. The result(s) returned will be in the language chosen.

## Search Results

Search results are grouped into 3 different tabs: Books, Periodicals and Music Braille. Each tab identifies how many results are returned within each type.

Ten results are displayed on each page by default with the ability to increase to 20, and there are Move to Next Page and Move to Previous Page links that you can use to move between the pages of the search results.

Some basic information is displayed for each item in the list. More details about the item can be viewed by selecting the title link which will open the Item Details page. You can also add the title to your bookshelf or request list on this page. Go back to the search results screen by clicking on the Return to previous page link, located under the File format.

Search results are sorted by relevance by default, which means they will be ordered based on the closest match to your keywords. Matches found in the title will always be listed first followed by matches in other details such as author, publisher and synopsis.

## Refining Your Search

Depending on the number of items found by your search, you may need to narrow your search results further to find what you are looking for. The Refine Your Search section on the right hand side of the search results provides a convenient way to do this.

Search Refiners are a common tool in modern search engines and are particularly useful when you don’t know exactly what you are searching for or are unsure about the correct spelling.

You can apply multiple refiners to the one search. For example you could filter a set of results by both file format and language. At any time you can remove a refiner by selecting the Remove all refine filters link.

You can also adjust your sort order by selecting an alternative Sort order under the Refinement section. Sort options include: By most relevant, by author, by title, by date added**.**

## Adding Titles and Periodical Issues to Your Bookshelf

Within Vision Australia’s Library catalogue you must add an item to your bookshelf in order to download it.

**Please note: there is a limit of 20 book and music braille titles that a library member can have on loan at any given time.**

To add an item to your bookshelf, select the file format preferred eg, DAISY audio or Braille. If the title is only available in one format, only this format will appear. Use the Add to My Bookshelf option located below each item on the search results page. This will add the item to your Bookshelf.

PLEASE NOTE: Any title you add to your bookshelf yourself will not be automatically replaced by another book when it is returned. If you wish books to always be automatically added to your bookshelf as books are returned, please always add books to your request list, rather than straight to your bookshelf.

Each time an item is added to your bookshelf a message page will appear with information on how many books you now have on your bookshelf and how much space you have left for more books up to 20 items. On this message page you can either select Close and this will take you back to the search results page or Go to my bookshelf which will take you to your bookshelf.

Newspapers and Magazines are available for you to add to your bookshelf. Search for the title of the newspaper or magazine. In the Search Results screen select the Periodical tab to display the title. In the Actions box select the Add latest issue to Bookshelf link and click on Go to add the latest issue in your bookshelf.

Alternatively you can also view specific issues of a newspaper or magazine using the View and select Issues link located in the Actions box in the search results. This will display a list of back issues available for that particular title, listed by the issue date. Use the Add to Bookshelf link located next to each issue to add that issue to your Bookshelf.

There are no restrictions to the number of periodicals you can have on loan or subscribe to at any given time, however you can only have a maximum of 3 issues per periodical on your bookshelf. Adding a new issue once reaching this number will replace the oldest issue for that periodical on your bookshelf.

Please note: some titles can take up to 24 hours for the title to be downloadable from your bookshelf.

Go to the [My Bookshelf](#_My_Bookshelf) section for information on how to manage your Bookshelf.

## Subscribing to Periodicals

Newspapers and Magazines are available for you to subscribe to.

To subscribe to an item, search for a periodical title and select the Periodical tab in the search results. Once you’ve located the periodical you’d like to subscribe to, select the Subscribe option in the Actions box available next to any periodical displayed in the search results, the select Go.

A message box will appear confirming the periodical has been added to your subscription list. You can select Go to Subscriptions to go to your list of subscriptions or, Close to return to the search results screen.

After subscribing, new issues will automatically be added to your Bookshelf each time they become available.

Go to the [Subscriptions](#_Subscriptions) section for information on managing your subscriptions.

## Adding Titles to Your Request List

The request list allows you to maintain a reading list for later use.

To add an item onto your request list, find the book or music braille item in the search results. Select the Request button on the top right of each search result listing or from the Item Details page. The title will now appear on your Request List.

A message box will appear advising the book title has been added to your Request List. Select Go to Request List to access your list of requested books, or Close to return to the search results page.

Go to the [My Requests](#_My_Requests) section for information on how to manage your Request List.

## My Library

### My Bookshelf

The My Bookshelf page shows your current reading list.

This list is separated by Books and Music Braille, and Periodicals. Items ready for download will have a download link available.

Not all items will be immediately available for download, these will display an In Progress status. Some titles can take up to 24 hours until they’re downloadable.

In the rare event a title has failed being added onto your bookshelf, the status will show ‘packaging failed’. In this event, please select an alternative title or contact the Library for further support.

