State Library of NSW
Strategy to support people with a disability

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State Library of New South Wales
Strategy to support people with a disability
2010 to 2014
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Strategy to support people with a disability 2010 to 2014

Introduction
The State Library of New South Wales is a world leading library and centre of digital excellence. The Library informs, educates, inspires and surprises online, on site and on tour. Its rich heritage collections, contemporary print and digital materials, partnership with the public library network and vibrant collaborations enable Australians to interrogate our past and imagine our future. A core value and belief of the Library is equity of access.

The Strategy to support people with a disability contributes to the Library’s program to ensure equity of access through increasingly client focused services and employment opportunities for persons with a disability. The Strategy includes mechanisms to solicit feedback from members of the community with a disability and to promote the Library as a place that welcomes the entire community.

Disability in the NSW Community – Equity and Social Inclusion and Fairness Issues

There are a number of definitions of a disability. A commonly accepted definition of disability is:

- Total or partial loss of a person’s bodily or mental functions
- Total or partial loss of a part of the body
- Presence in the body of organisms capable of or causing disease or illness
- Malfunction, malformation or disfigurement of a part of a person’s body
- Disorder or malfunction that results in a person learning differently
- Disorder, illness or disease affecting thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour

Source: Disability Discrimination Act 1992 (Cwlth)
Almost one in three Australians live in New South Wales, the population reaching 6.89 million in June 2007. *(ABS 1338.1 NSW State and Regional Indicators, Dec 2008)*

Persons with a disability are a growing part of the NSW community. *Stronger together: a new direction for disability services in NSW, 2006-2016* states that the NSW community currently has 200,000 people under the age of 65 with a severe or profound disability. The 2003 *Survey of Disability, ageing and carers* (SDAC) (ABS 4303.0) indicates that 20% of the Australian population have some form of disability. The prevalence of disability increases with age, with 65% of people aged 75 years and over reporting a disability, and 32% reporting a profound or severe core activity limitation. This is of even greater significance given Australia’s ageing population.

*Population ageing in New South Wales*, 2008 (ABS 4106.1) indicates that in 2006, 12% of the NSW population was aged 65-84 years and 1.6% were aged 85 years and over. By 2036 those proportions are projected to climb to 18% and 3.9% respectively.

Planning for library services includes addressing the needs of disabled persons as a growing part of the NSW community. The role of the State Library as identified in the *Library Act 1939* is to “promote, provide and maintain library and information services for the people of New South Wales through the State Library and through cooperation with local libraries and other libraries and information agencies”.

To provide services as outlined in the Act, the Library offers services that meet the needs of the whole community. The NSW community is diverse with a wide range of people from different socio-economic and ethnic backgrounds, with different physical and intellectual abilities, and varying levels of health and age. The State Library of NSW *Strategy to support people with a disability* aligns with State Library strategic priorities in serving the whole community. It outlines how the Library will address the needs of those with a disability to ensure they have equity of access to the same services and employment opportunities as the rest of the community. It is also consistent with the objectives and requirements of the *Disability Discrimination Act 1992* (Cwlth).
Alignment with the Library strategic priorities

This Strategy supports the following Library strategic priorities.

People & Communities
Pre-eminent destination - Major attraction for Sydneysiders, NSW residents and tourists on site and online
Learning & scholarship - Innovators in learning and research in the education sector and in the community
Great public library network - Strong, accessible public libraries through leadership and effective strategies
Regional & community engagement - Visible and involved both regionally and with diverse communities

Staff & Capability
Enthusiastic staff - Staff who are engaged, high performing and highly regarded
Capability rich - Ever growing capabilities through staff learning, opportunity and recognition
Highly collaborative - Internally and with other cultural institutions, NSLA and other partners
Leadership & transparency - Transparent accountability and effective leadership throughout the organisation

Collections & Access
Dynamic collecting - Rich collections which document history, culture and society in all formats
Accessible content - Collection available for use in new and engaging ways on site, online & on tour
Excellent information services - Client driven collections and services to inform NSW
State-of-the-art-discovery - Open access and engagement with clients online

Sustainability
Renown - Renowned locally and internationally through relationships and online
Financially sound - Strength through adequate resourcing and philanthropy
Robust systems - Effective policies, processes, facilities, corporate services and risk management
Green library - Reduced environmental impact through improvements to facilities and processes
Our core values and beliefs

The *Strategy* to support people with a disability specifically supports all the core values and beliefs:

**Equity of Access** – in relation to the physical space, services, employment and online access. Barriers to access, be they physical, infrastructural, procedural or social, are being identified through a consultative process with staff, clients and other agencies. The *Strategy* identifies steps to remove or minimise the effects of these barriers.

