**State Library of New South Wales**

# Disability Inclusion Action Plan 2016–19

Providing accessible and
inclusive collections and services

Version 2.0 - December 2017



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NEW SOUTH WALES

# Contents

# Foreword by State Librarian



At the State Library of NSW we believe that every person should be able to benefit from the range of services, programs and exhibitions the Library offers. This Plan sets out, thanks in part to the support of our new Inclusion Advisory Committee, how we will continue to develop our practices so that everyone can get the best possible service. If you have any comments on what you find here, please let us know.


Dr John Vallance
State Librarian

# Inclusion Advisory Committee

The Library has established an Inclusion Advisory Committee to provide relevant advice for its operations. The Committee's eight members are highly experienced working in the area of access and inclusion and bring personal experience of living with disability.

The Committee has already provided advice on the Library's Master Plan and Building Works, content and design of the Library website and client feedback processes.

Meeting summaries, achievements and member biographies are published on the Library website.



Back row (L to R): Mark Kunach, Naomi Malone, Dr Breda Carty, Timothy Hart
Front row (L to R): Ben Ackland, Dr Gaele Sobott, Sarah Houbolt, Mark Tonga

# Introduction

**'I learned the truth at 17. That I was not wrong for the world I live in. The world I live in was not yet right for me.'**

Stella Young in her 'Letter to My 80-Year-Old Self'
*Between Us: Women of Letters* (2014, Australia), Michaela McGuire and Marieke Hardy
Penguin/Viking publication. Reproduced with permission by Penguin Australia Pty Ltd.

The State Library of New South Wales exists for the benefit and enjoyment of everyone who wishes to use its extensive range of services, collections, and facilities.

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*).

The Library has rich collections relating to people with disability including the organisational records of the Royal Blind Society of NSW, a recent series of oral history interviews of people with disability conducted by Louise Darmody and the pictorial collection of James Thomas Wrench, a published author and artist who learned to write and paint with his feet.

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 work spaces by people with disability. The plan includes actions to gather input from the community on Library policies and practice, and to promote the Library as a place that welcomes the entire community.

# Background

The Library's DIAP seeks to underline a commitment to how the Library is serving the whole community. It outlines how the Library aims to 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, that is reviewed and updated as the actions and proposals are completed. The plan was last updated in November 2017.

# 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.

# Case Studies

*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.'

Stephanie is a member of the Library's internal Disability Advisory Group and serves on the NSW Government Disability Employment Advisory Sub Group.

***Case Study: Naomi Malone – Library reader***



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/Law 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 to enquire about accessing an oral history collection on hearing impairment in Australia for her doctoral studies.

Library staff responded advising that while those specific oral history tapes had not been digitised, a basic transcript was available in the Mitchell Library, which needed 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 would 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 frontline customer service staff, and that captioning is provided for all videos included in the Library's exhibitions.

Naomi also commented on intergenerational 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 *Disability Inclusion Act 2014* (NSW).

Naomi serves on the Library's Inclusion Advisory Committee.

## Methodology and consultation

The original Library DIAP was developed in consultation with the Library's internal Disability Advisory Group, Executive and other members of staff. The Disability Advisory Group 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 Group 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 reader surveys as well as 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.

This second version of the plan was informed by advice given by the Library's Inclusion Advisory Committee, the Disability Council NSW and People with Disability Australia.

## Monitoring and review

The Library's Disability Advisory Committee and Executive will regularly review the Library's practices to ensure they are consistent with the DIAP.

# Action Plan 2018–2019

This Action Plan focuses primarily on the next two years (2018–2019) with some ongoing elements to be implemented each year or as annual elements.

★ Please Note: sections of the Action Plan that represent ongoing actions which the Library will pursue over time (and are not linked to a particular target date for completion) are indicated as 'Ongoing' under Timeframe. Items that have been completed since the original publication of this plan in 2017 have been noted.

