

Ensuring Access to Library Services

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Accessibility should not be viewed as a job specific title, task or skill – Everyone’s Responsibility



Accessibility is Inclusion -- should be the Value and Mission of the Entire Organization. Everyone associated with the organization should understand what it means to provide inclusive services.

Accessibility Basics

- Access Compliance Is REQUIRED - NOT OPTIONAL
- Privacy is Paramount – Staff and Visitor
- Each library/community has similarities & differences – (demographics, finances, community focus, programs)
- Pre-COVID vs. Post-COVID Services/Environment
- What do you know about accessibility?
- Get Started with Federal/State/Local Resources

QUICK TIPS TO ACCESSIBILITY (1)

- **Budget for accessibility!!!**
- Provide/Attend Disability Awareness Training -- all employees, trustees, volunteers, and friends of your library
- Develop Inclusive Procurement Policies!!!!
- Understand Disability-What is a Disability?
- Understand: What is a Reasonable Accommodation?
- Understand - What is a Service Animal (Therapy, Companion)
- Understand the benefits of access to the library -- (community support, financial support, legally required)
- Use appropriate (professional) terminology – Person First

QUICK TIPS TO ACCESSIBILITY (2)

- Accessibility in every level of planning, from the very beginning
- Use Universal Design Concepts when planning ANYTHING (Aesthetics vs. Safety/ ex. brick walkways)
- Create an accessible/usable environment (counters, furniture, kitchen, break rooms, stages, equipment) Hooks on doors?
- Evaluate Signage and Way-Finding Information
- Provide accessible employment application procedures
- Provide employee materials in accessible formats (staff info)
- Develop Inclusive Emergency Preparedness Strategies
- Understand Assistive Technology Basics in order to assist employees and patrons with access needs

QUICK TIPS TO ACCESSIBILITY (3)

- Evaluate the accessibility/usability of your communication and promotional materials (flyers, newsletters, brochures)
- Evaluate the accessibility of your website/social media
- Create a patron user group
- Reach out to organizations serving/working with people with disabilities (Independent Living Centers/Service Providers)
- Understand transportation options in your area

How to Get Started: Visit sites that can provide the basics of the (ADA, 1990). Many of these sites offer FREE webinars on accessibility in general, and on specifics such as Service Animals. Also, subscribe to their email lists AND e-newsletters in order to learn about upcoming webinars and trainings.

General Disability Resources

ADA Homepage www.ada.gov

ADA HOTLINE 1-800-514-0301

United States Access Board www.access-board.gov

National Organization on Disability www.nod.org

United Spinal Association <https://www.unitedspinal.org/disability-etiquette/>
AND Disability Etiquette Booklet www.unitedspinal.org

National Network of Libraries of Medicine www.nlm.org

American Association of People with Disabilities (AAPD)
<https://www.aapd.com> VOTING!!!!

ADA Technical Assistance Centers – Information and Guidance on the Americans with Disabilities Act

The ADA National Network consists of 10 Regional ADA Centers and an ADA Regional Knowledge Translation Center. The Regional ADA Centers are located throughout the United States to provide local assistance and foster implementation of the ADA. Find the ADA Center that serves your state, at:

[://adata.org/find-your-region](http://adata.org/find-your-region)

Hotline: 1-800-949-4232

Five Centers I tend to use most

Northeast ADA (NEADA) www.northeastada.org

Southwest ADA www.southwestada.org

Great Lakes ADA www.adagreatlakes.org

Mid-Atlantic ADA Center <https://www.adainfo.org/>

Pacific ADA <https://www.adapacific.org>

Effective Communication Strategies

There are many technologies and methods of communication that are valuable when interacting with a person with a disability.



Communication options should be based on the needs of the individual. Do NOT assume that because one style or technology works for one person, that it will work for everyone.

Resources for People Living with Vision Loss

American Foundation for the Blind <https://www.afb.org/>

National Federation of the Blind <https://www.nfb.org/>

American Council of the Blind <https://www.acb.org/>

Resources for People Living with Hearing Loss

Registry of Interpreters for the Deaf

Use this site to find a Sign Language Interpreter for programs/meetings www.rid.org

National Association of the Deaf <https://www.nad.org/>

Gallaudet University <https://www.gallaudet.edu/>

Laurent Clerc National Deaf Education Center

<https://www3.gallaudet.edu/clerc-center/info-to-go/national-resources-and-directories/organizations.html>

Resources for People Living with a Learning Disability

Learning Disabilities Online www.ldonline.org

Understood www.understood.org

National Center for Learning Disabilities <https://www.nclld.org/>

National Association of Special Education Teachers <https://www.naset.org/>

Resources for People Living with a Mental Health Disability

SAMHSA -- Substance Abuse and Mental Health Services * Administration
<https://samhsa.org>

National Council on Alcoholism and Drug Dependence <https://www.ncadd.org>

National Alliance on Mental Illness (NAMI) www.nami.org

The Bazelon Center for Mental Health Law www.bazelon.org

Resources for People Living with Dementia

Alzheimer's Association <https://www.alz.org/>

Day Haven Adult Day Services <http://www.dayhaven.org/index.htm>

Parker Jewish Institute <https://parkerinstitute.org/>

Museum Resources

LEAD Conference (Leadership Exchange in Arts and Disability) Kennedy Center, Washington, DC <https://www.kennedy-center.org/education/networks-conferences-and-research/conferences-and-events/lead-conference>

