




Library and information service to people with disabilities



Dr hab. Małgorzata Fedorowicz-Kruszewska
Nicolaus Copernicus University in Toruń

Few facts

- ▶ the number of people with varying disabilities is over 1 billion in the world today, which equals to about 15% of the world's total population
- ▶ the number of disabled people has been increasing every year
- ▶ in Poland in 1988 people with disabilities was calculated at 9,9% of the total population, while in 2002 it had risen to 14,3 %; in 2011 - over 12%
- ▶ in Slovenia in 2010 people with disabilities was calculated at 8,5 % (Statistical Office of the Republic of Slovenia)



The barriers to library access (by M. Gorman)

- ▶ individual (e.g. poverty, physical disability, mobility, a level of knowledge, education, ability to use a computer),
- ▶ institutional (e.g. localization of a library, arrangement of interior of the library, kind, number and availability of equipment, helpfulness and number of librarians),
- ▶ social (e.g. education, politics, insufficient funds for public services)



The barriers to library access

- ▶ the physical barriers (e.g. lack of architectural adjustment of the building, incorrect interior arrangement, lack of alternative forms of library materials and absence of assistive technologies),
- ▶ communication barriers (e.g. improper addressing of disabled people by the librarians and inability to communicate with e.g. deaf users),
- ▶ mental barriers (e.g. problems with understanding information provided in a standard way, self-esteem troubles, withdrawing, shyness, problems with dealing with stress),



The barriers to library access

- ▶ socio-cultural barriers (e.g. absence of law, law disobedience, unfavorable social attitude, a lack of facilities and institutional support)
- ▶ economical barriers (e.g. unemployment among many disabled people and low financial benefits)



The barriers to library access (by C. Deines-Jones)

- ▶ a strong conviction of people with disabilities that there is nothing 'for them' in a library, which is a result of a stereotypical opinion that only printed books are stored in a library
- ▶ identifying a library with a state institution, which is related to negative associations with asking for help in other institutions of that type



The barriers to library access (by C. Deines-Jones)

- ▶ concern of people with disabilities that they will not be able to communicate with a librarian,
- ▶ negative experience from the past connected with using a library



5 steps which should be taken into consideration to gain the equality in library access (by M. Gorman)

1. Do not ignore an issue of inequality in library access.
2. Understand the strengths and weaknesses of technology, use the former and deal with the latter.
3. Understand and analyse the barriers in library access and put them in the following categories:
 - those, we can control,
 - those, we can cope with,
 - those, we cannot control but we can reduce them,
 - those, which are extremely difficult to overcome,
 - those, which are impossible to overcome.



5 steps which should be taken into consideration to gain the equality in library access (by M. Gorman)

4. Organise regular activities to eliminate the inequality within libraries and other professional organisations.
5. Do not stop when one barrier is overcome, but identify the equality in library access as a vital aim of all innovations and programmes.



What to do to assure equal access to library?

- ▶ preparing a diagnosis of barriers in library access,
- ▶ naming the barriers,
- ▶ specifying the type of barriers and finding their cause,
- ▶ eliminating or minimising barriers



What is important in the structure of the library?

- ▶ The essential elements are:
 - architectural accessible building
 - special media formats
 - assistive technologies
 - library services
 - competent staff



Library building and its equipment

- ▶ consultations with people with disabilities
- ▶ the stairs in front of the building should be avoided
- ▶ the paths leading to the entrance, without any unnecessary obstacles and with a different surface
- ▶ automatically opened door
- ▶ in a multistorey building a lift is necessary
- ▶ reading and computer tables of varying height
- ▶ computers equipped with assistive technologies should be marked











