

# Accessibility and Universal Design

SPEC Survey  
Series

June 13 Webcast , 2018

/ ASSOCIATION  
OF RESEARCH  
LIBRARIES /

# Introductions



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# Why Accessibility & Universal Design?

- Continuing importance of accessibility
  - Growing number of students and staff with disabilities
  - Changing legal requirements
  - Developing technology
  - New research on diverse learning
- Updating previous work
  - SPEC Kit 321: Services for Users with Disabilities (December 2010)



## Definition: Accessibility Standards

“Any legal standards in your jurisdiction (such as the Americans with Disabilities Act) and/or policies set by your parent institution.”

## Definition: Assistive Technology

“Any item, piece of equipment or product system whether acquired commercially off the shelf, modified, or customized that is used to increase, maintain, or improve the functional capabilities of individuals with disabilities.”

Assistive Technology Act of 1998 §3(a)(3)

## Definition: Universal Design

“Is the design and composition of an environment so that it can be accessed, understood and used to the greatest extent possible by all people regardless of their age, size, ability or disability.”

[Centre for Excellence in Universal Design](#)

## Definition: Universal Design for Learning

“Is a set of principles for curriculum development that give all individuals equal opportunities to learn.”

[National Center on Universal Design for Learning](#)

# Survey Demographics



Surveyed 125 ARL Member Institutions

67 Responded for a 54% response rate

Survey ran from January 2 to February 6, 2018

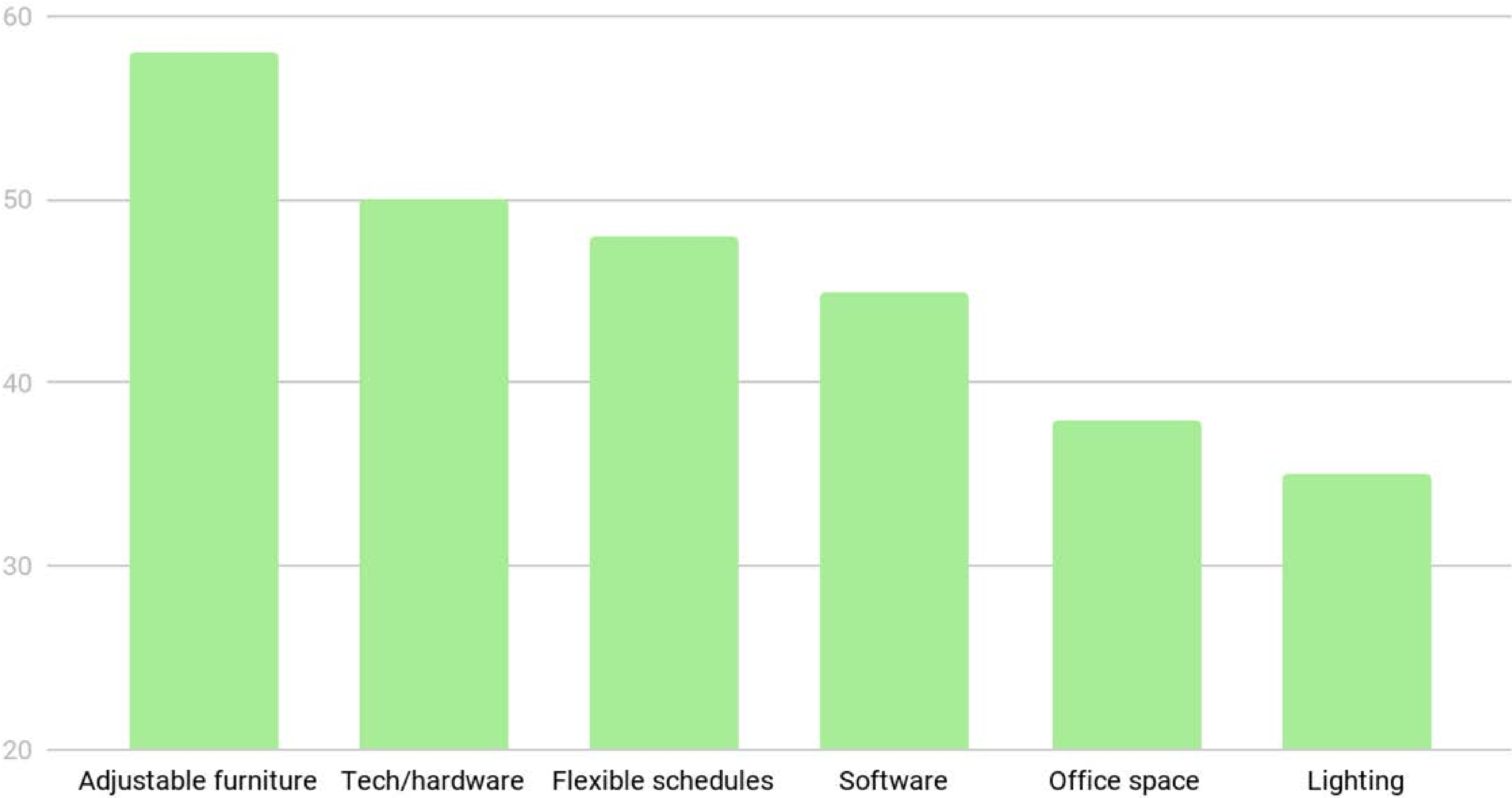


# Staff Assistance with Services

Please indicate which of the following services your library staff provides assistance with for users with disabilities. N=67

Retrieve books and other library materials from the stacks	96%	64
Search catalog and online resources	91%	61
Access to facilities (i.e., stacks, study rooms, restrooms, etc.)	90%	60
Copy/scan/print library materials	87%	58
Operate library equipment (microform machines, 3D printers, etc.)	82%	55
Demonstrate the use of assistive technology	57%	38
Set up personal equipment for use in the library	33%	22

# Accommodations for Library Staff



# Accommodations During Recruiting and Interviewing

- Offer sign language interpreters
- Hold events in accessible spaces
- Provide interview questions in advance
- Accommodate dietary restrictions
- Arranging transportation
- “We have never had requests for accommodations”
- “We largely rely on self-disclosure”

