State Library of New South Wales

Disability Inclusion Action Plan 2016-2019:

Providing accessible and inclusive collections and services

From the collection of the State Library of New South Wales: DON d7_08748
Wheelchair basketball match: Royal North Shore Hospital Paraplegic Centre vs Mt Wilga
Macquarie Place, Sydney (July 1960)
Don McPhedran, Australian Photographic Agency (Reproduced with permission)

Contents

Foreword by NSW State Librarian & Chief Executive

I am pleased to present the State Library of New South Wales' Disability Inclusion Action Plan 2016-19.

As the State Librarian and the Executive Sponsor of this Plan, I reiterate the Library's commitment to provide inclusive and accessible services and programs, collections, public spaces and work areas.

This Plan builds on and extends the Library's previous Disability Action Plans while also fulfilling the requirements of the new *Disability Inclusion Act* 2014 (NSW), and contributing to making Sydney and New South Wales increasingly inclusive and accessible.

Included in the Plan are several key developments which will contribute significantly to the Library's accessibility. Over the next two financial years, the State Library will spend approximately $4.9 million on major infrastructure works primarily focused on increasing accessibility to the Mitchell Library. The works will include the addition of an accessible entry to the Mitchell Library building from Shakespeare Place, accessible lifts to all public levels of the Mitchell building, new ambulant toilet facilities and accessible wayfinding signage. I look forward to welcoming a new era of accessibility for the historic Mitchell Library that will meet the needs of a wide range of clients and patrons.

In 2016, the Library will also unveil its new website with improved accessibility features aimed to provide greater access to Library collections, services and programs, including clear and simple site navigation, continuous user experience across our various online platforms, mandatory content to better support browsing via assistive technology, and a suite of redesigned media viewers.

Planning and progress on disability and accessibility considerations will be ongoing and progressive, an area of continuous review, development and improvement. Providing accessible and inclusive services to people with disability, and making our collections, programs and public spaces accessible and inclusive are matters of ongoing priority and the responsibility of *all* staff across the Library.

Throughout the life of this Plan, we will strive to ensure that *all* members of the community can experience inclusive access to our collections, public spaces, services and programs, and employment at the Library.

Alex Byrne
NSW State Librarian & Chief Executive

Introduction

The State Library of New South Wales is a world leading library. 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. The Library's core values are integrity, trust, service, accountability, equity of access, and innovation and engagement.

The role of the Library 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' (*Library Act* 1939).

This *Disability Inclusion Action Plan* (DIAP) contributes to the Library's objective to facilitate and enable full and active participation and access to collections, services, programs and public and work spaces by people with disability. The Plan includes actions to gather input from the community on Library policies and practice, and promote the Library as a place that welcomes the entire community.

Background

To fulfil the requirements of the Act, the Library's DIAP aligns with the Library's strategic priorities and demonstrates how the Library is serving the whole community. It outlines how the Library will address the needs of people with disability and provide more accessible and inclusive services. It is also consistent with the objectives of the *Disability Inclusion Act 2014.*

The DIAP carries forward activities from the Library's previous Strategies and Action Plans and proposes new initiatives and actions to be pursued over the next four years. The DIAP is an evolving document, which will be reviewed and updated as the actions and proposals are completed, and to ensure its relevancy and effectiveness.

The NSW Disability Inclusion Plan

'The NSW Disability Inclusion Plan supports the NSW Government's commitment to remove systemic and attitudinal barriers so that people with disability have a better opportunity to live a meaningful life and enjoy the full benefits of membership in the community. Achieving an inclusive society is a long term vision that will require consistent efforts from government and the wider community.'

The State Library of NSW's DIAP aligns with the NSW Disability Inclusion Plan and addresses the four focus areas identified by people with disability, the NSW Government and community stakeholders:

- developing positive community attitudes and behaviours
- creating liveable communities
- supporting access to meaningful employment
- improving access to mainstream services through better systems and processes.

Definitions

The *Disability Inclusion Act* 2014 defines disability as:

> "…in relation to a person, includes a long-term physical, mental, intellectual or sensory impairment which in interaction with various barriers may hinder the full and effective participation in society on an equal basis with others."

