# G16. SERVICES FOR PEOPLE WITH DISABILITY

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| Library / Branch: | |
| Completed by: | Date: |

## Objective

To provide barrier-free access to library services and resources for people with disability.

## Guidelines

| **Guidelines**  *These Guidelines are from* Living Learning Libraries *6th ed. 2015* | **Action indicator**  *Select from drop down list* | **Commentary**  *Add comments on the library’s performance in the context of each Guideline* |
| --- | --- | --- |
| The collection development policy includes sections outlining the acquisition, scope, formats, purposes and management of library materials designed to assist and be used by people with disability. For example, alternative formats such as large print books and audio tapes are provided to cater for people with vision impairment |  | Comments: |
| Library materials and assistive devices are provided to enable people with disability to access information in both print and electronic formats |  | Comments: |
| Collections including alternative format resources are provided, with appropriate service delivery, in response to community profile and demand |  | Comments: |
| Flexible lending periods and loan limits are embedded into the Library’s policies |  | Comments: |
| The Library’s ICT (Information and Communication Technologies) Plan covers planning for and provision of adaptive technologies |  | Comments: |
| Physical access to and within library buildings, which enables access for people with a disability, is provided in accordance with appropriate legislation and relevant building standards |  | Comments: |
| Disability symbols and signage are displayed in appropriate format, e.g. large print |  | Comments: |
| Training by persons suitably qualified in the area of disability and access issues is delivered to all library staff, so that they may assist customers with disability |  | Comments: |
| A professional member of staff is responsible for co-ordinating services for people with disability, including staff training and professional development |  | Comments: |
| Website design meets disability accessibility standards |  | Comments: |

## Suggested performance indicators

* Per annum use of designated equipment

## Other resources

ALIA’s policy, *Library and information services for people with a disability,* addresses the principle of equitable access to information through all library and information services, and promotes the observation of current Commonwealth, state and territory disability discrimination legislation*:* <http://www.alia.org.au/about-alia/policies-standards-and-guidelines/library-and-information-services-people-disability>

Accessibility and mobility issues for library buildings and service points are addressed in *People places: a guide for public library buildings in NSW* <http://www.sl.nsw.gov.au/services/public_libraries/library_buildings_and_spaces/index.html>

‘Accessible web design’ refers to the philosophy and practice of designing web pages so that they can be navigated and read by everyone, regardless of location, experience, or the type of computer technology used. Advisory notes are provided by the Australian Human Rights Commission (AHRC) in *World Wide Web access: Disability Discrimination Act Advisory Notes*,: <https://www.humanrights.gov.au/world-wide-web-access-disability-discrimination-act-advisory-notes-ver-40-2010>

AHRC provides information on [World Wide Web accessibility](http://webpublishing.agimo.gov.au/bye?http://www.hreoc.gov.au/disability_rights/webaccess/index.htm) standards, guidelines, tools and techniques at: <https://www.humanrights.gov.au/disability-rights-world-wide-web-accessibility>

The Australian government requires Commonwealth departments and agencies to comply with accessibility guidelines: <http://webguide.gov.au/accessibility-usability/accessibility/>