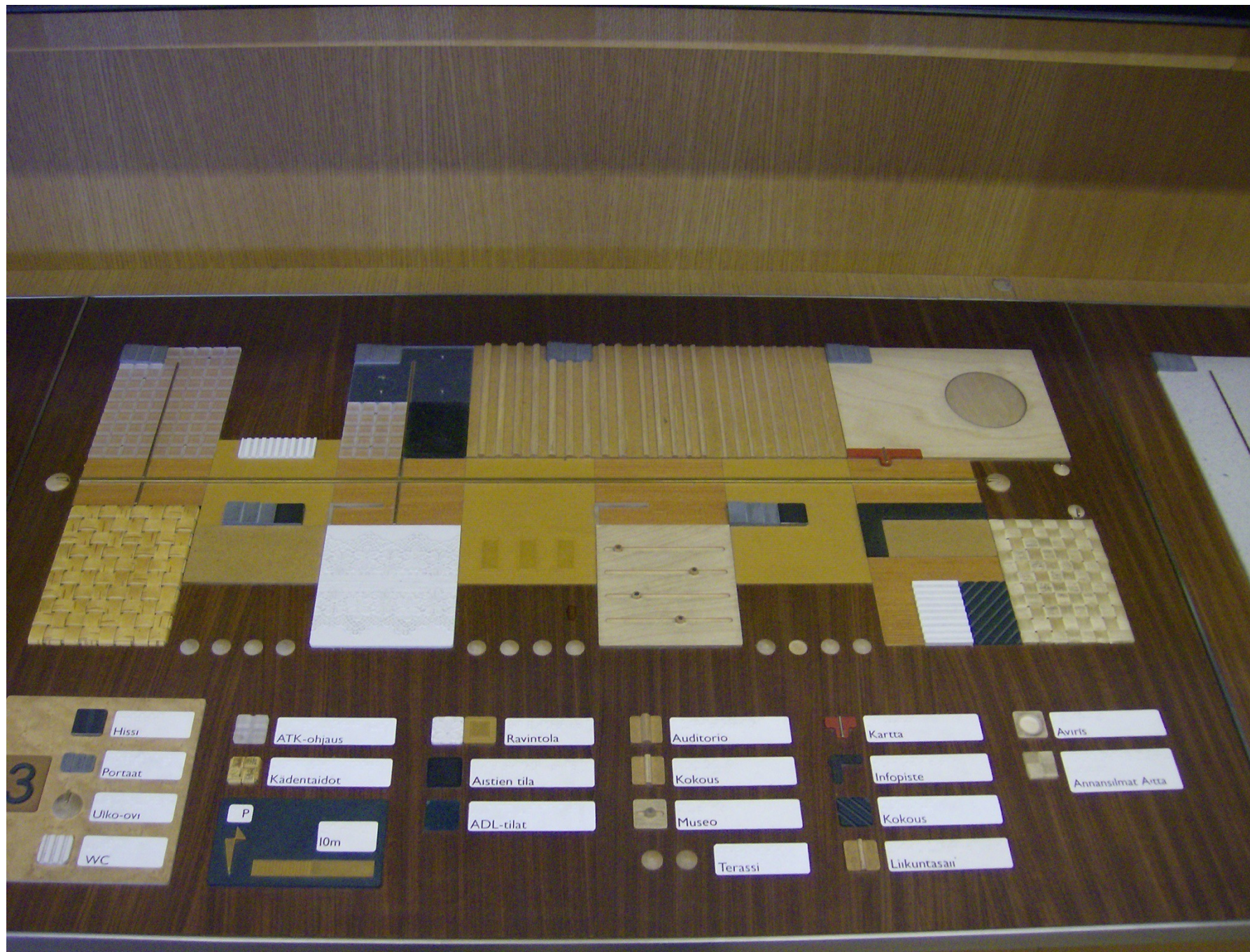


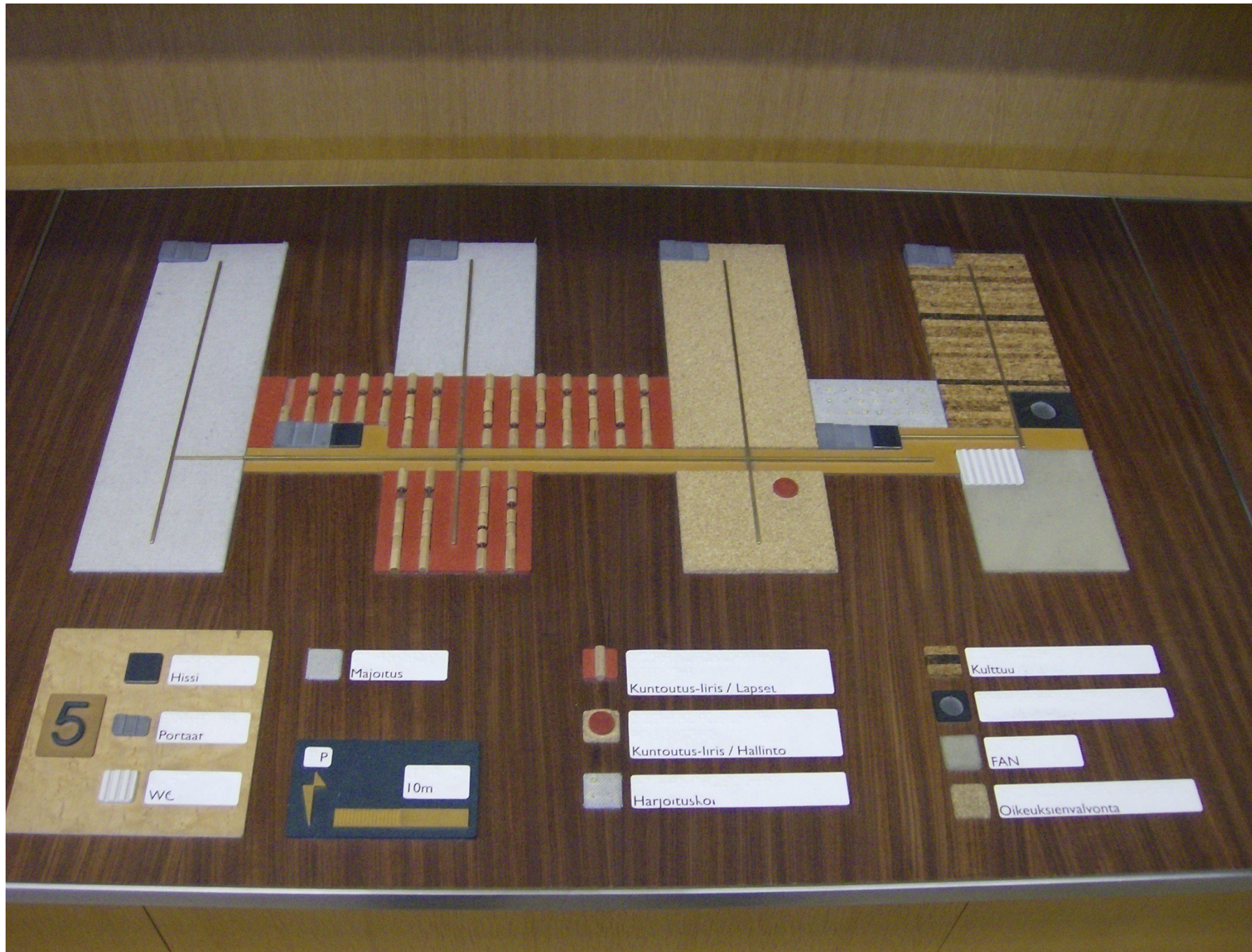
Library building and its equipment

- ▶ clear signs or coloured lines leading to special format materials
- ▶ information signs large, mat, in contrast with its background
- ▶ building plan in tactile version
- ▶ contrast between surfaces, walls and floors, furniture and background
- ▶ glass doors marked to warn visually impaired persons
- ▶ removing all objects from the floor









5

Hissi

Portaat

WC

Majoitus

P

10m

Kuntoutus-liris / Lapset

Kuntoutus-liris / Hallinto

Harjoituskoi

Kultuu

FAN

Oikeuksienvallvonta



How to improve library's accessibility? (by C. Deines-Jones)

- ▶ installing the doorbell to open door
- ▶ establishing which parts of the library can be used by a person on a wheelchair
- ▶ not hanging anything on the walls lower than 2m from the floor level
- ▶ removing any obstacles, which can cause tripping, and clearly labelling those which can't be removed (i.e. single steps)
- ▶ removing all unnecessary things from the counter



