

# Reaching Out and Around the Table: Serving Persons with Disabilities

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Purchase College Library

# List of “disabilities” (your answers from survey)

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- ▶ Autism spectrum
- ▶ Wheelchair bound or mobility issues
- ▶ Visual impairment
- ▶ Hearing impairment
- ▶ Homebound
- ▶ Hyperactivity/ADHD
- ▶ Developmentally disabled (unknown)
- ▶ Learning disabled
- ▶ Reading difficulties
- ▶ Communication difficulties



# What do we know?

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## Experts in the room...

- ▶ Know people with disabilities
- ▶ Know what obstacles they face in general
- ▶ Know what obstacles they face in YOUR library

*approximately 10% of the world's population are persons with disabilities (over 650 million persons)*

*UN Enable Convention*



# Who do we serve? (Activity—Your Answers)

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## ▶ Users

- ▶ Seniors
- ▶ School children & Homeschoolers
- ▶ Moms
- ▶ Professionals & sales people
- ▶ Job Seekers
- ▶ Homeless
- ▶ General public
- ▶ Volunteers
- ▶ Friends of the Library
- ▶ Board of Trustees

## ▶ Others?

## ▶ Users

- ▶ Babysitters
- ▶ Daycare Workers
- ▶ Community Homes for Developmentally Disabled
- ▶ Halfway houses
- ▶ Sex Offenders
- ▶ Homebound
- ▶ Outreach presenters
- ▶ Visitors from out of town

## ▶ Each Other?

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# Understanding Barriers

*Attitude rather than architecture, is the most fundamental barrier to accessibility Creamer*

## ▶ **What are all your Access Points?**

Physical, intellectual, emotional

## ▶ **Simulations**

### ▶ of visual issues

▶ <http://vision.about.com/od/eyediseases/ig/Eye-Disease-Simulations/Normal-Vision.htm>

### ▶ of intellectual barriers:

▶ <http://www.webaim.org/simulations/dyslexia-sim.html>

▶ <http://www.pbs.org/wgbh/misunderstoodminds/attention.html>



# Breaking Barriers

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*Photo of an abandoned wheelchair washed up on shore courtesy of “aindhy” via Flickr under Creative Commons*

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# Communication = Outreach

## Ask & Record!! (you asked)

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- ▶ **Mirroring and Restating with eye contact**
- ▶ **Slow down, but don't dumb down**
- ▶ **Writing down directions**
- ▶ **Don't Assume**
  - ▶ needs, satisfaction or understanding
- ▶ **Quickie Tutorial using Jing and a basic script**
  - ▶ Good for child with memory issues?
- ▶ **Special sessions**
  - ▶ one public library has special children's programs just for developmentally disabled kids and their families



# Chock Full o'Nuts

*Working **with** and not just **in** the community* Camaratta

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- ▶ We often joke and hear folks say this, but. . .
- ▶ We have to talk about it!! Be real
  - ▶ LAW: unless the library can show that the accommodations would impose an 'undue hardship' on its operation
  - ▶ DATA: No survey questions targeted perception of services for people with mental or emotional disabilities

<http://www.thearclink.org/forLibrarians/default.htm>





# What's Changed?

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- ▶ Everything! Perpetual Beta...
- ▶ Information
- ▶ Consumerism
- ▶ Breaking Barriers – It's Hip (or at least hip hop)
  - ▶ <http://www.youtube.com/DACITYTV#p/a/u/2/LERNEBnfxRs>
- ▶ What's in a name?
- ▶ Changes on Session Title thoughts?



If you always do what you always did, you'll always get what you. . .