This definition reinforces the **social model of disability** and the importance of seeing disability as the result of interaction between people living with a range of impairments *and* their physical and social environment. Disability is *not* just about impairment. The onus to break down barriers rests with the whole community.

The definition of disability, from the *Disability Discrimination Act 1992* (Cth) is:

disability, in relation to a person, means:

(a) total or partial loss of the person's bodily or mental functions; or
(b) total or partial loss of a part of the body; or
(c) the presence in the body of organisms causing disease or illness; or
(d) the presence in the body of organisms capable of causing disease or illness; or
(e) the malfunction, malformation or disfigurement of a part of the person's body; or
(f) a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction; or
(g) a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions or judgment or that results in disturbed behaviour;

and includes a disability that:
(h) presently exists; or
(i) previously existed but no longer exists; or
(j) may exist in the future (including because of a genetic predisposition to that disability); or
(k) is imputed to a person.

To avoid doubt, a ***disability*** that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.

As outlined in these definitions, disabilities may be physical, sensory, intellectual, psychiatric, neurological or involve a learning disability. They may be temporary or permanent, total or partial, lifelong or acquired, and people may experience one disability or a number of disabilities.

> "Even though you have a disability, that does not make you disabled [in other ways]. It gives you insight. It gives you knowledge. It gives you something that someone without that will never learn."
>
> Actor RJ Mitte (Breaking Bad): '*I don't want my tombstone to read "Here Lies Walt Jr*"'
> The Telegraph (UK), Friday 16 October 2015

Case Study: Stephanie Maclean – Library employee

Stephanie joined the Library as a Librarian with the Information & Access branch in May 2015, working in the reading rooms. Stephanie has been severely deaf since childhood. Stephanie chose not to declare her disability at interview, but did so after she was engaged and commenced work. Soon after she commenced, both the Library's Human Resources (HR) branch and her own branch manager enquired if Stephanie required any specific assistance or adjustment to her work space or equipment. Stephanie requires little in the way of workplace adjustment for her work day-to-day, but sometimes receives support from colleagues for phone enquiries.

This example demonstrates good support for an employee with disability with managers, colleagues and HR actively supporting Stephanie in the workplace. The Library endeavours to ensure that this is the experience of *any* employee, that people with disability are actively encouraged to apply for positions, and that employees are offered support and reasonable adjustment in the workplace. These goals are specifically addressed under Goal 3: Employment (below).

More generally, Stephanie's observations from her lived experience of disability are that 'people often want to avoid disability, they're uncomfortable about it and are reluctant to talk about it. It's a taboo subject. Even my friends are sometimes uncomfortable to ask or offer help.' Stephanie also observed that 'many people with disabilities find libraries or formal institutions very intimidating, especially those with learning disabilities or sensory impairments'. She acknowledges that 'offering to help someone can be confronting: be prepared to offer but also be prepared to hear no.' In the end, people with disability just want to be treated like anyone else'.

Case Study: Naomi Malone – Library client

Naomi is a PhD candidate at UTS. Her doctoral thesis is on the history of deaf education in NSW since the 1960s. Naomi previously studied Arts/Laws at the University of Sydney and later did her Master of Arts in Public History at UTS. For her previous university degrees, she used the State Library for study and research - "I love libraries!" she declares. Naomi is profoundly deaf and has lived with deafness since early infanthood. Naomi contacted the Library in June 2015 making enquiries about accessing an oral history collection on hearing impairment in Australia for her doctoral studies.

Library staff responded advising that while the oral history tapes have not been digitised, a basic transcript is available in the Mitchell Library, which needs to be accessed in person. While Naomi would prefer to access the transcript online, she said the response from staff was prompt and addressed her enquiry. While it was challenging not knowing exactly *when* the tapes will be digitised and transcribed, the advice was prompt and clear.

Naomi stated that her experiences with Library staff over the years have been varied. As she lip reads, Naomi relies on people engaging actively, making eye contact and articulating clearly. When this happens, there is no need for her to explain about her deafness, which is refreshing for her. But this is not always the case, and less engaging interpersonal communication makes her interactions more difficult. She was interested and pleased to hear that the Library offers disability awareness training for front line customer service staff, and that captioning is provided for all videos included in the Library's exhibitions.