How to improve library's accessibility? (by C. Deines-Jones)

- ▶ leaving the table without a chair in the reading room
- ▶ taking care of good light
- ▶ placing clear, not covered information signs (font size 5–10 cm) of the library departments, toilets and places where the users can ask for help
- ▶ preparing all printed information, also in large print (minimum 16-point), including the library map
- ▶ informing the users about all permanent or temporary changes in placing the collection or library equipment



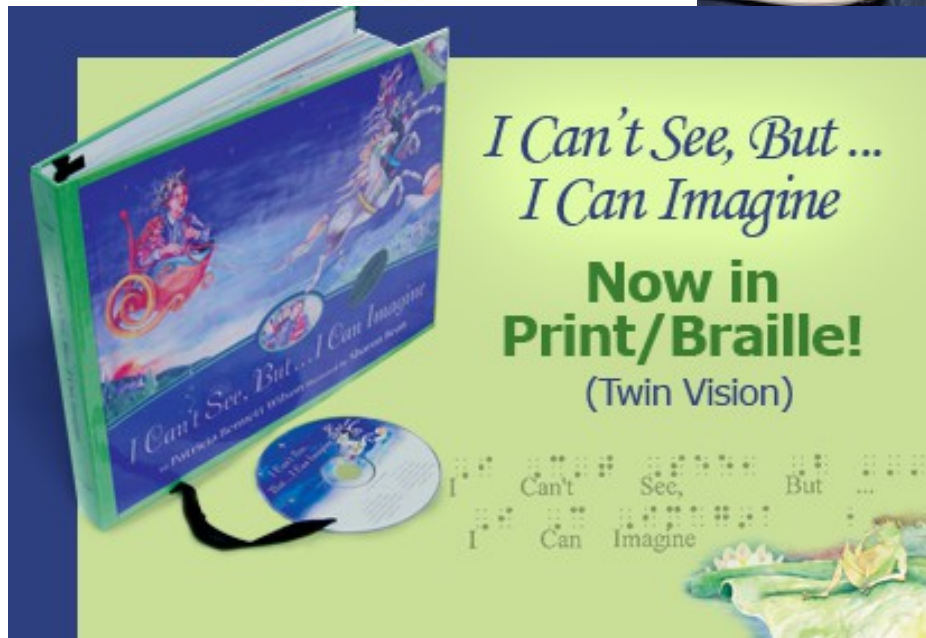
Special format materials

► **braille books**

- braille is the same thing as the black print for people who can see
- thanks to the braille you can learn the spelling and punctuation, to write music, mathematics or chemistry notes
- it is observed the drop of interest of the braille books in favour of easier in reception sound versions and using assistive technologies
- the biggest collections of braille books and magazines are in the central libraries for the blind
- in many countries sending braille books is free of charge



