

## Searching and Downloading from the ARC-BC Collection (FAQs)

### Can anyone search the ARC-BC collection ?

- Only registered users of ARC-BC can search the collection. You must be logged into the site to see the Search page. You cannot browse or search the ARC-BC collection if you aren't logged into the site.

### What is the Keyword Quick Search?

- This is the simplest type of search you can perform on the ARC-BC collection. You simply type one or more keywords into the Quick Search field and then perform the search. The most efficient way to locate a particular title using the Quick Search is to type in a distinct word from that title (e.g. "wrinkle" for "A Wrinkle in Time"). Searching a broad category like "science" as a keyword will return far too many results for efficiency.

### What parameters can be specified in the Advanced Search?

- You can specify one or more of the following in the Advanced Search area:
  - Main Library or Community collection
  - Grade level
  - File format type
  - Title
  - ISBN
  - Author
  - Subject
  - Keyword
  - Language (English or French)

### How many search results are returned for each search?

- The Search Results page returns as many results as match your search parameters. However, only five are displayed initially on the Search Results page. If you want to expand the list, click the "More" link at the bottom of each area. If you want to see the detailed results list, click the "Detailed Results" link at the top right of each area.

### **What is the difference between titles found in the Main Library and titles found in the Community area?**

- Any titles found in the Main Library have at least one file available that is at the final or highest production stage. That means it has been edited and proofread and the user should expect to have to do little or nothing to the file to have it read properly.
- Any titles found in the Community area have at least one file available that is at the initial or transitional stage of production. That means these files have had no editing or only some editing done to them. They may still require proofreading to reach the final stage of production.

### **Why are some titles in both the Main Library and Community areas?**

- If you see the same title appearing in both the Main Library and Community area, this means that that title has a number of different files – some are at the final stage of production, some are at the initial or transitional stage. Each title has only one page, however, so it doesn't matter whether you click the title link in the Main Library or Community area, you will be taken to the same title page where you can see all three types of production files.

### **Why do you have a Community area? Why aren't all the files completely edited?**

- The inclusion of a Community area in ARC-BC was in response to the school districts' request to have access to alternate formats as soon as they were available. With a limited production staff, the ARC-BC provincial team cannot hope to edit and proofread all the alternate formats that are needed by the students in British Columbia. School districts felt it was important to have access to all files as soon as possible rather than wait for potentially very long periods of time until a final version was available.
- The Community area also offers registered users the opportunity to contribute any alternate formats they are creating themselves and to improve on those files currently available on ARC-BC by downloading them, editing and proofreading them, and re-submitting them.

### **Why are search results returned from other collections (like Gutenberg)?**

- Below the Community area is the "Federated Search" area – this area returns results from specific collections outside of ARC-BC. This area has been added for convenience as users may not be able to find titles in ARC-BC but they may be available in other collections. Clicking on the title links there will take you outside of ARC-BC where you may require a site-specific account to access the materials. For public domain sites like Gutenberg, you do not require an account as the materials available in that collection are based on copyright-free materials.

### **Why do some titles have only one alternate format type available while others have several?**

- The ARC-BC collection is growing as a result of requests and submissions. The repository was initially populated through the generous donation of the eight school districts involved in the ARC-BC Pilot Project. Their collections came from their own users as they created alternate formats of the books they, themselves, needed for their students. The PRCVI e-text collection, also based on requests, was added and titles and file formats are added now using a flexible priority production schedule that balances new titles, requests from the field, and the popularity of specific titles (for editing). Additionally, new file format types are being added as technologies become available (e.g. DAISY). Ideally, we would like to have all file formats for all titles and continue to work to that goal.

### **Why do the .kes Kurzweil 3000 files usually only have one star?**

- The stars indicate the production stage of the file – one star means initial stage (no editing), two stars means transitional stage (some editing), three stars means Main Library or final stage (fully edited and proofread). Kurzweil 3000 files require a considerable amount of editing and proofreading to reach the three star level and this takes time. The ARC-BC production staff works hard to bring the .kes files on popular titles to a three star stage of production as quickly as possible.
- Community members can help the collection, and .kes files in particular, but downloading, editing and re-submitting .kes files they are using with their students.

### **Can I select more than one file at a time to download?**

- You can select more than one file in each book, and more than one book – so you can select multiple files from multiple books all at one time. Every time you select a file, it is put into your Cart and is available for download.

### **What is the difference between New Search and Revise Search?**

- Clicking the New Search button will reset the search parameters so you can specify brand new ones. Clicking the Revise Search button will retain your existing search parameters so you can adjust them as needed. This helps if you've conducted too broad a search and wish to narrow your parameters without having to reload them.

### **Once I select all the files I want, where do they go?**

- All files that you select are loaded into your cart – to complete the download of the files, you need to checkout.

### **Can I view my cart from anywhere on the site?**

- You can view your cart (the location of selected files) from a detailed title page (button at top of page) or from any page by clicking the View Cart link located at the very top of the site.