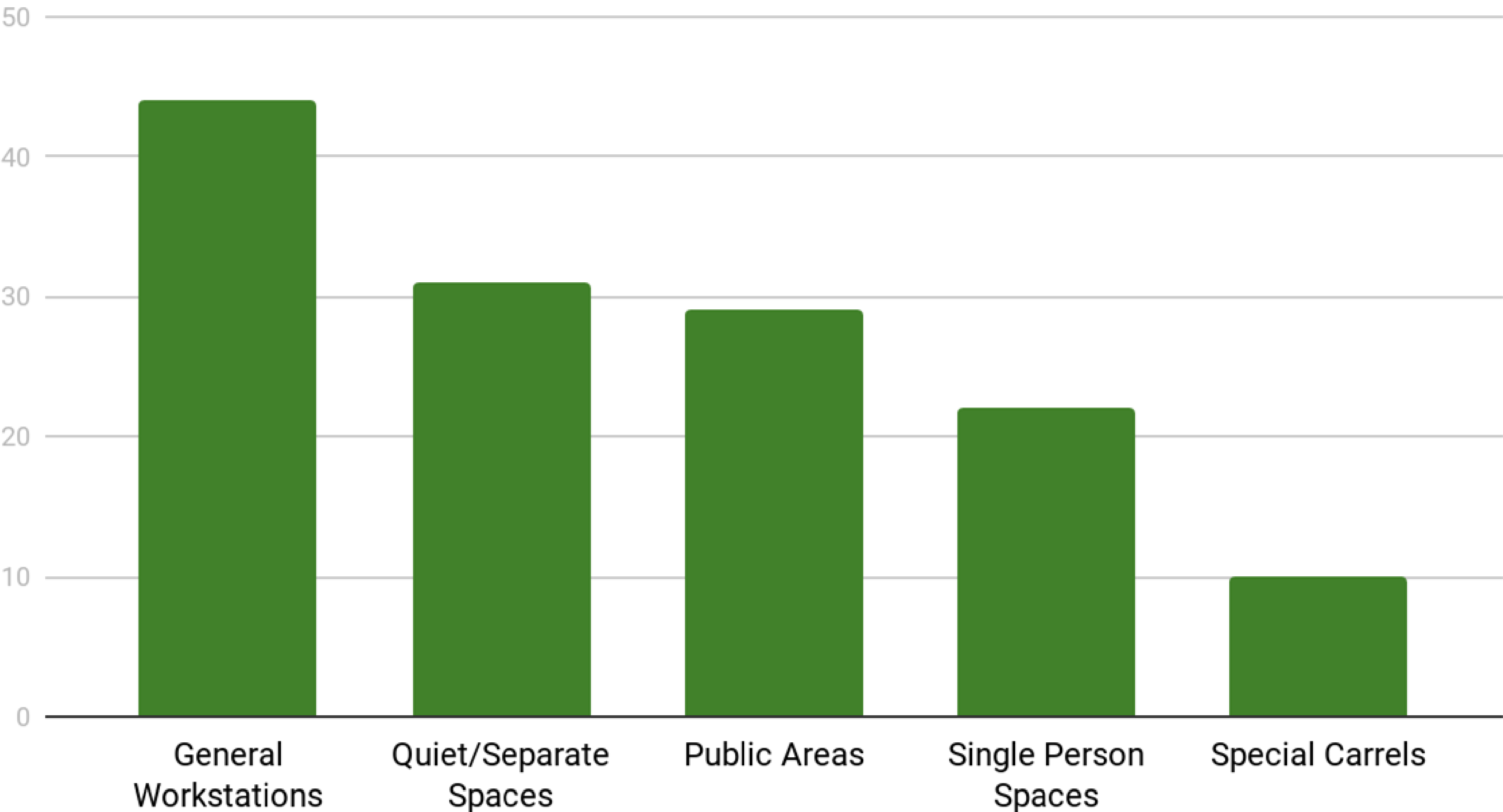


## Accommodations During Recruiting and Interviewing cont.

“We’re not aware of fulfilling any accommodations during a recruiting process, though we would be happy to do so! Which raises the question of how we communicate our willingness to do this, so thank you for making us consider this!”