## 1. Community attitudes and behaviours

**Goal**: The State Library of New South Wales aims to be 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 comprising people with lived experience of disability. <br><br> ★ **Key action** | External Consultative Committee on Accessibility established. | Coordinator, Projects and Policy <br> State Librarian | ★ **Completed 2017** |
| 1.2 | 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 | ★ **Series of oral history interviews of people with disability acquired 2017** <br> Ongoing |
| 1.3 | Coordinate disability awareness training and orientation for *all* security officers. | All security officers provided with Disability Awareness training. | Manager, Security <br> Manager, Human Resources <br> Learning and Organisation Development Lead | ★ **Instituted 2017. Security officers now attend Disability Awareness Training** |

| Action | Performance measures | Responsibility | Timeframe |
|---|---|---|---|
| 1.4 Design and implement advanced Disability training for all event and frontline staff.<br><br>1.4.1 Investigate the need for similar advanced training for Information & Access (I&A) staff. | New training designed and implemented for relevant staff.<br><br>Training provided to I&A staff if agreed to be appropriate. | Manager, Human Resources Learning and Organisation Development Lead | ★ **Completed 2017**<br><br>★ **Completed 2017** I&A staff receive advanced Disability Awareness training |
| 1.5 Review, revise and update *Accessibility Guide*. Review circulation and any feedback received. | Accessibility Guide revised and available on-site and online. | Manager, Exhibitions and Design Coordinator, Projects & Policy Coordinator, Client Services & Business Teams | ★ **Completed 2017** |
| 1.6 Review each new and revised Library policy to ensure it is inclusive of people with disability | Policies and procedures inclusive of people with disability | All Managers and Coordinators Manager, Corporate Governance Coordinator Projects and Policy | Ongoing |

## 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 / Update |
|---|---|---|---|---|
| 2.1 | Plan and implement Master Plan and Building Works to provide increased accessibility to the Mitchell Library building. ★**Key action** | Master Plan and Building works implemented | Manager, Facilities & Built Infrastructure Project Officer, Public Libraries & Engagement | 2019 |
| 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 | ★**Completed 2017** |
| 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 | ★**Completed 2016** |
| 2.4 | Install hearing loops in Lower Ground 2 (LG2) of GMBRR, and in Mitchell Library building as part of Master Plan | Hearing loops installed. | Manager, Facilities & Built Infrastructure | ★**Completed 2017** New hearing loops installed in LG2 GMBRR and Sir William Dixson Research Library |
| 2.5 | Provide captioning and/or Auslan interpreters at live events. | Captioning provided at Premier's Literary and History Awards. Auslan interpreters available by request | Manager, Events | ★**Instituted, now 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 of hearing patrons. | Manager, Exhibitions & Design Manager, Events Publications and Design | Ongoing |

| Action | Performance measures | Responsibility | Timeframe / Update |
|---|---|---|---|
| 2.7 Provide and promote accessible tours of exhibitions with Auslan interpreters. | Auslan tours for exhibitions available by request and promoted through Deaf community | Manager, Events Senior Curator, Research and Discovery | Ongoing |
| 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 | 2019 |
| 2.9 Exhibition videos are captioned or audio described | 100% of exhibition videos captioned or audio described. | Manager, Exhibitions Leader, Digital Channels | ★ **Instituted, now ongoing** |
| 2.10 Ensure future signage meets accessibility standards. | Future signage design is accessible for a range of patrons. | Manager, Exhibitions and Design Signage Committee | Ongoing |
| 2.11 Cafe Trim<br>a) Provide some tables in Cafe Trim that can accommodate wheelchair users.<br>b) Provide more detailed information about Cafe Trim menu options on Library's website.<br>c) Investigate disability awareness training for Cafe Trim staff. | a) At least three accessible cafe tables with signage.<br>b) Menu information on website.<br>c) Disability awareness training considered for café staff. | Manager, Events Leader, Digital Channels | a) 2018<br>b) 2018<br>c) 2018 |

## 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 public-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 | Ongoing |
| 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, Exhibitions and Design | ★**Update completed 2017** Maintenance 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 staff Managers and supervisors | 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 | Ongoing |

| Action | | Performance measures | Responsibility | Timeframe |
|---|---|---|---|---|
| 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 | Ongoing |
| 3.8 | Review levels of support and workplace adjustment to current employees with disability. | Levels of support reviewed and updated. | Manager, Human Resources Learning and Organisational Development Lead | Ongoing |
| 3.9 | 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 | Ongoing |
| 3.10 | 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 | Ongoing |
| 3.11 | Address accessibility issues in the design and refurbishment of work areas. | Work areas meet accessibility standards. | Manager, Facilities & Built Infrastructure Senior HR Consultant (WHS) | Ongoing |