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*Photo of 5 different sized, but similar looking, binoculars courtesy of "jlcwalker" via Flickr under Creative Commons*

# How Does This Affect The Library?

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It is our job to:

-provide the best possible service to all our patrons

-provide equal access and equal service to ALL our patrons regardless of any disability they may have

**We do all have one thing in common ... any one of us could be in the same position at any time!**

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# Assistive Technology (Activity)

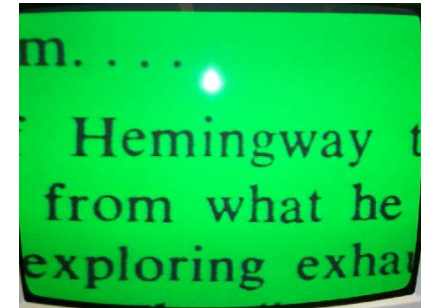
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- ▶ Replace the word “student” or “kids” with “patrons” or “users”
- ▶ [http://www.donjohnston.com/media/flash/case\\_against\\_technology/index.html](http://www.donjohnston.com/media/flash/case_against_technology/index.html)
- ▶ Summarize this video... Write down any quotes you think are important



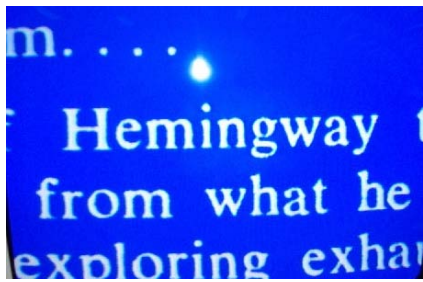
# CCTV

## Closed Circuit Television



A closed-circuit television (CCTV) system uses a stand-mounted camera to project a magnified image onto a video monitor or a television (TV) screen

There ARE programs  
(see *Chrome*)



# Kurzweil 1000 and 3000

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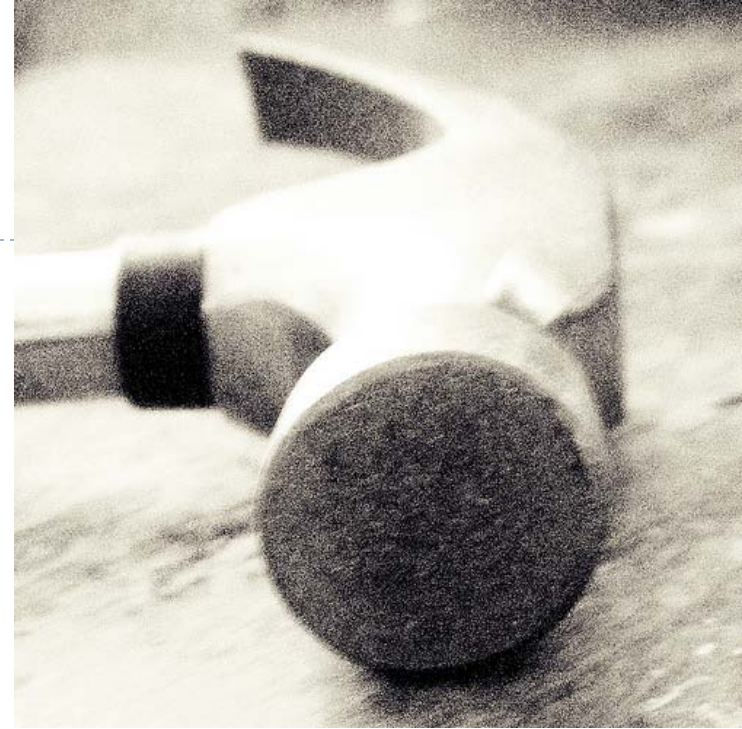
- ▶ advanced reading system to assist people with disabilities improve reading speed and comprehension
- ▶ auditory and visually presents scanned text and images
- ▶ 1000 is specific to low/no vision
- ▶ Works with JAWS to read for patron
- ▶ You can download a demo!



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## Free AT Tools?