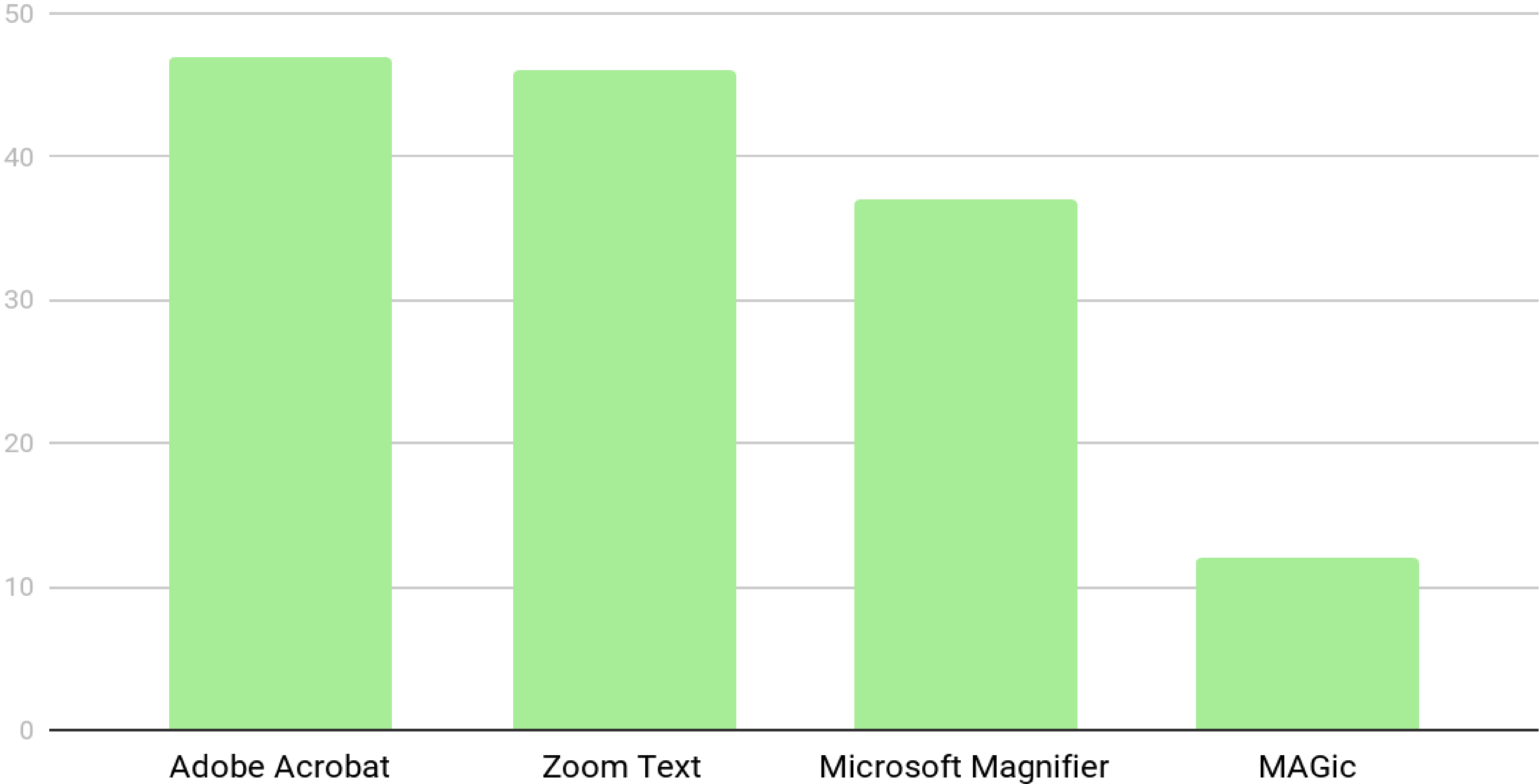


# Library Facilities—Where is Assistive Technology Available?