To download the title go to My Bookshelf and locate the title in the list. Then start the download by selecting the download Button located to the right of the title. All titles are downloaded as Zip files containing the file format you selected when adding the item to your bookshelf. Downloading an item does not remove it from your Bookshelf.

Please note: the following information on downloading zipped files only applies to members who are manually downloading these files to their computer.

It DOES NOT apply to any member using the App or a DAISY player. If you are using any of these to read content from the Library, the files will unzip automatically and are ready to read.

A Zip file is a single file that contains all the files that belong to the same title.  Most DAISY players or other readers require you to unzip the files before you can read them. When ‘unzipping’ a Zip file you are prompted to choose where to save the extracted files so that you can access them. You can easily unzip by using the Extract All feature in Windows File Explorer. You can also use a program like Winzip.

To remove an individual item from your bookshelf select the Remove Item link located under the Download button of the item you’d like to remove.

### My Requests

The Request List page shows the items you’ve saved to read later.

In order to download these items (or listen to them on your player device) they need to be added onto your Bookshelf. This can be achieved in 2 different ways.

1. **Manually:** Find the item you want to read next, then confirm or change the file format you would like and select the Add now button. A message box will appear advising the title has been added to your Bookshelf and the number that remains of your 20 title loan limit. Choose Go to My Bookshelf to access the list of title you have on loan, or Close to return to the Request List.
2. **Automatically:**
	* Self-Managed users: To have your items automatically move from your request list to the bookshelf when space becomes available, select the ‘Auto Send to Loan list’ checkbox in the Self-Managed User preferences.
	* Automatically managed users: Items automatically move from your request list to the bookshelf when space becomes available.

To remove items from your Request list, select the Remove item link located to the right of each title, under the file format.

Tip: You need to have space on your Bookshelf to add an item from your Request List. If you have 20 books and music braille on your Bookshelf, select the Remove item link on items you no longer need to make space.

To set automatic pushing of titles to your Bookshelf or adjust how you’d like to receive library content, go to the My Preferences. Go to the [My Preferences](#_My_Preferences) section for more information.

### Subscriptions

This section displays all the periodicals, such as newspapers and magazines, you have indicated you would like to receive on a regular basis. Once you have subscribed to a periodical, the latest issues will automatically appear in your bookshelf as they become available.

There are no restrictions to the number of periodicals you can have on loan or subscribe to at any given time, however you can only have a maximum of 3 issues per periodical on your bookshelf. Adding a new issue once reaching this number will replace the oldest issue for that periodical on your bookshelf.

You can remove an item from your Subscriptions list by selecting the Unsubscribe link located next to the item in the list.

## My History

My History shows all books and music braille previously loaned. It is presented from recent date order. You can sort by the Title or Date Loaned columns by selecting on each subsequent header.

My History doesn’t include periodical issues.

## My Preferences

### Self-Managed

Members who prefer to search and select their books manually are best suited to being Self-Managed library members. In this section you have the ability to improve the way you use online library by updating your default preferences such as File format, Narrator type, Narrator gender and Language. These default values then are used each time you’re conducting an advanced search.

Choose your preferred options from the dropdown menus and select the Save My Preferences button at the bottom of the screen to set your preferences

If you’re using your request list and wish to have titles automatically added to your bookshelf (and reading device) in your preferred format, select the Auto-send to My Bookshelf checkbox.

You can also dictate how many titles should be automatically pushed to your bookshelf, with the default being twenty titles. This option appears when the Auto-send box is ticked. Select a number from 1 to 20.

Re-set all preferences to the original default settings by selecting Reset all preferences to default settings located at the bottom of the screen to the right of Save my preferences.

### Automatic

Members who prefer to have Library books automatically chosen for them are best suited to be Automatic users. In this section you can set your reading preferences used to find titles you are interested in.

This preferences section is broken up into three sections:

1. How I like to read: where you choose your preferences for file format, narrator type, narrator gender and language
2. What I like to read: where you can select your reading level (adult, young adult or child) and what subject categories you are interested in. A maximum of 10 categories can be included and excluded.
3. What I don’t like to read: where you can choose to exclude sexual, violent and coarse language content

Once you’ve set your automatic preferences the Online catalogue will find content that suits your preferences and automatically push this content to your bookshelf and device if in use until the maximum limit is reached (twenty).

**Authors**

If you wish to add or exclude an author in your preferences, please contact the Library. A maximum of 5 authors can be included and 5 authors excluded.

Please note: including/excluding an author will include/exclude all other authors with an exact name match.

## Library Help

The Help menu item contains information about the online catalogue, resources such as this user guide and frequently asked questions and contact information if you require further assistance.

## Contact Library

The Contact Library page contains information about the library opening hours and how to contact the Library including postal address, phone number and email address.