

Innovation & Inclusion: Library Programs for All Abilities

Marie Belanger, Toronto Public Library
OLA Superconference, January 27, 2016



Social Media – connect!

- #olasc16
- #a11y
- #accessibility



<https://about.twitter.com/press/twitter-brand-policy>

Improving Communities

- ...not simply informing them



- http://quartz.syr.edu/blog/?page_id=27
- “to improve society through facilitating knowledge creation in their communities

Introduction and Agenda

- Who I am
- Legislative Context (Provincial, Municipal)
- Building the Framework
- Communities of Interest

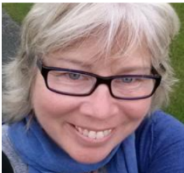
Librarian, Accessible Services

- One position at Toronto Public Library
- Staff Awareness, Information Resource

TORONTO PUBLIC LIBRARY news, views and information

Guest Editorial: Marie Belanger

Five Things About is an occasional feature in @tpi from staff at Toronto Public Library who work in Accessible Services focusing on talented people of all abilities and the agencies and services which support their contributions to a vibrant and active society.



Right: Marie Belanger

Five Things about **CELA** – the Centre for Equitable Library Access

CELA works with public libraries across Canada to enable access to information to people who are blind or have a print disability.

Here are five things you may find interesting about CELA.

1. CELA provides access to the latest literary award-winning fiction and non-fiction.
2. CELA's new "Direct to Player" app makes it easy for users to download directly to their **DASY** reader and the **Victor Stream Reader**.
3. New iOS and Android apps for "Direct to Player" means that CELA users on the go can use their mobile devices to "read", just like sighted users.
4. CELA is a valuable resource for children with a print disability. The 2016 Forest of Reading Books can be found on CELA for borrowing.
5. CELA has released a short **video** about how to talk to your patrons about CELA. These tips and easy to remember phrases will help all public service staff engage with customers who would appreciate the CELA service. The video is also available in **French**.

Need more information. Click [here](#)

Staff members who have questions about CELA or other accessible services at Toronto Public Library are invited to email [Marie Belanger](#).

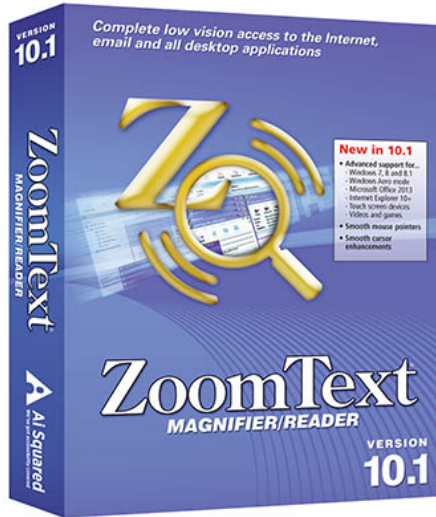
- With thanks to Marie Belanger

@tpi 3

Librarian, Accessible Services

- Staff in-service Training
- Information Resource for staff
- Accessible Services Committee/Community Outreach & Engagement Committee
- And...

Librarian, Accessible Services



Kurzweil
EDUCATIONAL SYSTEMS

Librarian, Accessible Services

- Community Outreach and Engagement
 - ◆ Service Fairs
 - ◆ Agencies, Advocacy Organizations
 - ◆ Public Education & Awareness



Legislative Context – Influences

- Accessibility for Ontarians with Disabilities Act (AODA)
 - ◆ Ontario Human Rights Code



◆ <http://www.ohrc.on.ca/en/learning/elearning>

Ontario Regulation 429/07

- AODA “Accessibility Standards for Customer Service
- Section 3.(2) 1



<http://www.smartsimple.com/aoda.html>

Legislative Context

- City Of Toronto
 - ◆ Equity, Diversity and Human Rights division
 - ◆ Disabilities Access and Inclusion Advisory Committee
- Toronto Public Library Policies & Procedures
 - ◆ Rules of Conduct
 - ◆ Accessibility Policy

Changing World, Changing Service

- From “different” to “inclusive” – from “outside” to “inside
- Paradigm shift – from object of charity to activist
- Identification of barriers – obligation to prevent, mitigate
- Strong voices moving issues forward

Changing World, Changing Service



- <http://chicagoreporter.com/beyond-legal-protections-disability-rights-advocates-seek-economic-progress/>
- <http://www.ccdonline.ca/en/publications/voice/2011/03>

Ontario Economic Development, Employment and Infrastructure

- “Accessibility Directorate”
- “supports a strong, innovative economy that help create jobs, opportunities and prosperity for all Ontarians”