## 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 for people with disability to access information. Measurable increase in use of Library websites by people with disability. Increased awareness and usage of the assistive and adaptive technologies, and increased awareness of this technology among 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.<br>★**Key action** | New website and Library-controlled web content conforms to WCAG 2.0 AA. | Leader, Digital Channels | ★**Completed 2016**<br>Web Content Management system is WCAG 2.0 AA compliant |
| 4.2 | Provide training to Library staff on preparing accessible documents. | Training provided for web content creation includes information on preparing accessible documents | Leader, Digital Channels | ★**Instituted, now ongoing** |
| 4.3 | Review current building evacuation procedures and training to ensure the requirements of people with disability are addressed in emergency situations. | Needs and dignity of people with disability are incorporated into Emergency Management Plan | Manager, Facilities & Built Infrastructure<br>Manager, Security | Ongoing |
| 4.4 | Ensure that accessibility icons are displayed on all Library guides and maps. | Symbols on all guides and maps. | Manager, Exhibitions & 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<br>Coordinator, ICT Network & Service Desk | Ongoing |
| 4.6 | Undertake periodic reviews 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<br>Adaptive Technology group | Ongoing |
| 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, Exhibitions & Design<br>Manager, Information & Access | 2018 |

| Action | | Performance measures | Responsibility | Timeframe |
|---|---|---|---|---|
| 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. | Volunteer tour guides aware of Adaptive Technology and Accessibility Guide. | Volunteer Program Coordinator Coordinator Projects and Policy | Ongoing |
| 4.10 | Deliver training for Readit Wand technology to Adaptive Technology Group and promote Readit Wand to CALD and disability communities. | Community awareness of technologies and increased usage. | Multicultural Consultant, Public Library Services Manager, Exhibitions & Design | Ongoing |
| 4.11 | Transcripts, captioning and 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 | Ongoing |
| 4.12 | Maintain Eventbrite booking system to provide options for event attendees with disability to request assistance or support. | New Eventbrite booking system implemented. | Manager, Events | Ongoing |
| 4.13 | 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 |
| 4.14 | Include information on DIAP and Accessibility Guide in staff inductions. | Accessibility information included in Induction materials. | Manager, Human Resources Learning and Organisational Development Lead | Ongoing |
| 4.15 | 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 | ★**Review completed 2017** |
| 4.16 | 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 | 2018 |

## 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 Library 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 | Ongoing |
| 5.2<br><br><br><br><br><br>5.2.1 | Review *People Places: A Guide for Public Library Buildings in New South Wales* to ensure full coverage of accessibility issues.<br>Promote revised guidance to the Public Library Network. | *People Places* reviewed<br><br><br>Workshops on revised *People Places* conducted. | Manager, Public Library Services | 2018<br><br><br>2019 |
| 5.3<br><br><br><br><br><br>5.3.1 | Review *Living Learning Libraries: Standards and guidelines for NSW public libraries* to ensure full coverage of accessibility issues.<br>Promote revised guidance to the Public Library Network. | *Living Learning Libraries* reviewed.<br><br>Workshops on revised *Living Learning Libraries* conducted. | Manager, Public Library Services | 2018<br><br><br>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<br>Public Library Network | Ongoing |
| 5.5 | Continue to purchase large print and talking books for people who are blind or have 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 adaptive 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<br>Leader, Digital Channels<br>Manager, Exhibitions & Design<br>Executive Officer, Public Libraries & Engagement | ★**New Access & Inclusion webpage developed 2017**<br>Maintenance ongoing |

| Action | Performance measures | Responsibility | Timeframe |
|---|---|---|---|
| 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 link provided on Access & Inclusion webpage. | Research Leader Coordinator, Client Services & Business Teams | ★**Instituted in 2016 client survey, now 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 | ★ **SLNSW member of Accessible Arts Accessing Sydney Collectively Campaign.** Ongoing collaboration |
| 5.9 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 | ★**Completed** Amplify platform implemented by the Library |

# Existing services for people with 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:

- Readit Air: a wand that scans, magnifies and reads text in 19 languages.
- 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:

- Metcalfe Auditorium, Ground Floor, Macquarie Street building
- Information desk, Governor Marie Bashir Reading Room, Lower Ground 1
- Family history desk, Governor Marie Bashir Reading Room, Lower Ground 2
- Sir William Dixson Research Library, Mitchell Library building
- Dixson Room, Mitchell Library building
- Gallery Room, Mitchell Library building


A hearing system has been installed in:

- Glasshouse Learning Space, Lower Ground 1, Macquarie Street building.


## *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. Eresources 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

SLNSW  State Library of New South Wales

WCAG  Web Content Accessibility Guidelines

PLN  Public Library Network