Special format materials – twin vision books



Special format materials

► **tactile books**

- picture books are of vital importance in children's development and equally so for the blind and visually impaired children
- blind and visually impaired children are often less familiar with letters and words when they start school than their sighted peers
- tactile picture books communicate information through touch
- the illustrations in tactile picture books are in relief so that they can be read with the fingers



Special format materials

► **tactile books**

- there are several ways of making tactile pictures, the most common being thermoform, swellpaper or different collage techniques
- B. Christensen Skold, A. Norberg, *Tactile picture books for blind and visually impaired children* [online] Stockholm 2008. Accessible in World Wide Web: http://archive.ifla.org/VI/1/guidelines/tactile_picture_books_20080109.pdf



Special format materials: tactile books



Special format materials: tactile books



Special format materials

► **talking books**

- these books are audio version of the printed texts
- first they were in the analogue version as long play records, then there were magnetic tapes, cassettes, and now there are digital formats
- first their users were people with visual impairments
- at the present their users are people with dyslexia, seniors, and people with intellectual disabilities, dementia, and people with movement disabilities
- the most popular of the talking books standard is DAISY (Digital Accessible Information System), which is recommended by IFLA
- the publication in this format gives possibility of the easy navigation with the text to the user



Talking books



18953
Ævar Örn Jósepsson
Blodbjerget
krimi

Spilletid: 12:46



Lydbog

BE

Kopien er personlig, videregivelse kan være strafbart

DCSReq24327000070

Kristiansen, Helmer Frede
Parkvej 189
2630 Taastrup



Nota

Teglværksgade 37
2100 København Ø



Talking books



Special format materials

► **large print**

- despite of its name *large print* which emphasizes the size of the font, these type publications should also meet many other criteria making text really readable
- there should be mentioned e.g. font face, aligning, contrast between background and the letters as well as the length of the lines
- the print shouldn't be smaller than 14 points
- the paper should be in ivory shade or so called broken white, thick enough so the print doesn't perforate to the next page
- paragraphs' spaces shouldn't be too big and their number should be restricted
- illustrations in the children books should have strongly marked outlines.



Special format materials

► **easy to read materials**

- „easy to read” means the publication easy to read as well as easy to understand
- these texts exist in two main types: new texts, written as ‘easy to read’ and classic literature adapted to ‘easy to read’ version
- in such materials important is language structure used in the text, illustration, graphic layout, and choosing the right paper, font and the paperback



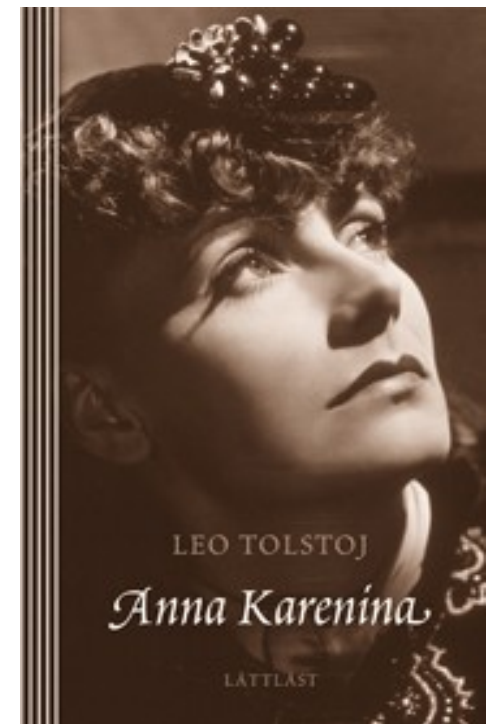
Special format materials

► **easy to read materials**

- users are people with disabilities who have difficulties with understanding texts (e.g. people with hearing impairment, people with dyslexia and with intellectual disability)
- *Guidelines for easy to read materials*, revised by M. Nomura, G. Skat Nielsen, B. Tronbacke [online] IFLA: The Hague 2010. Accessible in World Wide Web: <http://www.ifla.org/files/hq/publications/professional-report/120.pdf>



Easy to read books



http://www.8sidor.se/



Logga in på prenumerantwebben

Logga in

Språkhjälp - så fungerar det

Välj språk

Översätt



Sök

Start | Inrikes | Utrikes | Sport | Kultur | Blogg

Skriv ut Lyssna Anpassa

Start

- ▶ Prenumerera
- ▶ Annonsera
- ▶ Skriftserien
- ▶ Lyssna på lättlästa nyheter
- ▶ Leta efter gamla nyheter
- ▶ Bildspel
- ▶ Om 8 SIDOR
- ▶ Ladda ned inläsningar av papperstidningen
- ▶ Kontakta oss
- ▶ Lärare
- ▶ Bibliotek
- ▶ Läsombud