- ▶ Apple (it's in the O/S)
- ▶ Microsoft (it's there...“ease of access”)
  - ▶ <http://www.microsoft.com/enable/>
- ▶ Open Source:
  - ▶ <http://onlineconferencingsystems.com/details.htm>
- ▶ Web 2.0 and mobile (Itouch App for autism)



*Photo courtesy of brandi666 on Flickr under CC*



# Browser Extensions

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- ▶ **Firefox**

- ▶ <http://www.bltt.org/software/firefox/hawking.htm>

- ▶ **Google Chrome**

- ▶ <http://www.webmonkey.com/2010/06/video-google-chrome-extensions-for-accessibility/>





# Your RCLS Databases—Value Adding

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## ▶ Wilson Databases

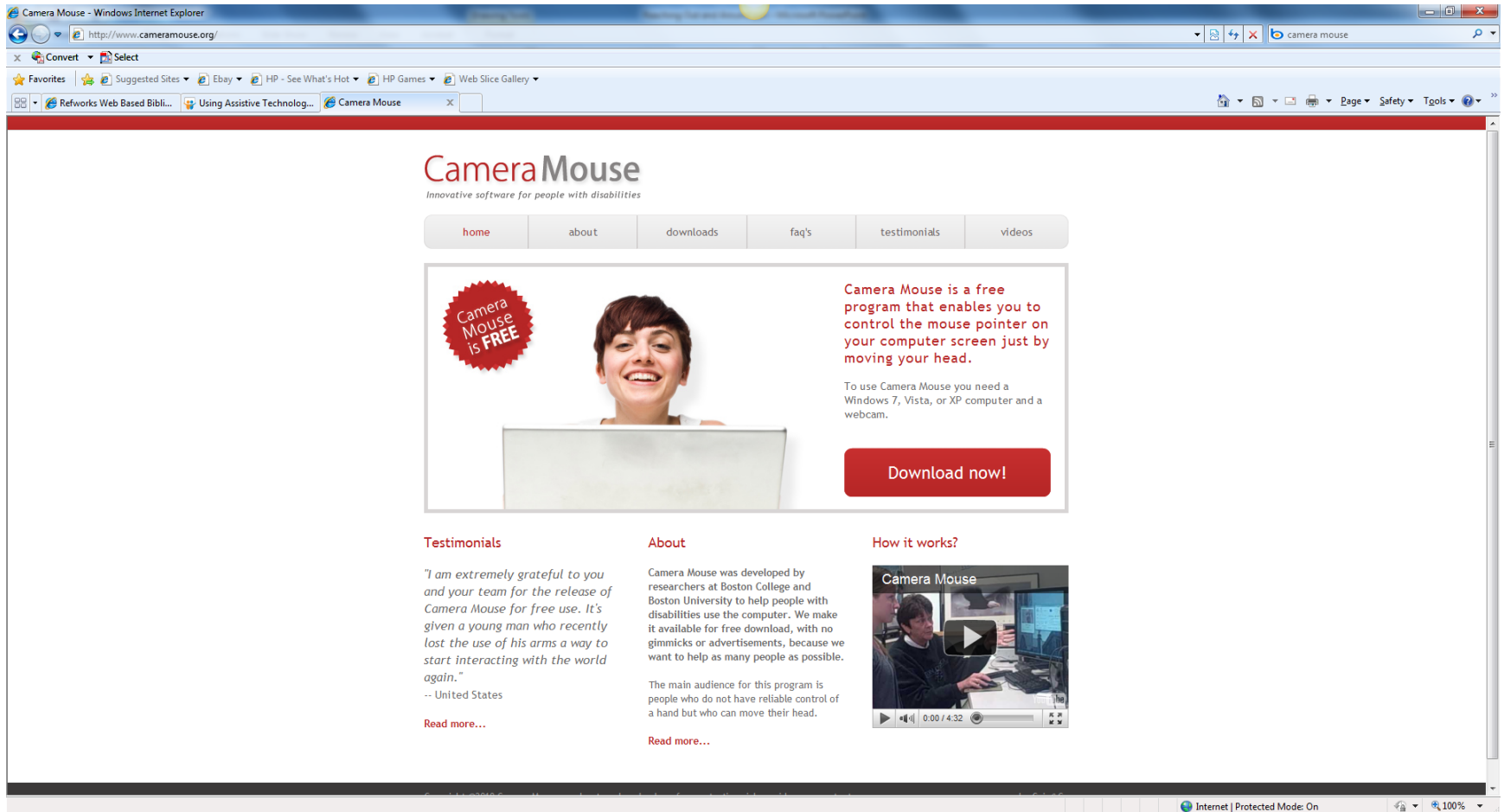
- ▶ ReadSpeaker (text-to-speech) feature can now be customized. You can highlight only the HTML full text you wish to listen to, plus, you can regulate the speed of the audio