**Innovation and Engagement** – thinking beyond traditional boundaries using innovative ways to provide access for the whole community, actively seeking community input and partnerships beneficial to enhancing access to services and employment, empowering our people, and encouraging intellectual freedom.

**Valuing People** – recognising that people with a disability contribute to the organisation, the *Strategy* puts in place changes to enable everyone to participate in and contribute to the development of the Library’s services.

**Honour & Integrity** – the *Strategy* puts practices in place to respect the dignity of the individual, neutrality, honesty, accountability and collegiality across all communities.

**Energy & Teamwork** – working together to provide services to clients and being inclusive by offering all members of the community opportunities for employment.
**NSW 2021: a plan to make NSW number one**

This *Strategy* supports the priorities of [NSW 2021](#).

**State Plan Goal 14**
Increase opportunities for people with a disability by providing support that meet their individual needs and realise their potential  
**Target**
Increase participation of people with disabilities in employment or further education  
**State Library outcomes**
Strong, accessible public libraries through leadership and effective strategies, visible and involved both regionally and with diverse communities

**State Plan Goal 15**
Improve education and learning outcomes for all students  
**Target**
Improve student achievement in literacy and numeracy  
**State Library outcomes**
Innovators in learning and research in the education sector and in the community, strong, accessible public libraries through leadership and effective strategies. Collection available for use in new and engaging ways on site, online & on tour. Client driven collections and services to inform NSW.

**State Plan Goal 27**
Enhance cultural, creative, sporting and recreation opportunities  
**Target**
Increase visitations by 2016  
**State Library outcomes**
A major attraction for Sydneysiders, NSW residents and tourists on site and online. Renowned locally and internationally through relationships and online. Visible and involved both regionally and with diverse communities. Collection available for use in new and engaging ways onsite and online. Strong, accessible public libraries through leadership and effective strategies. Client driven collections and services to inform NSW.
**Legislative and policy framework**

There is a legislative basis underpinning the Library’s *Strategy to support people with a disability*. These include:

- *Disability Services Act 1993* (NSW)
- *Disability Discrimination Act 1992* (Cwlth)
- *Anti-Discrimination Act 1977* (NSW)

As outlined earlier, the *Library Act 1939* requires the State Library to “promote, provide and maintain library and information services for the people of New South Wales”.

The following documents also promote community inclusion for people with disability:

- *United Nations Convention for Rights of Persons with Disabilities*
- *Australian Government Social Inclusion Agenda*
- *NSW 2021: a plan to make NSW number one*
- *Stronger together*
- *National Disability Strategy*
Existing services for people with a disability

The Strategy builds on existing infrastructure, services and resources that are in place to assist people with a disability. The Library offers:

Wheelchair access and parking
The wheelchair-accessible entrance is off Macquarie Street, opposite Hunter Street. There are lifts in the building and accessible toilets. For clients with a Mobility Parking sticker, they can use the parking spaces at Shakespeare Place, on the corner of Macquarie Street and the Cahill Expressway, or pre-book a parking space in the Library’s underground car park, accessible via Hospital Road. To book call security on 02 9273 1600.

Adaptive technology
Adaptive technology is available for clients with a disability so that they can use the Library's resources. Clients can make a booking by calling 02 9273 1414. The following technology is available for use:

Clearview: a video magnifier for people with low vision. It magnifies books, magazines and newspapers.

JAWS: screen reading software for people who are blind. It is used to access websites, databases and the computer catalogue. Due to the complexity of JAWS, prior knowledge is required. Training courses are available at Vision Australia.

Kurzweil 3000: a computer-based scanning system for people who are blind or have a reading disability. It scans and reads books, magazines and newspapers. It is suitable for people who have some computer literacy.

Microspeed Trackball Mouse: an alternative mouse for people who have problems with hand control.

Poet Compact: a stand-alone scanner for people who are blind or have a reading disability. It scans and reads books, magazines and newspapers. It is suitable for people with no computer skills.
Zoomtext: image magnification software for people with low vision. It magnifies websites, databases and the computer catalogue.