Nytt bildspel



Poliserna slutar med kontroller i t-banan

Publicerad: 2013-03-08

Människor som ser utländska ut har blivit stoppade av polisen i tunnelbanan i Stockholm. Poliserna har kontrollerat att de har haft tillstånd att vara i Sverige.... [Läs mer](#)

Nordkorea hotar med krig

Publicerad: 2013-03-08

Landet Nordkorea fortsätter att hota andra länder. Nordkorea säger att landet kan anfalla USA med kärnvapen. Nordkoreas ledare Kim Jong Un hotar också Sydkorea med krig.... [Läs mer](#)



Prenumerera på 8 SIDOR

Du får åtta sidor med lättlästa nyheter i brevlådan varje vecka och du får tillgång till prenumerantwebben.

- ▶ [Läs mer och beställ en prenumeration!](#)

8 SIDOR söker reporter

- ▶ [Läs mer om tjänsten på 8 SIDOR](#)

Vill du hjälpa 8 SIDOR?

Har du en funktionsnedsättning? Vill du kunna skriva vad du tycker om nyheterna på 8sidor.se?

Då kan du hjälpa oss genom att svara på frågor. Vi vill träffa några av våra läsare.

<http://www.lattlast.se/start/english>



Lättläst | [English](#) | [Français](#) | [Deutsch](#) | [Español](#) | [Press](#)

 Sök

[Start](#) | [8 SIDOR](#) | [LL-förlaget](#) | [Lättläst-tjänsten](#) | [Lärare](#) | [Läsombud](#) | [Bibliotek](#) | [Om oss](#)

[Skriv ut](#) [Lyssna](#) [Anpassa](#)

► [Start](#)

► [Sajtkarta](#)

► [Lättläst](#)

[Start](#) / [English](#)

English

The Centre for Easy-to-Read

We have several targetgroups including the intellectually disabled, or those suffering from autism or aphasia, people who are dyslexic (have difficulty in reading and writing), people who are deaf from childhood, the elderly, immigrants and school children. We function as a resource and competence centre. We can provide easy-to-read material or offer assistance in various questions relating to easy-to-read material.

We publish books and a newspaper "8 PAGES" under the slogan: "Easy to read and easy to understand".

Parliamentary and government decisions

Our operation is a cultural-political and handicap-political venture and is based on a unanimous government decision. The Government has drawn up our charter and appointed the Board of directors. The Board includes politicians, representatives for handicap organisations and people who are professionally devoted to culture, media or marketing.

The operation is financed by income from sales and state grants. Our finances are examined by a chartered accountant.

[About easy-to-read](#)

Special format materials

► **films**

- such materials are useful for people with hearing impairment, but also the blind, people with intellectual disabilities and seniors with dementia
- for people with hearing impairment there are useful subtitled films (with closed captions)
- for the blind there should be gathered described/descriptive films (with audio description)
- descriptive film means adding another narrative between the dialogs of the characters



Examples

- ▶ London 2012 Mascots „Out of a Rainbow” (film with audio description): <http://www.youtube.com/watch?v=K3q90nEigpQ>
- ▶ Out of Sight (with audio description)
<http://www.youtube.com/watch?v=cQXD6jkv4hQ>
- ▶ The Lady Vanishes (directed by Alfred Hitchcock) – film with audio description and closed captions for people with hearing impairments): http://www.youtube.com/watch?v=zCqN_cCLnnk