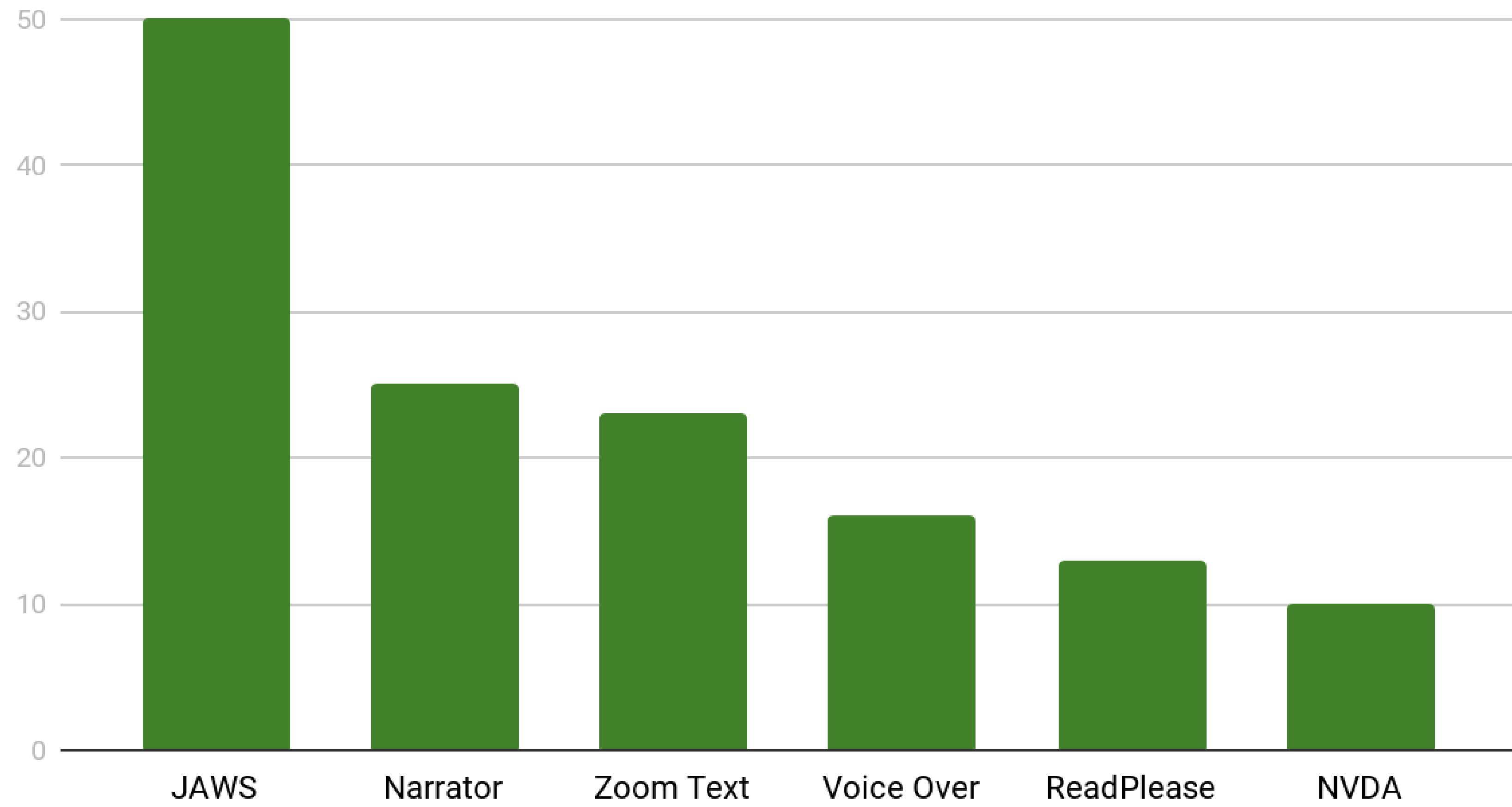
# Specialized Software, Hardware & Other Technologies: Text Magnification