**Hearing loop installations**

Macquarie Street building
- Foyer inquiry desk, Ground floor
- Metcalfe Auditorium, Ground floor
- Information desk, State Reference Library, Lower Ground 1
- Family history desk, State Reference Library, Lower Ground 2

Mitchell Library building
- Vestibule inquiry desk, Ground floor
- Information desk, Mitchell Library Reading Room, Ground floor
- Dixson Room, Ground floor
- Mitchell Gallery & Dixson Gallery, First floor

**Talking books, large print books and ebooks**

The Library has a collection of talking books and large print books. People can borrow these books by contacting their public library. The Library has a growing collection of ebooks for loan to individuals. Collections of talking books, large print books and ebooks can be accessed on the library catalogue.
Developing the Strategy to support people with a disability

The Strategy encompasses a vision:

“People with a disability in NSW are able to access government services, facilities and jobs on an equitable basis through the delivery of services that promote fairness and opportunity for all citizens”
Source: Disability Action Planning for NSW Government Agencies: Initial Training Workshop Participant Workbook
Department of Ageing, Disability & Home Care, November 2008

An important step in the development of the Strategy was a review of current practices, policies and procedures. The review identifies areas of strength and good practice, areas where gaps exist or where there are opportunities to implement improvements.

There is a process of consultation with:

Internal stakeholders:
Executive, Managers and Library staff members
Volunteers

External stakeholders:
Other government agencies, non government organisations

Wider community:
The Library asks for feedback in client surveys, from onsite visitors, and staff with a disability who access services, view exhibitions and participate in events.

The Library consults people with a disability on an ongoing basis and develops improved methods of consultation as part of the Strategy. The intended readership of the Strategy is anyone who wants to know how the Library addresses issues of equity for people with a disability.
Strategy statement – outcomes and goals

The State Library of NSW’s Strategy to support people with a disability identifies goals for five years (2010-2014) and will be reviewed as new organisational structures and services develop. The Strategy identifies goals as follows:

1. Our buildings and facilities are adapted or information provided to enable effective and equitable access by people with a disability to all our buildings, services and programs.

2. Facilitate increased usage of the Library and NSW public library services by people with a disability. Inclusive practices in exhibitions, public programs and services.

3. Staff are confident and competent in providing services to people with disabilities.

4. Information about our services and programs is communicated in a variety of methods to accommodate the needs of a range of disabilities.

5. Measurable, continuing increases in the numbers of people with a disability employed in the Library and career progress of people with a disability comparable to other staff with similar knowledge, skills and experience.

6. Services and programs meet the requirements of the Disability Services Act 1993 (NSW) and the Disability Discrimination Act 1992 (Cwlth).
Implementing, monitoring, reporting and reviewing

The Library has endorsed the *Strategy to support people with a disability* and has made a commitment to its implementation between 2010 and 2014.

The Library’s *Strategy* establishes new priorities until 2014 and will be reviewed on an annual basis to ensure the removal of barriers to members of our community with a disability in accessing library services, events, programs, facilities and employment.

The Library Executive and senior management team will ensure that this *Strategy* remains relevant and integral to the Library’s business planning and reporting process, and importantly, relevant to the needs of the community. The leadership team will ensure that outcomes and actions remain and become an integral part of the Library’s business planning and reporting framework.

An annual plan is developed to identify priority areas for implementation. A Disability Action Plan Advisory Group is convened on a regular basis to monitor and review the annual plan, and to ensure that it remains relevant to community needs.
### Actions, performance measures and responsibilities

#### Priority area for goal 1: physical access

**Objective**
Provide and adapt Library buildings and facilities and develop solutions to ensure that people with a disability do not experience discrimination as either users of services or as staff, and have their particular needs for services and support acknowledged and met.

**Outcome**
Our buildings and facilities are adapted or information provided to enable effective and equitable access by people with a disability to all our buildings, services and programs.