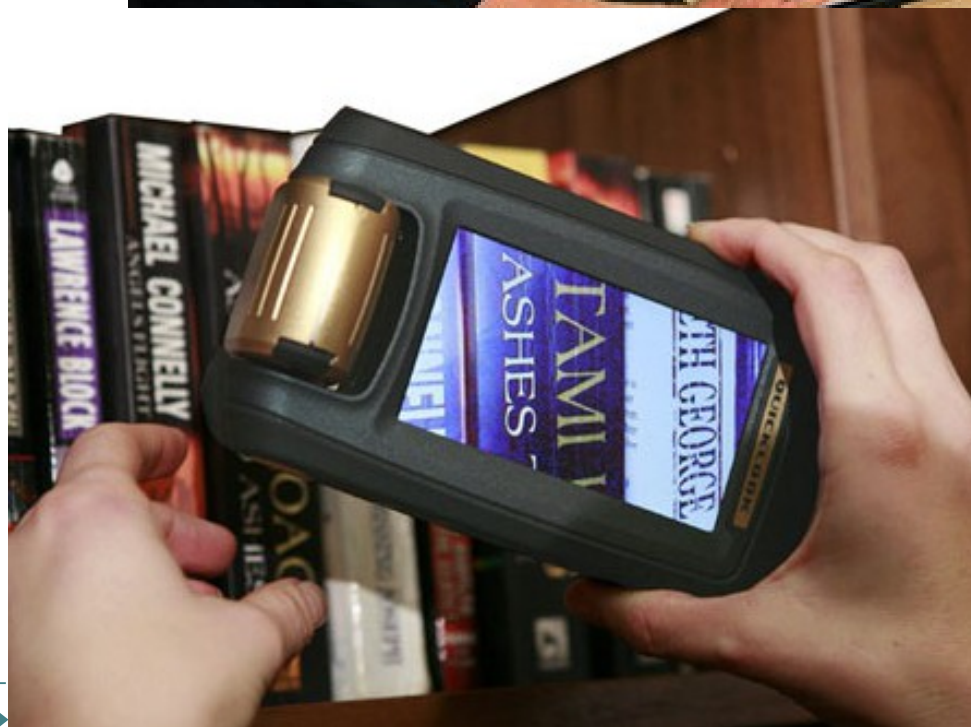
Assistive technologies

- ▶ assistive technologies are treated as:
 1. ‘various electronic equipment which allow people with disabilities to be independent or they make it bigger’ (i.e. electronic magnifiers, magnification software, screen readers, braille translation programs, speech synthesizers, text to speech software, refreshable braille displays, braille embossers, alternative keyboards, intellikeys, trackballs or touch screens)
 2. ‘any product, device or equipment gained by purchase or modification of existing thing, which is used for maintain , improving or correcting functional abilities of people with disabilities’ (i.e. magnifying glass, keyguards, book holders)