Naomi also commented on inter-generational changes in attitudes toward people with disability and the fact that there is now greater community understanding, awareness and expectation around disability and accessibility – especially in light of the *Disability Discrimination Act* (Cth) 1992, the UN Convention on the Rights of Persons with Disabilities and the recently enacted NSW legislation, the *Disability Inclusion Act* 2014.

Strategic planning context
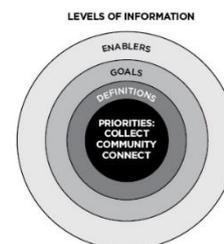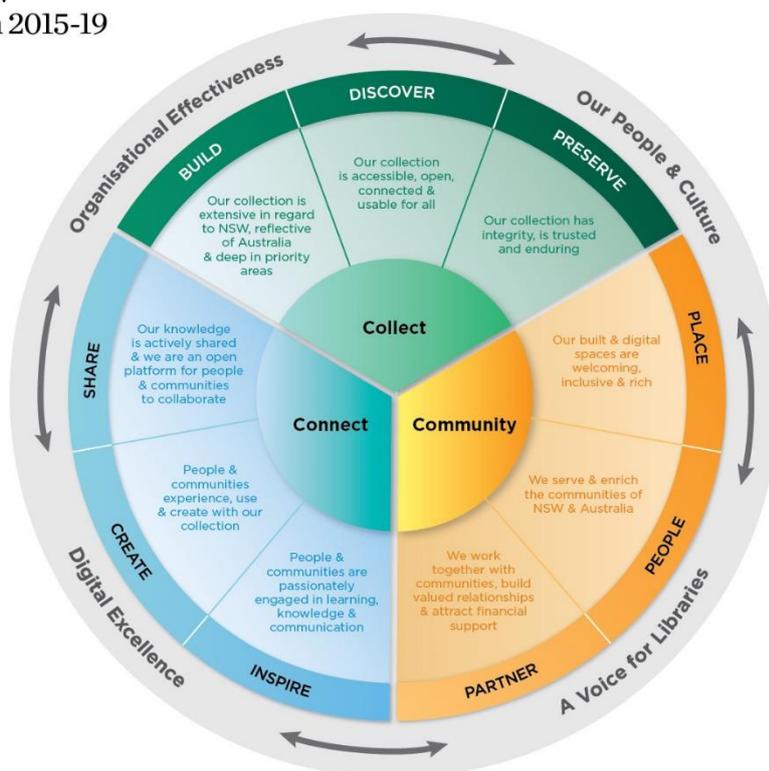
State Library Strategic Plan 2015-19

Under the Library's Strategic Plan 2015-19, the Library's vision is to be a world leading library. For the community, we aspire to be a Library that is:

- a pre-eminent and welcoming cultural destination
- acknowledged for excellent client service and staff expertise
- an innovative gateway to information and cultural enrichment
- recognised for a unique and accessible collection
- an active advocate for the NSW Public Library Network
- a proactive partner in knowledge creation.

Our Mission is to strengthen the community by being the trusted provider of quality information services by:

- providing equitable access to contemporary and historical knowledge
- collecting and preserving Australia's heritage
- promoting our role as a cultural destination
- collaborating with the NSW Public Library Network.

This DIAP aligns with the State Library's Strategic Plan 2015–2019 with particular reference to the following themes and objectives:

- **Collect – Discover:** our collection is accessible, open, connected and usable for all
- **Community – Place:** our built and digital spaces are welcoming, inclusive and rich

- **Community – Partner:** we work together with communities, build valued relationships and attract financial support
- **Connect – Share:** our knowledge is actively shared and we are an open platform for people and communities to collaborate

Methodology and Consultation

The Library's DIAP has been developed in consultation with the Library's Disability Advisory Committee, Executive and other members of staff. The Disability Advisory Committee is the primary *internal* consultative forum for the Library to develop and maintain a culture that is supportive of equity and diversity, and provides a forum to report, raise and discuss issues and matters pertaining to disability and accessibility. The Committee comprises a diverse cross-section of management and employees from across the Library.

The Library undertook a consultation process in 2014-15 as part of the development of the Strategy and Action Plan to Support People with Disability 2015. This process included client and non-client surveys and a comprehensive consultative analysis of the Library's buildings, programs and digital spaces by Vision Access Consulting. Data from this consultation has informed and been incorporated into this new Plan.