<table>
<thead>
<tr>
<th>Action</th>
<th>Performance measures</th>
<th>Responsibility</th>
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</thead>
<tbody>
<tr>
<td>Ensure that all future building modifications, upgrades and refits comply with the <em>Building Code of Australia</em> (BCA), the <em>Disability Discrimination Act</em> and Australian Standards</td>
<td>All refurbishments comply</td>
<td>Manager, Facilities &amp; Security</td>
</tr>
<tr>
<td>The State Library’s proposed Physical Infrastructure Renewal Plan (PIRP) aims to address the issue of improving physical access to the Library for people with a disability</td>
<td>Plan adopted and implemented</td>
<td>Physical Infrastructure Renewal Plan Steering Committee</td>
</tr>
<tr>
<td>Task</td>
<td>Description</td>
<td>Responsible Party</td>
</tr>
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</tr>
<tr>
<td>Optimise opportunities for people with physical disabilities to access on site exhibitions by ensuring that exhibition design briefs highlight disability provisions within the BCA</td>
<td>Library exhibition presentations meet where feasible, disability provisions within the BCA including level floors and display viewing heights</td>
<td>Manager, Exhibitions</td>
</tr>
</tbody>
</table>
| Promote procedures that facilitate movement between the Library buildings of visitors with physical disabilities during exhibition gallery closures | Clear procedures in place during gallery closures                                                   | Manager, Publications & Design (re signage provisions, maps)  
Manager, Exhibitions  
Manager, Facilities & Security |
| Ensure all public lifts have Braille buttons                          | Last remaining public lift has Braille buttons. Completed 2010                                        | Manager, Facilities & Security |
| Tactile Ground Surface Indicators (TGSIs) installed in accordance with the requirements of the Building Code of Australia | TGSIs to be installed in the Macquarie Street building. Completed 2012                                | Manager, Facilities & Security |
| Regularly review current building evacuation procedures and training to ensure that the needs of people with disabilities are addressed | Revised building evacuation procedures and training are implemented                                   | Manager, Facilities & Security |
## Priority area for goal 2: promoting independent access

**Objective**
Promote access to library and information services throughout NSW by people with a disability.

**Outcome**
Facilitating increased usage of the Library and NSW public library services by people with a disability. Inclusive practices in exhibitions, public programs and all services.

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<tbody>
<tr>
<td>Produce an <em>Accessibility guide</em> that includes locations of accessible toilets, lifts and ramps on a map</td>
<td>Access guide available onsite and online. Published 2010. To be updated and revised as required.</td>
<td>Manager, Publications &amp; Design Coordinator, Policy &amp; Partnerships</td>
</tr>
<tr>
<td>Ensure accessibility symbols are on all Library guides/maps</td>
<td>Symbols on all guides and maps</td>
<td>Manager, Publications &amp; Design</td>
</tr>
<tr>
<td>Indicate accessible/assisted (wheelchair/pram) access on the street wayfinding signage i.e. outside the buildings</td>
<td>Signage visible from street</td>
<td>Manager, Publications &amp; Design Manager, Facilities &amp; Security</td>
</tr>
<tr>
<td>Clearly indicate the location of the lift in the Mitchell Library building with signage</td>
<td>Location of Mitchell wing lift clearly sign posted. Signage inside the lift replaced with signage</td>
<td>Manager, Publications &amp; Design Manager, Facilities &amp; Security</td>
</tr>
</tbody>
</table>
that clearly indicates public access on Ground and First floor. Completed.

| Creation of eRecords to enable more clients with print and mobility disabilities to access the Library’s collections | Conversion of paper based catalogue records to eRecords. To be completed December 2013. | Program Manager, eRecords Manager, Collection Services |

**Priority area for goal 3: staff awareness and understanding of the access requirements of people with a disability; access to employment for people with a disability**

**Objective**
Ensure that State Library staff are adequately trained to provide effective services. Ensure access to employment for people with a disability.

**Outcome**
Staff are confident and competent in providing services to people with disabilities in a manner which acknowledges the rights of people with a disability. All recruitment provides equal opportunities for employment at the Library.