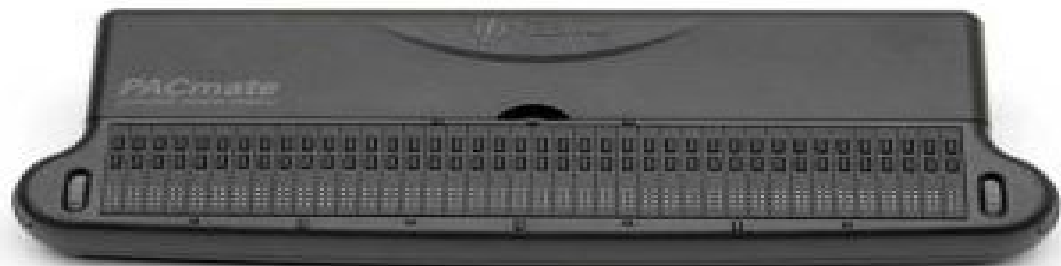


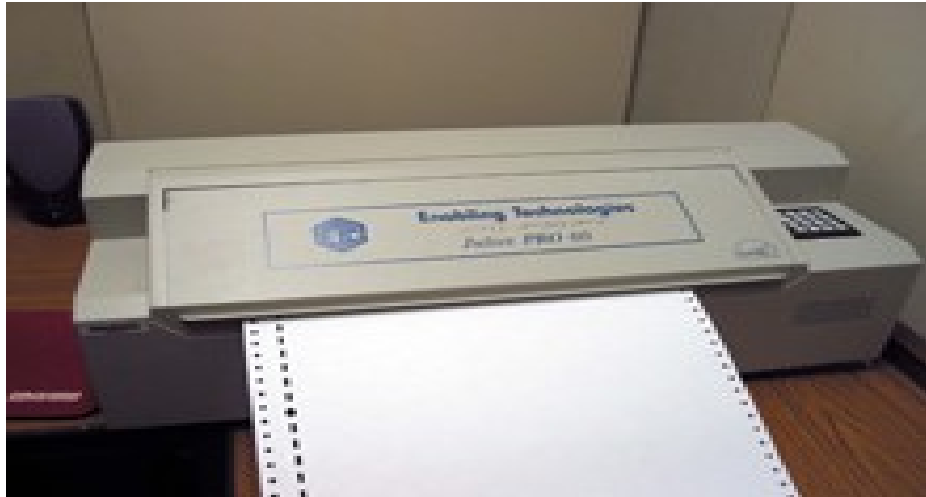
electronic magnifiers





refreshable braille displays





braille embossers





BigKeys keyboards

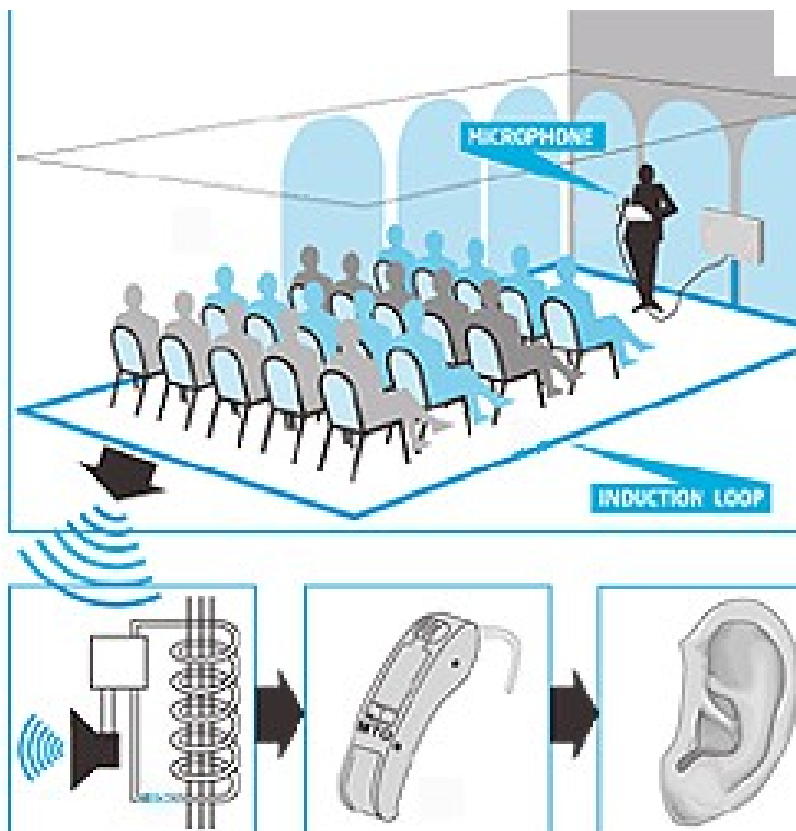




Intellikeys



Trackballs



loop induction



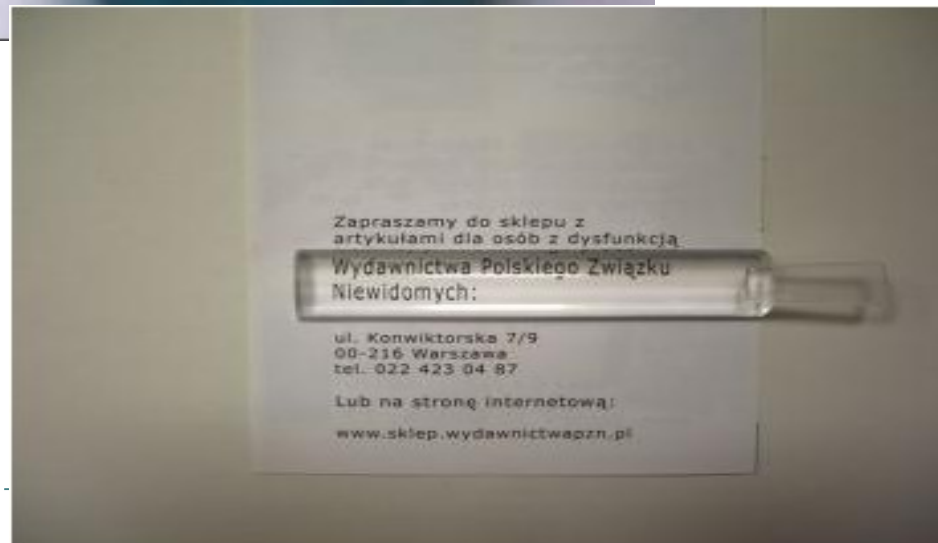


book holder





magnifying glasses





keyguards



Accessible Web design is important for:

- ▶ the blind using speech synthesizer and refreshable braille displays
- ▶ partially sighted people using magnifying software
- ▶ people with dyslexia using screen readers
- ▶ people with hearing impairment, who require text instead of the sound information
- ▶ people with physical disabilities, who can't use a traditional computer mouse, instead of that they use joysticks, buttons or speech input



Digital libraries for people with disabilities: bookshare.org

[Home](#) | [Membership](#) | [Getting Started](#) | [Community](#) | [Volunteer](#) | [Contribute](#) | [About Us](#) | [Help](#) | [Contact Us](#)

Email

☐ Remember Me

Password

[Forgot Password](#)

Log In

[Sign Up](#)

Search

[Search](#)

Advanced Search

[Browse](#)

Quick Links

- [Newspapers & Magazines](#)
- [Training](#)
- [Donate Now](#)

An Accessible Online Library

for people with print disabilities

Helps people with print disabilities to read!



Sign Up!

[Learn more about Bookshare®](#)

How many titles does
Bookshare® have?

184,072

Browse Book Lists

- ▶ [New York Times Best Seller](#)
- ▶ [New to the Collection](#)
- ▶ [Most Popular Books](#)
- ▶ [And more...](#)

Get books quicker and easier with new tools!

We are excited to announce the launch of Bookshelf and Bookshare Web Reader. Get your books quickly and easily with these new tools.
[Learn more!](#)

Digital libraries for people with disabilities: readeasily.com

Read Easily
Ebooks
Online Library



[Hotel Tiltlo](#)
PLN248.02 - [Booking.com](#)
Najlepsza Cena

AdChoices

[Back to your reading](#)

Please click on the word that fits your visual preferences.