## ▶ Ebsco

- ▶ [http://support.ebsco.com/help/?int=ehost&lang=en&feature\\_id=TextToSpeech&T\\_OC\\_ID=Always&SI=1&BU=0&GU=0&PS=0&ver=live&db](http://support.ebsco.com/help/?int=ehost&lang=en&feature_id=TextToSpeech&T_OC_ID=Always&SI=1&BU=0&GU=0&PS=0&ver=live&db)



# Camera Mouse



The screenshot shows a Windows Internet Explorer browser window displaying the Camera Mouse website. The browser's address bar shows the URL <http://www.cameramouse.org/>. The website has a red header with the title "Camera Mouse" and the tagline "Innovative software for people with disabilities". A navigation menu includes links for "home", "about", "downloads", "faq's", "testimonials", and "videos". The main content area features a large image of a smiling woman with a laptop. A red starburst graphic on the left of the image says "Camera Mouse is FREE". To the right of the image, text reads: "Camera Mouse is a free program that enables you to control the mouse pointer on your computer screen just by moving your head." Below this text, it states: "To use Camera Mouse you need a Windows 7, Vista, or XP computer and a webcam." A prominent red button labeled "Download now!" is positioned to the right of the image. Below the main image, there are three columns of content: "Testimonials" with a quote from a user in the United States and a "Read more..." link; "About" with a description of the program's development by researchers at Boston College and Boston University, its availability for free download, and its target audience, with a "Read more..." link; and "How it works?" with a video player showing a person using the software, with a play button and a progress bar at the bottom.

Camera Mouse  
Innovative software for people with disabilities

[home](#) [about](#) [downloads](#) [faq's](#) [testimonials](#) [videos](#)

Camera Mouse is FREE

Camera Mouse is a free program that enables you to control the mouse pointer on your computer screen just by moving your head.

To use Camera Mouse you need a Windows 7, Vista, or XP computer and a webcam.

[Download now!](#)

**Testimonials**

*"I am extremely grateful to you and your team for the release of Camera Mouse for free use. It's given a young man who recently lost the use of his arms a way to start interacting with the world again."*

-- United States

[Read more...](#)

**About**

Camera Mouse was developed by researchers at Boston College and Boston University to help people with disabilities use the computer. We make it available for free download, with no gimmicks or advertisements, because we want to help as many people as possible.

The main audience for this program is people who do not have reliable control of a hand but who can move their head.

[Read more...](#)