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<tr>
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<tbody>
<tr>
<td>Staff undertaking bookings incorporate a special needs checklist (e.g. wheelchairs, interpreters) into the State Library bookings</td>
<td>Modified booking procedures advertised on the web and in Library publications. Online booking available</td>
<td>Manager, Events Manager, Access &amp; Information Manager, Learning Services Consultant, Public Library Services</td>
</tr>
<tr>
<td>Procedures</td>
<td>Details</td>
<td>Responsible Party</td>
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<tr>
<td>Reading room staff trained in the use of adaptive technologies available in the Library. Refresher training provided as required</td>
<td>Number of staff trained.</td>
<td>Manager, Access &amp; Information</td>
</tr>
<tr>
<td>All Library staff members familiar with parking and access options for clients with a disability</td>
<td>Existing staff informed, new staff trained as part of their induction</td>
<td>Manager, Access &amp; Information Manager, Facilities &amp; Security Coordinator, Information Officers Managers and supervisors</td>
</tr>
<tr>
<td>Organise disability awareness training for new client-facing staff</td>
<td>90% of client facing staff trained</td>
<td>Coordinator, Workplace Development Managers and supervisors of client facing staff</td>
</tr>
<tr>
<td>Implement ‘Welcoming Clients with a Disability’ program for existing client-facing staff</td>
<td>The ‘Welcoming Clients with a Disability’ booklet and recommendations are presented to and discussed with client-facing staff by managers and supervisors. Completed.</td>
<td>Coordinator, Policy and Partnerships Coordinator, Workplace Development Managers and supervisors of client facing staff</td>
</tr>
<tr>
<td>Volunteer tour guides made aware of disability access and adaptive technology</td>
<td>Information sessions held for tour guides trained</td>
<td>Manager, Facilities &amp; Security (access &amp; routes) Manager, Access &amp; Information (adaptive technology)</td>
</tr>
<tr>
<td>Provide regular updates to staff about initiatives. Encourage staff feedback</td>
<td>Regular staff communication through intranet and staff meetings. Ongoing</td>
<td>Coordinator, Policy &amp; Partnerships</td>
</tr>
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### Priority area for goal 4: information about services

**Objective**
Provide information about State Library services in an accessible manner to all clients with a disability.

**Outcome**
Information about our services and programs is communicated in a variety of methods to accommodate the needs of a range of disabilities.

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<tr>
<td>Implement and maintain compliance with web and IT guidelines</td>
<td>All content delivered through web-based technologies, including interface elements, must conform to all Priority 1 (Level A) and Priority 2 checkpoints (Level Double-A) of the Web Content Accessibility Guidelines 1.0 and must also be able to readily update from WCAG 1.0 to WCAG 2.0.</td>
<td>Manager, Digital &amp; Library Systems</td>
</tr>
<tr>
<td><strong>Website and publications promote information about disability access and services</strong></td>
<td><strong>Website update, specifically the Disability Access and adaptive technology webpage, to provide RSS feeds to promote news resources (updated daily and expire after 30 days) and hot links for all identified materials such as Talking Books and Large Print. RSS feeds added for new content. Easy access to the entire listing of talking books or large print books including community language materials available. Access guide available in pdf.</strong></td>
<td><strong>Manager, Events Manager, Media &amp; Communications Manager, Digital &amp; Library Systems Coordinator, Policy &amp; Partnerships</strong></td>
</tr>
</tbody>
</table>

| **Promotion of existing and developing technologies that may be of use for people with disabilities to access collections and services** | **Content WCAG 2.0 A+ compliant December 2012. A++ due by December 2013** | **Manager, Events Manager, Media & Communications Manager, Digital & Library Systems** |
## Priority area for goal 5: opportunities for employment for people with a disability

### Objective

Develop policies and practices which meet the Library’s responsibilities as an EEO employer, which comply with the requirements of the *Anti-Discrimination Act 1977* (NSW), and the *Disability Discrimination Act 1992* (Cwlth), and which actively encourage employment, career opportunities and career progression for people with a disability.

### Outcome

Measurable, continuing increases in the numbers of people with a disability employed in the Library and career progress of people with a disability comparable to other staff with similar knowledge, skills and experience.

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<tr>
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<tbody>
<tr>
<td>Implement and review WHS risk assessment recommendations, including those relevant to disabled access</td>
<td>Ongoing monitoring and response to issues as they arise</td>
<td>Senior HR Consultant (WHS) Manager, Facilities &amp; Security Managers and supervisors</td>
</tr>
<tr>
<td>Support staff with a disability</td>
<td>Opportunity provided for new starters to self-identify as having a disability. Needs of staff with a disability requiring workplace adjustment are monitored; adjustment needs of staff met</td>
<td>Coordinator, HR Senior HR Consultant (WHS) Managers and supervisors</td>
</tr>
<tr>
<td>Based on their feedback, source and provide specific support and/or training to assist staff who have a supervisory role for an employee with a disability</td>
<td>Adjustments implemented to meet the needs of staff with a disability to ensure equity of access to learning and development</td>
<td>Senior HR Consultant (WHS)</td>
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<tr>
<td>Ensure the Library’s recruitment and selection policy and procedures do not discriminate and comply with the <em>Anti-Discrimination Act 1977</em> (NSW) and the <em>Disability Discrimination Act 1992</em> (Cwlth)</td>
<td>Review the Library’s Recruitment Policy to ensure promotion of diversity and absence of discrimination</td>
<td>Manager, Human Resources</td>
</tr>
<tr>
<td>Organise training for new conveners of selection committees that includes disability awareness and the reasonable adjustment principle</td>
<td>90% managers and supervisors trained</td>
<td>Coordinator, Workplace Development</td>
</tr>
<tr>
<td>Organise training sessions in preventing and managing bullying and harassment that includes information on the anti-discrimination legislation</td>
<td>90% of supervisors trained</td>
<td>Coordinator, Workplace Development</td>
</tr>
<tr>
<td>Develop strategies to increase the participation rate of people with a disability in the Library’s workforce</td>
<td>Increase in the percentage of staff with a disability in the Library’s workforce</td>
<td>Manager, Human Resources</td>
</tr>
</tbody>
</table>