As part of the development of the Library's DIAP, informal consultation has also been conducted with individuals and representatives of key peak bodies such as the Disability Council of NSW, Accessible Arts NSW, the Multicultural Disability Advocacy Association of NSW, and the Department of Premier and Cabinet.

Monitoring and review

The Library's Disability Advisory Committee and Executive will regularly review and monitor the DIAP and progress reports will be prepared every six months to the Library Executive.

Reproduced from grumpylittles.tumblr.com

Action Plan 2016-2017

This Action Plan focuses primarily on the next two years (2016–2017) with some ongoing elements to be implemented each year or as annual elements. It also includes actions that will be cumulatively progressed over a longer period, such as building active partnerships with the disability sector, working towards collaborative projects and promoting the Library's accessibility services. The Plan will be reviewed and updated each year, and cumulative or progressive actions updated.
★ Please Note: sections of the following Action Plan that are shaded grey represent ongoing actions that the Library will pursue over time and are not linked to a particular target date for completion.

1. Community Attitudes and Behaviours

Goal: The State Library of New South Wales is a welcoming, accessible and inclusive organisation where people with disability are respected, treated equitably and provided equitable access to collections, public spaces, events, programs and the digital environment. State Library staff understand disability and accessibility and are committed to supporting and working with people with disability in the course of their work and business.

Outcome: People with disability feel welcomed and respected by the Library and that our public and digital spaces, services, events and programs are inclusive and accessible.

Action		Performance measures	Responsibility	Timeframe
1.1	Establish a Consultative Committee on Accessibility comprised of people with lived experience of disability. ★ **Key action**	External Consultative Committee on Accessibility established.	Coordinator, Projects and Policy State Librarian	June 2016
1.2	Pilot a new Library Fellowship for people with disability.	New Library fellowship investigated and piloted.	Coordinator, Education and Scholarship Mitchell Librarian	January 2017
1.3	Collect documentation on the lived experience of people with disability.	Materials on the lived experience of people with disability added to the collection.	Manager, Collection Strategy & Development	Ongoing
1.4	Coordinate disability awareness training and orientation for *all* security officers.	All security officers provided with Disability Awareness training.	Manager, Security Manager, Human Resources Learning and Organisation Development Lead	December 2016; Ongoing

1.5	Design and implement advanced Disability training for all event and front line staff.	New training designed and implemented for relevant staff.	Manager, Human Resources Learning and Organisation Development Lead	December 2016
1.5.1	Investigate the need for similar advanced training for Information & Access staff.	Training provided to I&A staff if agreed to be appropriate.		June 2016
1.6	Increase awareness of disability and accessibility across the NSW Public Library Network through a biennial themed issue or column in *Public Library News*.	Disability focused issue of *Public Library News* published 2016-2017	Project Coordinator, Public Library Services and Editor, *Public Library News*	Published by January 2017 Aim for biennial edition or regular column.
1.7	Review, revise and update *Accessibility Guide*. Review circulation and any feedback received.	Accessibility Guide revised and available on-site and online.	Manager, Publications & Design Coordinator, Projects & Policy Coordinator, Client Services & Business Teams	June 2017
1.8	Ensure that all relevant State Library policies and procedures align with this strategy and amend as appropriate.	Plans and procedures amended	All Managers and Coordinators Manager, Corporate Governance	2016 onwards

2. Liveable Communities

Goal: The Library's buildings, facilities and public spaces are accessible and inclusive. People with disability (clients and members of the public or staff) are able to access our buildings and services, and have their particular needs acknowledged and met. Practices and procedures are promoted to facilitate optimum movement between the Library buildings. The Library optimises opportunities for people with disability to access the Library's public spaces and exhibitions by ensuring that design briefs consider and incorporate disability provisions.

Outcome: Our buildings, facilities and public spaces enable effective and inclusive access by all people, including those with disability. All future building modifications and upgrades comply with the *Building Code of Australia* (BCA), the *Disability Discrimination Act* and relevant Australian Standards. Increased usage of the Library by people with disability.