Text Magnification Software



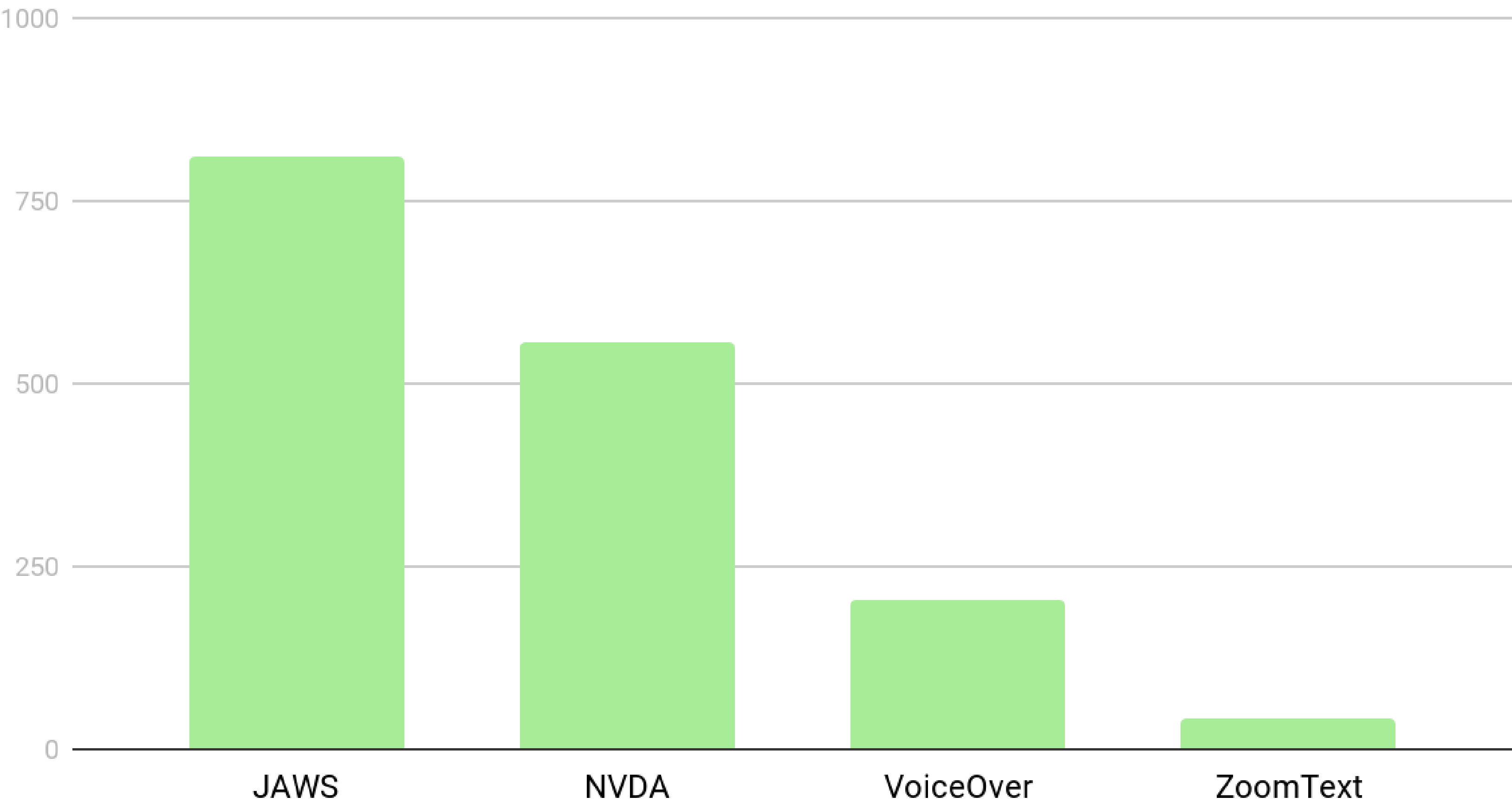
# Specialized Software, Hardware & Other Technologies: Screen Readers