**How it works?**

Camera Mouse

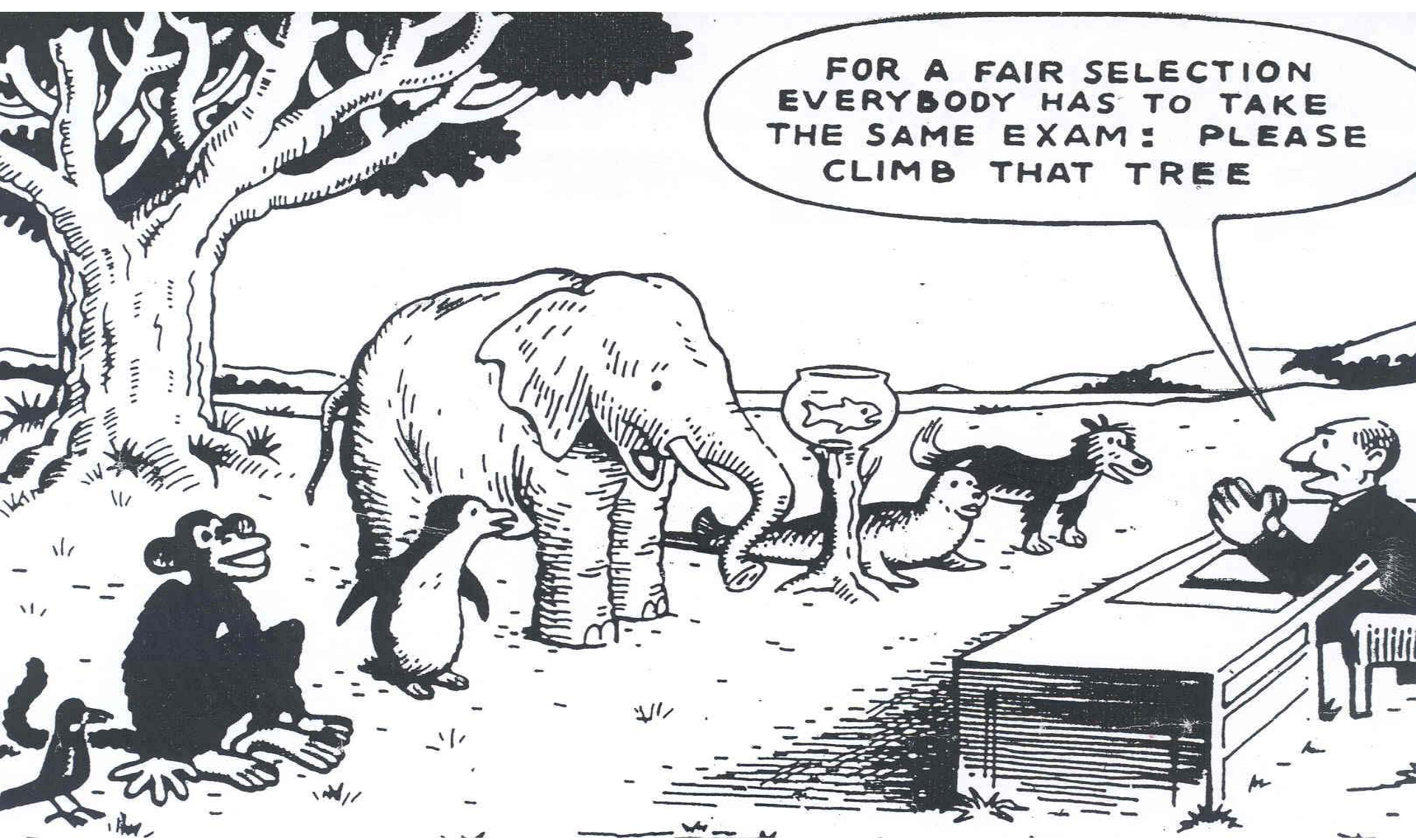
0:00 / 4:32

# The Future

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**emotivo**  
you think, therefore, you can



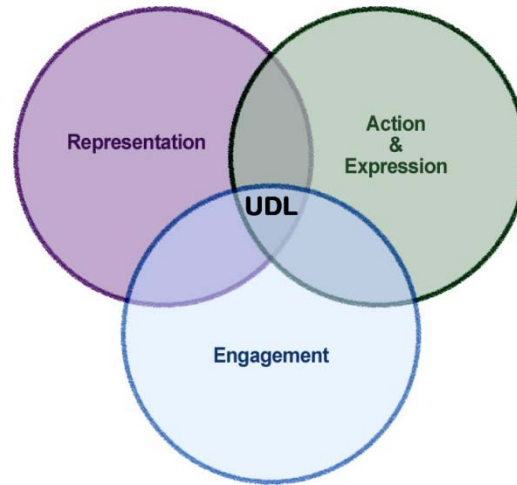


**Cartoon: A line of animals – a bird; a monkey; a penguin; an elephant; a goldfish (in a bowl, placed on a tree stump); a seal; and a dog – stand in front of a desk with an official-looking gentleman setting behind. Behind the animals is a tree. The official-looking gentleman is saying “For a fair selection everybody has to take the same exam: please climb that tree”. Only the monkey is smiling.**