LEAD Research and Resources <https://www.kennedy-center.org/education/networks-conferences-and-research/research-and-resources/lead-research-and-resources/>

Find a Local Museum Access Consortium -- NYC

Reading Materials in Accessible Formats

National Library Service for the Blind and Print Disabled (NLS) – library of congress, FREE nation-wide **ONLY FULLY ACCESSIBLE** library service for people with disabilities. Audio and Braille materials are delivered directly to the patron's home via the USPS, and can also be downloaded via BARD, to registered patrons. If you cannot hold a book, turn a page or see well enough to read a traditional print book, you may be eligible for this library service – including a visual, physical, reading or learning disability. NYC and all of Long Island is served by the Andrew Heiskell Braille and Talking Book Library, which is a branch of NYPL & one of the NLS network libraries.

www.talkingbooks.nypl.org

talkingbooks@nypl.org

1-855-697-6975 (toll-free for Long Island Patrons)

Librarians are authorized to certify a Talking Book application!!!!!!!

- **Bookshare** www.bookshare.org
- **Learning Ally** www.learningally.org
- **Newsline for the Blind** www.nfb.org
- **Alexa and other similar devices**

Employment

Americans with Disabilities Act (ADA) Homepage www.ada.gov

Equal Employment Opportunities Commission www.eeoc.gov

Job Accommodation Network (JAN) www.askjan.org

United States Department of Labor –ODEP- Office of Disability Employment Policy
<https://www.dol.gov/odep>

Each state has an office of vocational rehabilitation that can provide services to children and adults with disabilities, including transition from school to work. Each county has an agency focused on services to people with disabilities. These services vary from state to state/county to county. Also, contact your local independent living center and service providers. **In NYS, please contact: ACCES VR**
<http://www.acces.nysed.gov/vr> to learn more about these services.

Accessible Web Design

webAIM www.webaim.org (WAVE Accessibility Checker)

Web Accessibility Guidelines Initiative www.w3.org

Axe Web Accessibility Checker <https://www.deque.com/axe/>

National Center for Accessible Media <https://www.ncam-tech.com/>

Institute for Human Centered Design <https://humancentereddesign.org/>

DO-IT Accessible Website Design

www.washington.edu/doit/world-wide-access-accessible-web-design

Usability.gov www.usability.gov

Part of Usability.gov is --- Accessibility Basics

<https://www.usability.gov/what-and-why/accessibility.html/>

RESNA – Rehabilitation Engineering Assistive Technology Society of North America

www.resna.org

Level Access <https://www.levelaccess.com/>

Accessible Virtual Presentations

Accessibility-Zoom

<https://zoom.us/accessibility>

Accessibility Frequently Asked Questions-Zoom

<https://zoom.us/accessibility/faq>

Hot Keys and Keyboard Short Cuts-Zoom

<https://support.zoom.us/hc/en-us/articles/205683899-Hot-Keys-and-Keyboard-Shortcuts-for-Zoom>

Accessibility Best Practices for Zoom-University of Colorado Boulder

<https://www.colorado.edu/accessible-technology/resources/zoom-accessibility-best-practices>

What accessibility features are available in GoToMeeting ?-GoToMeeting Support

<https://support.goto.com/meeting/help/what-accessibility-features-are-available-in-gotomeeting>

This resource is used in NYC. It highlights accessibility features of multiple platforms including Zoom and GoToMeeting:

https://www1.nyc.gov/assets/mopd/downloads/pdf/virtual-meetings-accessibility-guide_05-01-2020.pdf

Accessible Social Media

Federal Social Media Accessibility Toolkit

<https://digital.gov/resources/federal-social-media-accessibility-toolkit-hackpad/>

Accessibility in Social Media-Level-Access

<https://www.levelaccess.com/accessible-social-media/>

Social Media Accessibility Guidelines-American Foundation for the Blind

<https://www.afb.org/about-afb/what-we-do/afb-consulting/afb-accessibility-resources/afbs-social-media-accessibility>

Accessible and Inclusive presentations and messaging is not only about the technology. You must understand your audience and be knowledgeable about the many forms of communication that will help to make your information more usable, understandable, beneficial and enjoyable to everyone.

Accessible Preparedness & COVID-19 Resources

FEMA offers a wide variety of resources specific to inclusion of people with disabilities and other access needs. This link will bring you to the recorded webinars that focus on emergency preparedness/recovery and COVID-related materials.

<https://www.fema.gov/emergency-managers/individuals-communities/preparedness-webinars>

This site contains resources from the CDC/CIDI (Centers for Disease Control and Georgia Tech Center for Inclusive Design and Innovation) Project. The site offers ALL INCLUSIVE resources related to creating information for people with disabilities and other access and functional needs, including people with low level reading skills related to a learning, developmental, intellectual or cognitive disability.

<https://cidi.gatech.edu/covid>

***Understand Plain Language vs. Easy Reading Materials**

Serving Seniors – Going Forward

We have seen the impact of COVID, not only on the health of seniors, but also on their ability to live their daily lives independently and in good health. As challenging as it was before the pandemic, it is exponentially more challenging now.

How can we reach and serve seniors in our communities in an effective way - that may or may not include virtual resources/messaging?

What do we have in our collective resources that is beneficial to seniors?

- Aging in place
- Senior services (senior advocate, community partners)
- Healthcare and Telehealth (how to)
- Accessing emergency and supplemental nutrition resources
- Emergency preparedness information – age specific
- Assistive Technology
- Talking Book Information & Applications
- Mailings
- Organization information in accessible formats