Reaching Out and Around the Table: Serving Persons with Disabilities

Rebecca Oling

Purchase College Library
List of “disabilities” (your answers from survey)

- 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?

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)

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

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

- Others?
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](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.webaim.org/simulations/dyslexia-sim.html)
    - [http://www.pbs.org/wgbh/misunderstoodminds/attention.html](http://www.pbs.org/wgbh/misunderstoodminds/attention.html)
Breaking Barriers

Photo of an abandoned wheelchair washed up on shore courtesy of “aindhy” via Flickr under Creative Commons
Communication = Outreach
Ask & Record!! (you asked)

- 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

- 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?

- 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](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 . . .
How Does This Affect The Library?

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!
Assistive Technology (Activity)

- Replace the word “student” or “kids” with “patrons” or “users”
- 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

- 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!
Free AT Tools?

- Apple (it’s in the O/S)
- Microsoft (it’s there... “ease of access”)
- Open Source:
- Web 2.0 and mobile (iTouch App for autism)
Browser Extensions

- Firefox
  - [http://www.bltt.org/software/firefox/hawking.htm](http://www.bltt.org/software/firefox/hawking.htm)

- Google Chrome
Your RCLS Databases—Value Adding

- **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**
Camera Mouse

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.

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?
The Future

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

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)

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

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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<td>1</td>
<td>Equitable Use</td>
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<td>2</td>
<td>Flexibility</td>
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<td>3</td>
<td>Simple, intuitive designs</td>
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<td>4</td>
<td>Perceptible information</td>
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<td>5</td>
<td>Tolerance for error</td>
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<tr>
<td>6</td>
<td>Minimal physical effort</td>
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<tr>
<td>7</td>
<td>Appropriate for size and space for approach and use</td>
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<tr>
<td>8</td>
<td>Fully inclusive</td>
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Think Outside the Box!

What’s is YOUR emery board going to be/do?
Keeping Up . . . Connecting

- **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!!

- **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**

- **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

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)
Assessment

- For YOU
- For THEM -- Public Relations
- For Grant funding--http://grants.gov/
Get a Grant!!

- 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/MoreATEExchangePrograms.aspx](http://www.passitoncenter.org/FindAT/MoreATEExchangePrograms.aspx)
Inch Forward

- 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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