## Priority area for goal 6: services and programs

**Objective**
To provide and adapt State Library services and programs to ensure that they are accessible to people with a disability.

**Outcome**
Services and programs meet the requirements of the *Disability Services Act 1993* (NSW) and the *Disability Discrimination Act 1992* (Cwlth).

<table>
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<tr>
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<tbody>
<tr>
<td>Ensure Reading Room staff are aware of and able to use ICT equipment (hardware and software) available for use by disabled clients. They also</td>
<td>Staff meet client needs in using adaptive technology and receive positive feedback</td>
<td>Manager, Access &amp; Information</td>
</tr>
<tr>
<td>Need to maintain a list of all services (including ICT) for disabled clients</td>
<td>Part of regular survey of clients. Questions updated 2012 to gather more detailed information.</td>
<td>Research &amp; Development</td>
</tr>
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<tr>
<td>Survey of disabled public clients to gauge their opinions on the accessibility to Library services</td>
<td>Obtain advice, allocate funding and expend on appropriate lending material annually</td>
<td>Manager, Collections</td>
</tr>
<tr>
<td>Purchase material for the State Library Collection which is in appropriate formats for people with a disability</td>
<td>Number of resources available to clients remotely</td>
<td>Manager, Collections</td>
</tr>
<tr>
<td>Emphasise remote access as a key feature when evaluating e-resources for purchase. These can be viewed by people in their own space, an advantage for those with mobility issues. In addition vision impaired individuals may have adaptive technology on their home or work computers helpful in accessing this content</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Provide an opportunity at each point of access for persons with a disability to indicate the quality of the service and offer feedback from which the Library can improve services</td>
<td>Amount of feedback received</td>
<td>Coordinator, Policy &amp; Partnerships</td>
</tr>
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</tr>
<tr>
<td>Ensure that all relevant State Library policies and procedures align with this strategy and amend as appropriate</td>
<td>Plans and procedures amended as identified or as part of a review process</td>
<td>Managers, State Library of NSW</td>
</tr>
<tr>
<td>Seek partnerships with other government agencies in providing access to services for persons with a disability</td>
<td>Shared services and referrals where agencies can cooperate in meeting client needs.</td>
<td>Coordinator, Policy &amp; Partnerships</td>
</tr>
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**Approval**
This policy was approved by the State Library Executive on 20 July 2009 and reviewed with minimal revisions in March 2013.

**Implementation**
This policy is implemented on 1 January 2010.
History
This policy replaces the Disability Action Plan 2006 – 2009. The title of this policy was changed in March 2013 from Disability Action Plan 2010 to 2014 to Strategy to support people with a disability 2010 to 2014.

Related Policy
This policy relates to the State Library of NSW mission, vision and values and the Library strategic goals, priorities and key performance indicators.

Prepared by: Barry Nunn A/Coordinator, Policy & Partnerships, Library Services

Document History and Version Control

<table>
<thead>
<tr>
<th>Version</th>
<th>Date approved</th>
<th>Approved by</th>
<th>Brief description</th>
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<tr>
<td>1.0</td>
<td>20 July 2009</td>
<td>State Library Executive</td>
<td>Approved for implementation 1 January 2010</td>
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<tr>
<td>1.1</td>
<td>16 April 2013</td>
<td></td>
<td>Review, minor amendments and formatting.</td>
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Contact
For further information on this policy
Coordinator, Policy & Partnerships, Library Services
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bnunn@sl.nsw.gov.au
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