Action	Performance measures	Responsibility	Timeframe
2.1 Plan and implement Mitchell accessibility works to provide increased accessibility to the Mitchell Library building. ★ **Key action**	Mitchell accessibility works completed.	Manager, Facilities & Built Infrastructure	2017
2.2 Improve clarity and visibility of directional signage for the lift in Governor Marie Bashir Reading Room (GMBRR).	Clear and visible signage for lift in GMBRR.	Manager, Publications & Design Manager, Information & Access Manager, Facilities & Built Infrastructure	2016
2.3 Install height adjustable tables in the GMBRR for patrons who are wheelchair users.	At least two height adjustable tables installed in the GMBRR.	Manager, Information & Access Coordinator, Facilities	2016-17
2.4 Install hearing loops at the Macquarie Building Foyer Information Desk, the Request Desk on Lower Ground 2 of GMBRR, and in the Galleries (as part of the Mitchell Galleries project).	Hearing loops installed.	Manager, Facilities & Built Infrastructure	2016 – 2018
2.5 Provide captioning and/or Auslan interpreters at live events.	At least three events per year with captioning and/or interpreters.	Manager, Events	2016; ongoing
2.6 Promote Library events (with Auslan interpreters) to deaf community organisations and networks to increase attendance.	Attendance at Library events by deaf or hard or hearing patrons.	Manager, Exhibitions Manager, Events Publications and Design	2016; ongoing
2.7 Provide and promote accessible tours of exhibitions with Auslan interpreters.	Two tours conducted per exhibition. Attendance by deaf or hard or hearing patrons.	Manager, Events Senior Curator, Research and Discovery	By December 2016

2.8	Ensure new Mitchell Galleries and exhibition designs consider wheelchair accessibility, visibility (height) and low vision patrons.	New Mitchell Galleries and exhibition designs meet legibility and height standards and address accessibility considerations.	Manager, Exhibitions Senior Curator, Research and Discovery	Ongoing 2018 (galleries re-open)
2.9	Exhibition videos are captioned and audio described.	100% of exhibition videos captioned and audio described.	Manager, Exhibitions Leader, Digital Channels	2016; ongoing
2.10	Ensure future signage meets accessibility standards.	Future signage design is accessible for a range of patrons.	Manager, Publications & Design	2016; ongoing
2.11	TRIM Cafe a) Provide some tables in TRIM cafe that can accommodate wheelchair users. b) Provide more detailed information about TRIM Cafe menu options on Library's website. c) Investigate disability awareness training for TRIM cafe staff.	a) At least three accessible Cafe tables with signage. b) Menu information on website. c) Disability awareness training considered for café staff.	Manager, Events Leader, Digital Channels	a) June 2016 b) 2016 c) 2017

3. Employment

Goal: State Library staff are adequately trained and supported to provide effective services to clients and colleagues with disability. Library staff, especially those with client facing responsibilities, understand and appreciate the needs and access requirements of people with disability within the Library. The Library welcomes and encourages employment applications from people with disability and provides support and reasonable adjustment to employees with disability.

Outcome: Library staff are confident and competent in working with and providing services to people with disability in a manner that acknowledges their rights, needs and aspirations. Library recruitment processes provide equal employment opportunities for people with disability. HR policies and practices, and work spaces, meet the Library's responsibilities as an EEO employer, and comply with the relevant legislative requirements and regulations.

Action		Performance measures	Responsibility	Timeframe
3.1	Devise staff training methodology and content to meet the changing needs of staff with disability, relevant anti-discrimination legislation and disability sector guidance.	Staff training reflects current needs of staff, legislation and disability sector best practice.	Manager, Human Resources Learning and Organisational Development Lead	Ongoing
3.2	Ensure that all managers, especially new managers convening recruitment panels, are trained in disability awareness and the 'reasonable adjustment' principle.	All managers trained in the 'reasonable adjustment' principle and disability awareness.	Manager, Human Resources	2016 onwards
3.3	Maintain and update the 'Guide for Applying for Roles' publication to provide information on accessibility issues for people applying to the Library for employment.	The Guide for Applying for Roles covers accessibility issues and is regularly updated, and available online and on site.	Manager, Human Resources Manager, Publications & Design	Ongoing
3.4	Deliver disability awareness and anti-discrimination training for *all* Library staff.	Disability awareness training provided to staff.	Manager, Human Resources Learning and Organisational Development Lead	Ongoing
3.5	Implement and review WHS risk assessment recommendations relevant to accessibility.	Prompt responses to accessibility issues as they arise.	Senior HR Consultant (WHS) Manager, Facilities & Built Infrastructure, Security Managers and supervisors	2016; ongoing