# Universal Design for Learning

<http://www.udlcenter.org/aboutudl/whatisudl>

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Set of principles for designing curriculum that provides all individuals with equal opportunities to learn. Grounded in research of learner differences and effective instructional settings, UDL principles call for **varied and flexible ways** to:

- Present or access information, concepts, and ideas (the "what" of learning)
- Plan and execute learning tasks (the "how" of learning)
- Get engaged--and stay engaged--in learning (the "why" of learning)

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▶ **Venn diagram showing the intersection of Representation, Action/Expression and Engagement coming together in UDL**

# Universal Design

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**Essential for some, beneficial for all...**

(Emiliano Ayala, Sonoma State)

**I would like to see the terminology  
'accessible materials' no longer a special  
category as all materials would be  
accessible.**

(respondent to National Accessibility Survey qtd. on p. 522)



# 8 Principles

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1. Equitable Use
2. Flexibility
3. Simple, intuitive designs
4. Perceptible information
5. Tolerance for error
6. Minimal physical effort
7. Appropriate for size and space for approach and use
8. Fully inclusive





# Think Outside the Box!

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What's is YOUR emery board going to be/do?

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# Keeping Up. . . Connecting

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- ▶ Great Resources:

- [http://www.washington.edu/doit/Brochures/Academics/equal\\_access\\_lib.html](http://www.washington.edu/doit/Brochures/Academics/equal_access_lib.html)

- ▶ Start a dialogue with your community using a blog
- ▶ Connect with caregivers/proxies and support groups
- ▶ Try GoogleDocs (easy to make a survey or write a “what we can do for you” list as a staff initiative)
- ▶ Surveymonkey is free and allows up to 10 questions



# Use Database Alerts!!

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## ▶ Wilson Databases

- ▶ Go to the Wilson database covering your topic and perform your desired search. At the top left above the search results, select "Create Alert." Use the form that opens to set an email address and the frequency of the alerts.

## ▶ Ebsco

- ▶ Masterfile Premier allows alerts/RSS feed Alerts:  
[http://support.ebsco.com/help/index.php?help\\_id=3958](http://support.ebsco.com/help/index.php?help_id=3958)

## ▶ OneFile (Gale--databases and newspapers)

- ▶ Search Alerts with RSS export: Users can set up instant search alerts and journal alerts, with the added ability to create RSS feeds of General OneFile content.



# Work to Do

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Share! Data is needed on YOU and YOUR COMMUNITY (trust me)

- ▶ *Surveys should target individuals, not households*
- ▶ *Model some questions after major studies (listed in Bib), but don't limit*

Be vigilant! Take a moment to slow down and ask yourself:

- ▶ ***How will this affect ALL our populations??***

Follow established guidelines

- ▶ Computer Guidelines ThinkAccessible from ALA  
<http://www.ala.org/ala/mgrps/divs/ascla/asclaprotocols/thinkaccessible/computerguidelines.cfm>
- ▶ IFLA Checklist: <http://archive.ifla.org/VII/s9/nd1/iflapr-89e.pdf>



# Assessment

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- ▶ For YOU
- ▶ For THEM --Public Relations
- ▶ For Grant funding--<http://grants.gov/>



# Get a Grant!!

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- ▶ Pair up with a school to get IDEA funding?
- ▶ Local grants from companies
  - ▶ make a case for diversity or even “multicultural”
- ▶ Pair up with a local organization you serve
- ▶ Trade equipment/software
  - ▶ <http://www.passitoncenter.org/FindAT/MoreATExchangePrograms.aspx>



# Inch Forward

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- ▶ ALA suggests committees and checklists
- ▶ Take things ONE at a time
- ▶ Record and share what you do
  - ▶ How am I doing?
- ▶ Try to model Universal Design
  - ▶ How many different styles, activities, can you include?
- ▶ Policies begin with ideas—
  - ▶ What will you do?
  - ▶ What can't you do?



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Or

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