Screen Readers



# Specialized Software, Hardware & Other Technologies: Popularity

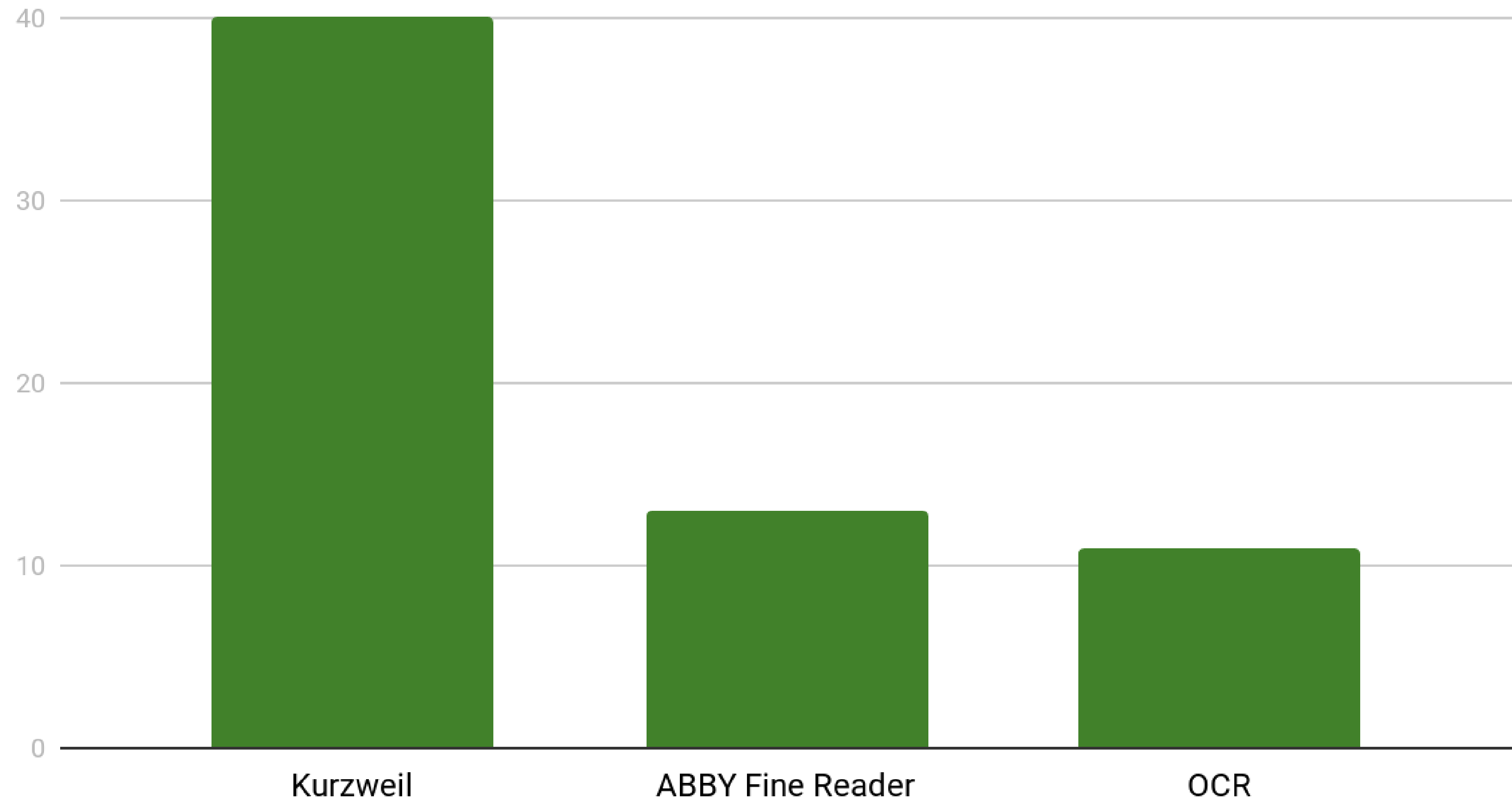
Screen Reader Popularity (per 2017 WebAIM Survey)