3.6	Ensure staff with disability are provided with support and reasonable workplace adjustments to support them in their employment.	Needs of staff with disability requiring workplace adjustment are monitored, and met.	HR Services Lead Senior HR Consultant (WHS) Managers and supervisors	2016; ongoing
3.7	Source and provide specific support and/or training to assist people leaders who have a supervisory role for an employee with disability.	People leaders provided with appropriate training and support.	Learning and Organisational Development Lead	2016; ongoing
3.8	Review levels of support and workplace adjustment to current employees identifying as people with disability.	Levels of support reviewed and updated.	Manager, Human Resources Learning and Organisational Development Lead	June 2016
3.9	Investigate membership of the Australian Network on Disability (AND) and Job Access NSW to support Library employees.	Liaison with AND and Job Access NSW to evaluate benefits. Membership secured (if appropriate).	Senior HR Consultant (WHS) Manager, Human Resources Human Resources Services Lead	By December 2016 2017
3.10	Identify specific needs for staff with mental illness and intellectual disability and develop solutions or strategies to support them in the workplace.	Specific proactive solutions developed, implemented and case managed for Managers and People Leaders.	Manager, Human Resources Learning and Organisational Development Lead	2017
3.11	Work with staff to create and implement long-term plans to ensure ongoing support for employment of people with disability and removal of any barriers.	Plans created and implemented with Managers and People Leaders.	Senior HR Consultant (WHS) Manager, Human Resources	2017
3.12	Address accessibility issues in the design and refurbishment of work areas.	Work areas meet accessibility standards.	Manager, Facilities & Built Environment Senior HR Consultant (WHS)	2018

4. Systems and Processes

Goal: Library systems and processes support open access and accessibility, and ensure Library programs and digital spaces are accessible by the broadest possible audience. The Library's new website provides increased accessibility to our collections and information that is communicated in a variety of methods and formats to accommodate the requirements of a range of disabilities. The Library provides assistive and adaptive technology to support access by people with disability, and promotes its use to clients and the wider NSW Public Library Network.

Outcome: Library websites are accessible and provide a range of options and formats people with disability to access information. Measurable increased use of Library websites by people with disability. Increased awareness and usage of the assistive and adaptive technologies, and increased awareness of this technology amongst clients and the broader NSW Public Library Network.

Action		Performance measures	Responsibility	Timeframe
4.1	Ensure that the Library's new public website conforms to WCAG 2.0 AA. ★ **Key action**	New website and Library-controlled web content conforms to WCAG 2.0 AA.	Leader, Digital Channels	February 2016
4.2	Provide training to Library staff on preparing accessible documents.	Training in accessible documents provided to staff.	Leader, Digital Channels	February 2016
4.3	Review current building evacuation procedures and training to ensure the requirements of people with disability are addressed in emergency situations.	Building evacuation procedures and training are updated and address the needs and dignity of people with disability.	Manager, Facilities & Built Infrastructure Manager, Security	2016; Ongoing
4.4	Ensure that accessibility icons are displayed on all Library guides and maps.	Symbols on all guides and maps.	Manager, Publications & Design	Ongoing
4.5	Conduct periodic tests and maintenance for all assistive technologies (including hearing loops).	All assistive and adaptive equipment is operating effectively.	Manager, Facilities & Built Infrastructure ICT Network & Service Desk Coordinator	2016; ongoing
4.6	Undertake review of Adaptive Technology equipment (including software licences) to ensure all are up-to-date and functioning.	All adaptive technology has latest versions and is functioning effectively.	Manager, Information & Access Adaptive Technology group	December 2016
4.7	Develop signage to actively promote awareness of Adaptive Technology.	New signage banners produced and located in GMBRR LG1 and LG2 and Macquarie Foyer.	Manager, Publications & Design Manager, Information & Access	December 2016.