### **How long does it take to download a file from ARC-BC?**

- The length of time to download a file depends on several factors. The first is the size of the file – e-text files (.rtf or .txt) are small and so take the least time to download. Audio files (.mp3) are much larger and would take more time. However, it also depends on your computer and the connection speed of your internet connection. Most up-to-date computers, connected to a high speed connection can complete the download of a file in seconds. If you are finding that the download time is very long (minutes) or if the download starts but hangs up and won't complete, there is a problem with your network connection and you should contact your IT department for support. At the top of the download page, you can see some estimated times for standard file sizes.

### **What if I want to select my files but download them at a later time or on a different computer?**

- ARC-BC has a built in feature which holds your downloads as active links for seven days. Once you've selected and checked out your files (the download links are visible), you can return to ARC-BC at any time up to seven days later to view your active download links. Log in and go to your Account area (My Account link at top of site) to see your Downloads and Active Downloads link. There you will find any active download links with the link expiry date. If you don't get back in time to download, the links simply expire and you will need to search, select and checkout the files again.

### **Can I save the files I download from ARC-BC anywhere?**

- ARC-BC files must be saved in a SECURE location that is not accessible to any student who has not been identified as perceptually disabled. Any students who will be using the files you download must be identified in the student name area of your user profile. You can download the files to those students' computers or to a password protected student folder on a server. Many ARC-BC users find it easiest to download the files to a USB flash disk and then transfer it to the students' computers. Some users also download the files to the teacher's computer and then burn the files to a CD. Wherever the files are saved, it is critical to know who will be accessing them and to delete them when finished.

**Can I download all the files my student will need for the year at one time?**

- You can download all the files if you wish, but it makes more sense to download only as your student needs them because the files may well be improved during the year and you would want the best quality files possible. The whole point of ARC-BC is to save you from having to “stockpile” files in your own system. They take up space and have to be organized and monitored by you. Download the files as you need them and delete them when finished.

**If I have several students using the same book, do I need to download several copies of the alternate format files.**

- No! For example, if you have five identified perceptually disabled students reading “A Wrinkle in Time” you only need to download the files for that book once – you can make copies of the files on each student’s computer and delete them when each student is finished using them.

**I know students will be reading the same novel next year – do I need to delete the files or can I keep them on my computer from year to year?**

- Again, the point of ARC-BC is to be the easily searchable storehouse of the best quality alternate formats available. Keeping files longer than needed by current students may mean you don’t have the latest version and it will take up unnecessary space on your own systems. We decided, when designing ARC-BC, to not have our files time out so users don’t have to worry about downloading the file repeatedly if the student is using it for a lengthy period of time. This means, however, that users must be responsible for what happens to the files they download and ensure they are deleted when no longer in use.

**I am not working directly with students with perceptually disabilities but I support teachers who are – can I download materials for them or do they need their own access to ARC-BC?**

- This is a common question – we would like all educators who are working directly with the students using alternate formats to be registered for ARC-BC and to do the downloading themselves. Learning Support teachers often oversee and download materials for a number of students – the names of all students who are using ARC-BC materials must be kept current so download records are accurate. All activities on ARC-BC are attached to the username so the user is responsible for any files downloaded.

### **What if I don't see the title I want in the ARC-BC collection?**

- Registered users can contribute to the ARC-BC collection one of three ways...
  - Click the Feedback link at the bottom of the site and make a suggestion for a title and file format
  - Donate a print book in good condition to ARC-BC – the book will not be returned but it can be scanned in colour very quickly and be in the collection within one or two days
  - Submit any alternate format materials you create through our “Contribute to Collection” feature (tab at top of site when logged in).

### **Is there any way I can be contacted if I'm looking for specific alternate formats and they are added to the ARC-BC collection?**

- We don't have an automated email system that will send you specific notification of additions to the collection. But, you can create custom Search Alerts where you specify the type of alternate formats you are looking for (even specific titles) and then save the parameters as a Search Alert. When you log into ARC-BC, in the My Account area you can view your Alerts to see if any new files have been updated in the past 30 days and then click the link to see the updates.

### **Can I suggest any titles or send in any books for inclusion in the ARC-BC collection?**

- The focus of ARC-BC is on BC K-12 curricular materials – textbooks and novels primarily. If your student requires a particular title that is being used in his/her educational program, it can be requested or sent in for inclusion in the collection.

### **What if I download a file and it doesn't work properly?**

- This happens infrequently but, if it does, please click the Feedback link located at the bottom of the site (or email us at [arc@setbc.org](mailto:arc@setbc.org)), specifically describe the issue, and we will investigate the situation and rectify it if needed as soon as possible.

### **Where can I get support if I'm having trouble searching and downloading files?**

- You can view our recorded demonstrations on our ARC-BC Support Resources page ([http://setbc.org/setbc/curriculum/arc\\_main.html](http://setbc.org/setbc/curriculum/arc_main.html)) or contact us at any time at [arc@setbc.org](mailto:arc@setbc.org) for help.