- <http://beyonddisability.org/archives/1929>



- <http://q1065.fm/events-bangor/disabilities-mentoring-day-in-bangor/22-october-2012>

David C. Onley, Special Advisor

- David C. Onley, Special Advisor to Minister Brad Duguid.
 - ◆ Championing accessibility; “economic benefits of inclusion”



<http://www.cbc.ca/live/the-honourable-david-c-onley-guest-stars-on-murdoch-mysteries.html>



Foundation to Framework and Communities of Interest

Building the Framework

- Community Outreach & Engagement
- Staff Awareness and Inclusive Attitude
- Welcoming, Inclusive and Accessible Spaces

Building the Framework

- Community Outreach and Engagement



Building the Framework

- Community Outreach & Engagement
 - ◆ Say “Hello”
 - ◆ Insert yourself into the conversation
 - ◆ ABC – Always Be Connecting
 - ◆ Learn One New Thing
 - ◆ Points of Intersection
 - ◆ Common goals, visions

Building the Framework

- Staff Awareness

- ◆ AODA training
- ◆ Ontario Human Rights Commission



<http://www.ohrc.on.ca/en/learning/working-together-code-and-aoda>

Building the Framework

/ o l a

∴ ontario library association

- <https://21stcenturyanalogboy.wordpress.com/2012/07/13/ontario-library-association-discovery-fund-500-seed-money-for-your-innovative-library-project/>

Building the Framework

- Staff Training
 - ◆ In Service Training – by the “experts”

Building the Framework

- Staff Awareness
 - ◆ The “conversation”
 - ◆ The “front burner”
 - ◆ I DID NOT KNOW THAT!

Building the Framework

- Inclusive and Accessible Spaces



Building the Framework

- Inclusive and Accessible Spaces
 - ◆ Bricks & Mortar Issues
 - ◆ Wheelchairs, Scooters and other Mobility Devices
 - ◆ Hearing Assist Infrastructure
 - ◆ Lighting
 - ◆ No distractions
 - ◆ Service Animals – Stated Policy, welcoming

Publicizing your Programs/Events

- Programs Directed to a Group
- All Programs All-Inclusive?
 - ◆ Outreach to groups of interest – requests for accommodation
 - ◆ Advertising what assists are provided
 - ★ ASL Interpretation
 - ★ Service Animals

Programs & Publicity

- Font
- Size
- Colours
- Screen Readable?

Registered Graphic Designers of Ontario

ACCESS ABILITY

A Practical Handbook on Accessible Graphic Design

RGD ONTARIO

Communities of Interest

- Deaf, Deafend and Low Hearing
- Blind and Low Vision
- DeafBlind
- Intellectual Disabilities

Deaf, Deafened, Low Hearing

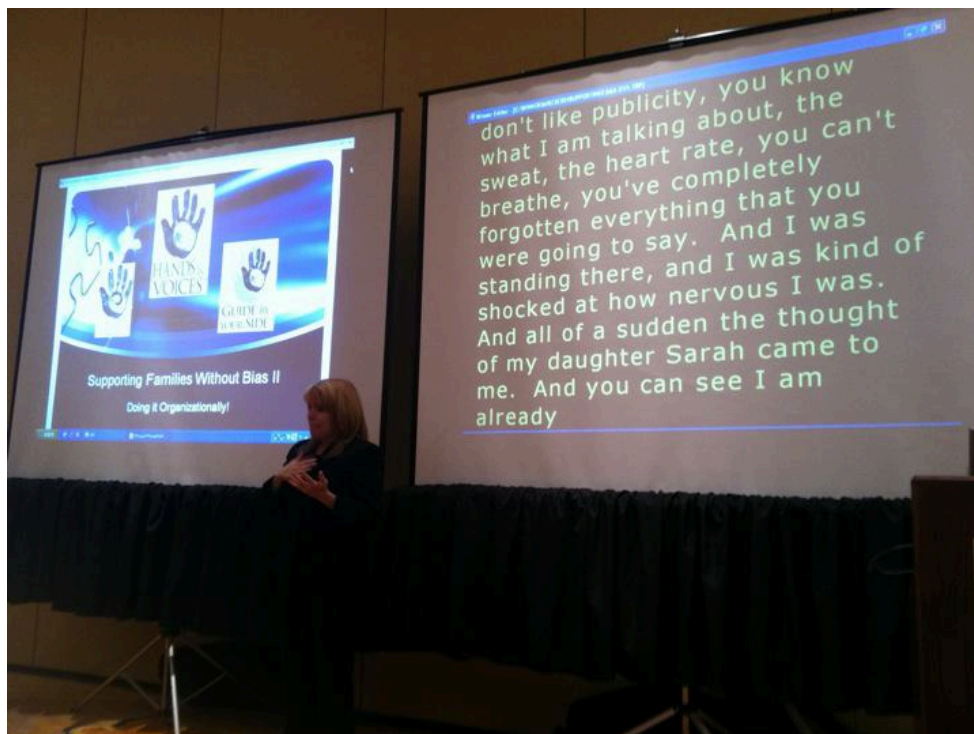
- Understanding Deaf Culture
- Learning Styles
- Presentation material
- Delivery Style
- Materials beforehand