4.8	Ensure adaptive technology group is trained in the use of adaptive technologies available in the Library.	Number of staff trained in adaptive technology equipment and software. Refresher training provided as required.	Manager, Information & Access Coordinator, Client Services and Business Team	Ongoing
4.9	Inform Library volunteers and tour guides of accessibility services and adaptive technology in the Library.	Volunteers tour guides aware of adaptive technology and Accessibility Guide.	Volunteer Program Coordinator Coordinator Projects and Policy	February 2016; Ongoing (1-2 times a year)
4.10	Deliver training for Read-It Wand technology to adaptive technology group and promote Read-It Wand to CALD and disability communities.	Community awareness of technologies and increased usage.	Multicultural Consultant, Public Library Services Manager, Publications & Design	December 2016
4.11	Transcripts, captioning and/or audio description provided for all video and audio content on the primary Library website.	All video and audio content on the primary Library website have transcripts, captioning and/or audio description.	Leader, Digital Channels Manager, Events	2016 onwards
4.12	Seek sponsorship or Foundation funding to support a transcript project to ensure audio and video content published on *all* Library digital channels have transcripts and/or captioning.	All audio and video content on Library digital channels have transcripts and/or captioning.	Leader, Digital Channels Manager, Media & Communications	2016-17
4.13	Implement new Eventbrite booking system to provide options for event attendees with disabilities to request assistance or support.	New Eventbrite booking system implemented.	Manager, Events	2016
4.14	Ensure assistance and support is provided as requested for people with disability to attend and participate in Library events and programs.	Auslan interpreters sourced and live captioning provided for talks and tours when requested.	Manager, Events	Ongoing
4.15	Include information on DIAP and Accessibility Guide are included in staff inductions.	Accessibility information included in Induction materials.	Manager, Information & Access	Ongoing
4.16	Review the Federal Government Digital Standard (Digital Transformation Office) to ensure Library website continues to meet standards for web accessibility.	Library website meets the web accessibility standards	Leader, Digital Channels	2016
4.17	Investigate compliance of collection transcripts (such as oral histories) with WCAG 2.0.	Compliance of collection transcripts with WCAG 2.0.	Manager, Research & Discovery Leader, Digital Channels	2017

5. Communication and Partnerships

Goal: The Library communicates its services, programs, events and other information via a range of accessible formats, and builds contacts and networks to increase awareness and participation. The Library develops strategic partnerships with key disability, arts, cultural and other organisations to increase accessibility of existing programs, develop new events and programs, and build disability audiences and networks.

Outcome: Increased engagement and attendance by people with disability at SLNSW events and programs. Increased partnership, networks and liaison with key disability agencies and organisations and collaborative projects with disability partners.

Action	Performance measures	Responsibility	Timeframe
5.1 Showcase adaptive technology and resources to the Public Library Network.	Presentation to public library forums (including the Multicultural Working Group) on adaptive technologies.	Manager, Public Library Services	2016
5.2 Review *People Places: A Guide for Public Library Buildings in New South Wales* to ensure full coverage of accessibility issues.	*People Places* reviewed	Manager, Public Library Services	2018
5.2.1 Promote revised guidance to the Public Library Network.	Workshops on revised *People Places* conducted.		2019
5.3 Review *Living Learning Libraries: Standards and guidelines for NSW public libraries* to ensure full coverage of accessibility issues.	*Living Learning Libraries* reviewed.	Manager, Public Library Services	2017
5.3.1 Promote revised guidance to the Public Library Network.	Workshops on revised *Living Learning Libraries* conducted.		2019
5.4 Distribute Disability Access collection (large print and talking books) through Public Library Network.	Distribute Disability Access collection via Public Library Network.	Coordinator, Collection Services Public Library Network	Ongoing
5.5 Continue to purchase large print and talking books for people with low vision.	Expend Disability Access scheme budget. Purchase large print books and talking books for distribution via Public Library Network.	Collection Strategy & Development	Ongoing (annual allocation)