# Specialized Software, Hardware & Other Technologies: Scanning Systems

Scanning Systems

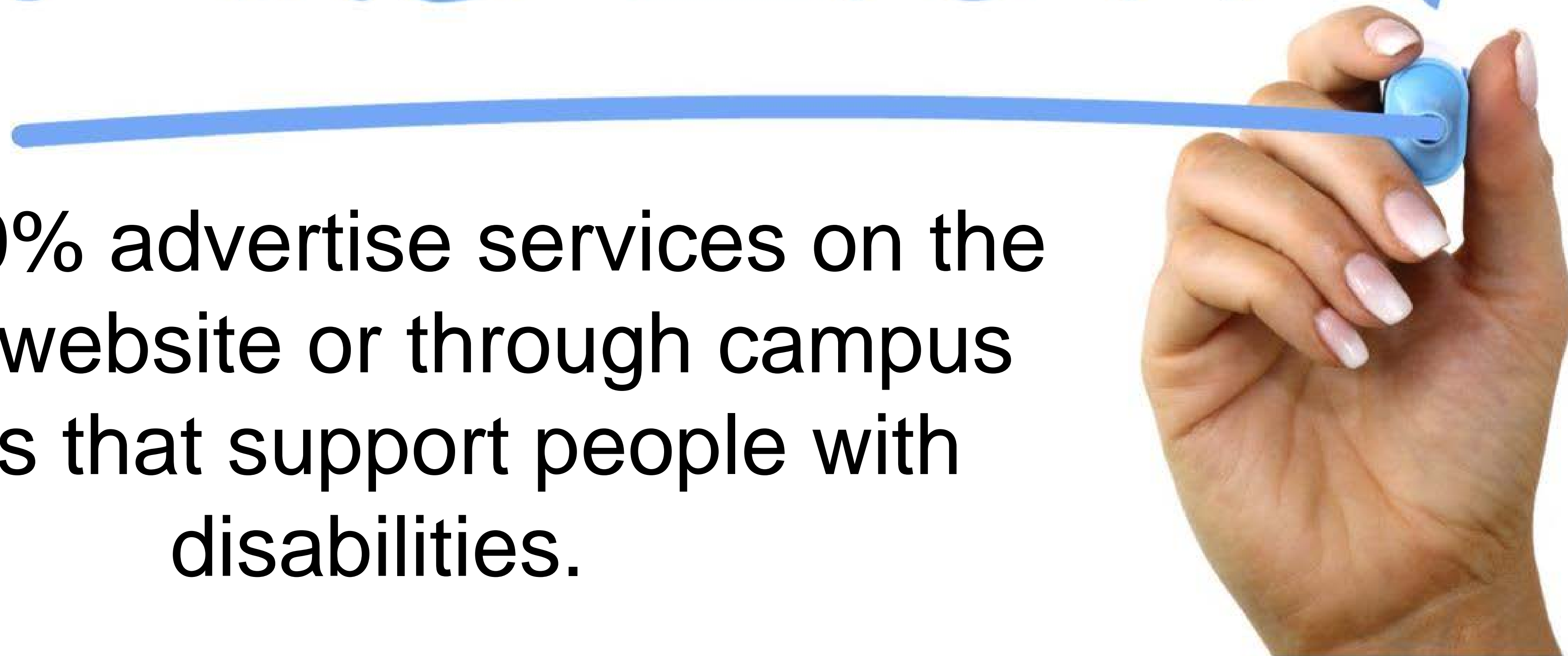


# Coordinating & Publicizing Services



- Over 70% of responding libraries coordinate services with and ADA Officer or coordinator on campus.
- About half of libraries have a library coordinator/liaison or dedicated person to assist users and coordinate services.
- Over 88% of libraries reported that interpreting laws would be done by an ADA Officer /disability coordinator in a central campus office.