Deaf, Deafened, Low Hearing

- ASL Interpretation
 - ◆ Canadian Hearing Society
 - ◆ Ontario Interpreting Services
 - ◆ AVLIC – Association of Visual Language Interpreters of Canada

Deaf, Deafened, Low Hearing

- CART service
 - ◆ Communication Access Realtime Translation



Blind, Low Vision, Print Disabilities

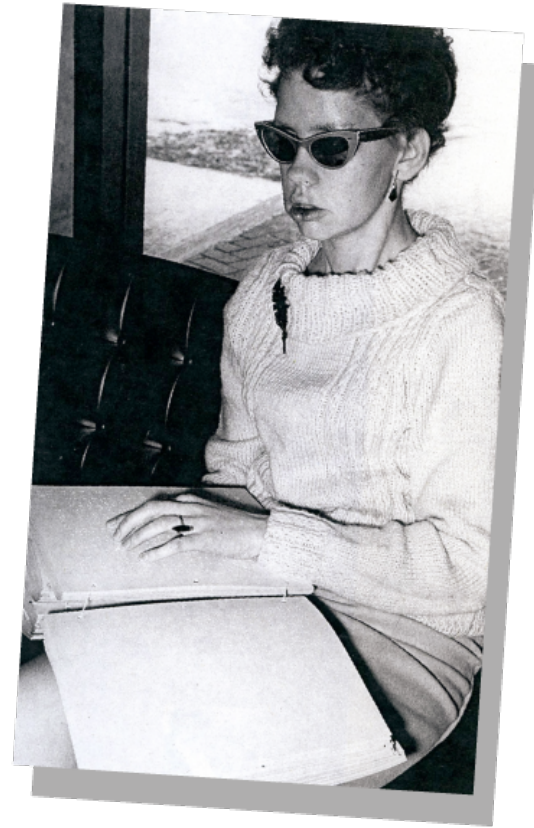
- Services – partner and online
 - ◆ CELA - Bookshare
 - ◆ eAudiobooks
- Technologies
 - ◆ JAWS/Microsoft Ease of Access/NVDA/Kurzweil
- Customer Service
 - ◆ Assisting blind customers: CNIB “Sighted Guide”

Blind, Low Vision, Print Disabilities



- <http://www.loc.gov/exhibits/louis-braille/exhibition-items.html#obj21>
- <http://www.assistivetechologyblog.com/2014/02/how-do-blind-users-use-smartphones.html>

DeafBlind



DeafBlind

- Varying degrees of sensory loss
- Individual ways of communicating
- George Brown College “Intervenor for DeafBlind Persons” program
- National DeafBlind Awareness Month

Intellectual Disabilities

- “Social Inclusion Act”
- The “right” services and supports
- Principle of “Independent Living”
- Participation and Control

Intellectual Disabilities



Intellectual Disabilities



<http://www.thestar.com/news/gta/2016/01/24/tim-hortons-owner-reaches-out-to-unemployed-goodwill-workers.html>

One More Thing



<http://www.ada.gov/business/accessiblemtg.htm>

■ Inclusive Meetings – good resources

- ◆ Human Resources and Skills Development Canada
- ◆ Council of Ontario Universities
 - ★ www.accessiblecampus.ca

Program & Partner Possibilities

- Job Search strategies for People with Disabilities
- Job Fair for People with Disabilities
- CoSponsored events: Library as a venue
- 3D printing – for Deaf and Low Hearing
- DeafBlind Month, June – partner programming
- Consultation/Volunteer Advisory Groups
- Technology Presentations
- Adult Group Homes
 - ◆ Independent? Staff led programs? Visit the residence?

What we didn't talk about

- Budgets and other challenges
- Hearing Assists
- Accomodation and inclusion strategies for staff
- Social Media
- Until next time!

Now, let's talk

- Marie Belanger, Librarian Accessible Services
- mbelanger@torontopubliclibrary.ca
- @MarieBLibrarian