5.6	Provide and maintain current information about accessibility services and assistive technologies to Library clients on the website and via publications and recorded messaging.	Current accessibility and adaptive technology information on the Library website, in publications and via recorded phone messages.	Manager, Media & Communications Leader, Digital Channels Manager, Publications & Design Executive Officer, Public Libraries & Engagement	Ongoing
5.7	Seek feedback from clients with disability on their experiences of the Library's services, events and programs.	Accessibility question included in Library's annual surveys. Feedback on quality of services.	Research Leader Coordinator, Projects & Policy	2016; ongoing
5.8	Develop partnerships with disability peak bodies, disability arts agencies and the Galleries, Libraries, Archives and Museums (GLAM) sector to explore future programs and collaborations.	Key partnerships developed with Accessible Arts and other disability arts and peak bodies. 1 collaborative accessibility arts program delivered.	Coordinator, Projects & Policy All Executive Directors Mitchell Librarian Manager, Research & Discovery Manager, Events	2016-17 2017-18
5.9	Work in partnership with Accessible Arts to establish deaf volunteer tour guides for Library tours and promote tours to deaf community.	1 deaf volunteer guide trained to conduct Library tours. 2 pilot tours presented with deaf volunteer tour guide.	Coordinator, Project & Policy Coordinator, Volunteers Accessible Arts NSW	Research 2016 Tours conducted 2017
5.10	Investigate model for community oral history project for people with disability (eg, Hidden Histories), based on New York Public Library community disability oral history program.	Investigate feasibility for a community-based oral history project for people with disability.	Manager, Research & Discovery Collections Strategy & Development Specialist	Research 2017

Appendices

Library Values

The DIAP so aligns with the Library's core values and beliefs which are set out below. Those that are particularly relevant to the themes and elements of the DIAP are indicated with a ★.

Integrity
- Consider people equally without prejudice or favour ★
- Act professionally with honesty, consistency and impartiality ★
- Take responsibility for situations, showing leadership and courage
- Place the public interest over personal interest.

Trust
- Appreciate difference and welcome learning from others ★
- Build relationships based on mutual respect ★
- Uphold the law, institutions of government and democratic principles
- Communicate intentions clearly and invite teamwork and collaboration
- Provide apolitical and non-partisan advice.

Service
- Provide services fairly with a focus on customer needs ★
- Be flexible, innovative and reliable in service delivery
- Engage with the not-for-profit and business sectors to develop and implement service solutions
- Focus on quality while maximising service delivery.

Accountability
- Recruit and promote employees on merit ★
- Take responsibility for decisions and actions
- Provide transparency to enable public scrutiny ★
- Observe standards for safety
- Be fiscally responsible and focus on efficient, effective and prudent use of resources.

Equity of access
- Connect our communities to our collection through diverse channels ★
- Provide free, uncensored and unbiased access to information ★
- Be vigilant custodians of our physical and digital spaces
- Respect and involve our Indigenous communities and multicultural communities
- Encourage creativity, curiosity, experimentation, diligence and trust

Innovation and engagement
- Think beyond traditional boundaries with clarity of purpose ★
- Enhance our collections with "stories" that bring them to life
- Be professional collaborative change agents and leaders in our field
- Empower our people to take risks
- Encourage intellectual freedom of thought and expression
- Embrace technology ★
- Adopt an outside-in approach to developing our services ★

Existing services for people with a disability

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

Accessible entrance and parking
The accessible entrance is off Macquarie Street, opposite Hunter Street. There are lifts in the building and accessible toilets. Clients with a Mobility Parking sticker can use 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.

Adaptive technology
Adaptive technology is available for library users with disability to enable use of the Library's resources. 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 1000: a computer-based scanning system for people who are blind or have a reading difficulty. 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 limited hand dexterity.

Hearing loop installations
Hearing loops have been installed in:

The Macquarie Street building:
- Metcalfe Auditorium, Ground Floor
- Information desk, Governor Marie Bashir Reading Room Library, Lower Ground 1;
- Family history desk, Governor Marie Bashir Reading Room, Lower Ground 2;
- Glasshouse Learning Space, Lower Ground 1.

Mitchell Library building:
- Dixson Room, Ground floor;
- Mitchell Gallery and Dixson Gallery, First Floor.

Talking books, large print books and ebooks
The Library has a collection of talking books and large print books and a growing collection of ebooks. Collections of talking books, large print books and ebooks can be accessed via the library catalogue. E-resources across all subject areas can be accessed on any device from any location.

Acronyms and Abbreviations

DIAP   Disability Inclusion Action Plan

GMBRR   Governor Marie Bashir Reading Room

WCAG   Web Content Accessibility Guidelines

PLN   Public Library Network