# PUBLICITY



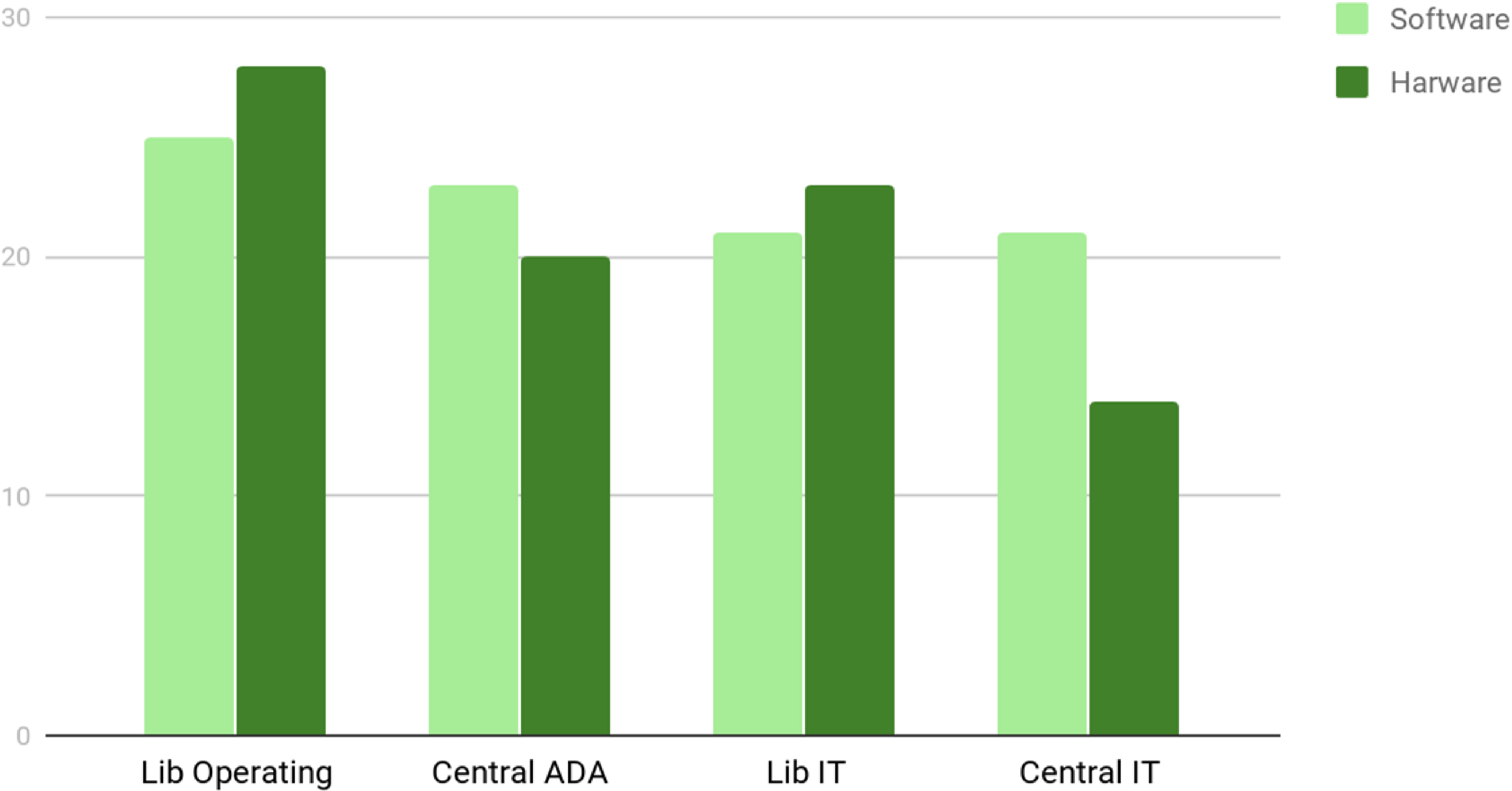
Over 90% advertise services on the library website or through campus offices that support people with disabilities.

# Training for Library Service Providers

- Webinars #1
- Staff attending conference
- Hands-on training for a coordinator/liaison within the library
- For assistive devices and technology, most staff rely on manuals



# Funding Sources (N=63)



# Accessibility of Library's Online Presence

Resource Category	Weekly	Monthly	Biannually	Annually	Sporadically	Never	N
Library website	9	13	3	8	27	2	62
Databases and other online/electronic vendor products	2	2	0	6	34	14	58
Digital displays managed by library staff	2	2	1	2	27	24	58
Video captions	4	5	1	6	32	9	57
MultiMedia (i.e., video, audio, tutorials, etc.)	5	3	4	5	30	9	56
Library social media	4	3	0	2	28	19	56
Library created documents (i.e., handouts, presentations, etc.)	2	2	3	4	27	17	55
Total number of respondents	13	16	7	15	53	35	64





- 55% of respondents indicated staff receiving training in UDL principles (conferences, symposia)
- Considering Universal Design principles during projects remains inconsistent
- Not common in library instructional setting
- Respondents only sometimes incorporated principles into their daily work



- Make sure service desk staff are trained in accessibility issues.
- Develop strong relationships across campus.
- Advertise available services through all mediums.
- When recruiting candidates, consider what you provide to candidates.





- Offer a mix of spaces (individual and group) that are accessible.
- Be proactive; consider what you are not doing & think about how you can identify and respond to unmet needs.
- Consider what assistive technologies and other tools/devices you can lend.

## Questions & Discussion

Join the conversation by  
typing questions in the chat  
box in the lower left corner  
of your screen

**Thank you!**

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