Ebooks	Ebooks	Ebooks	Ebooks	Ebooks
Ebooks	Ebooks	Ebooks	Ebooks	Ebooks
Ebooks	Ebooks	Ebooks	Ebooks	Ebooks
Ebooks	Ebooks	Ebooks	Ebooks	Ebooks
Ebooks	Ebooks	Ebooks	Ebooks	Ebooks
Ebooks	Ebooks	Ebooks	Ebooks	Ebooks

This website was designed and developed following the latest research information available on the reading needs for the: partially sighted, senior reader and dyslexic reader. For the blind or visually impaired every book has been formatted into HTML code, avoiding proprietary formats that are not friendly with Text to Speech Software.

This website automatically controls the space between characters, the space between text lines and selects the proper font available in your browser. Manually, you can make your own choice for the font size, color and background, all combinations based on scientific specifications.



Outreach library services

- ▶ home delivery to the housebound readers
- ▶ delivery of library materials to people who can't come by their own to the library, nursing home residents, day residents etc.
- ▶ bookmobiles – deliver library materials in the living area of the reader; in the bookmobiles equipped with the new technologies it is possible to organise computer classes, educate users in self-seeking information in on-line catalogues, databases or internet searching engines



Outreach library services

- ▶ books – by – mail service; this service is cheaper than home delivery of books by volunteers, librarians or the bookmobile
- ▶ delivery by electronic way; it gives the opportunity using the on-line catalogue and full text documents when the user has the right equipped computer at home



Library services

- ▶ making accessible materials – for the client wish – in the format which is readable for him
- ▶ training of user with disabilities in the new services and modern technologies; these trainings can be done as traditional workshops as well as remote internet presentations
- ▶ gathering information which is useful from the point of view of users with disabilities, e.g. regarding services which are offered to them by other institutions, assistive technologies or the issue of particular disabilities



Library services

- ▶ accessible meetings or programmes organised by libraries
 - announced in the alternative form (for example large print or braille), with sign language interpreter (if the participants are hard of hearing)
- ▶ idea of 'my own librarian' used with work with for example people with dyslexia
- ▶ promotion of library actions among its users with special needs



Librarians skills

- ▶ the skill of communication with users with disabilities is very important; increasing the competency in this matter influence improves the service of the other users
- ▶ important role in organising service for this group of clients plays the knowledge about the essence of the particular disability; the librarian who doesn't have this knowledge won't understand difficulties with which people with such a disability meet



Librarians skills

- ▶ in order to the librarians could professionally organise library service of people with disabilities, important information should be presented to them when they're studying
- ▶ improving competences of librarian already working in services for people with disabilities is to participate in trainings, workshops, conferences, and postgraduate studies
- ▶ the responsibility for the right training of the library service staff for library and information service for people with disabilities is up to the management of the library



Librarians skills

- ▶ in many publications it is emphasized the necessity of pointing one of the librarian as a responsible for implementation, development, coordinating of services for people with disabilities



the most important are open and flexible attitude and willingness to make changes, which should be the beginning of activity for the library being open to the whole society so to the people with disabilities as well



References

- ▶ Deines-Jones C, *Low-cost/no-cost ways to improve service right now*, [in:] *Improving library services to people with disabilities*, ed. C. Deines-Jones, Oxford: Chandos Publishing, 2007, s. 123-145.
- ▶ Dewe M., *Planning public library buildings: concepts and issues for the librarian*, Aldershot, Burlington: Ashgate, 2006.
- ▶ M. Fedorowicz, *Człowiek niepełnosprawny w bibliotece*, Toruń: Wydawnictwo Naukowe UMK, 2010.
- ▶ Gorman M., *Our enduring values. Librarianship in the 21st century*, Chicago, London: American Library Association, 2000.
- ▶ Mates B. T., *Adaptive technology for the Internet: making electronic resources accessible to all*, Chicago, London: American Library Association, 2000.

Multimedia

- ▶ South Dublin County Access Guide – South Dublin Libraries: <http://www.youtube.com/watch?v=kCkQrLyUjwk>
- ▶ „Braille - my musical language”
<http://www.nota.nu/braille-my-musical-language-en-sevaerdig-film>
- ▶ Vision Australia Library – Braille:
<http://www.youtube.com/watch?v=odM49QkvLfg>
- ▶ The world of books – a film about NLB: (Norwegian Library of Talking Books and Braille:
<http://www.nlb.no/en/about-nlb/video/>



-
- ▶ How the Vision Australia Information Library Service works: http://www.youtube.com/watch?v=c5I24_4MLgY
 - ▶ Assistive technology for libraries:
<http://www.youtube.com/watch?v=I6buZMvk30M>

