



Great ideas for Accessible Services

Best Practices from libraries across the country

CELA recently asked member libraries to share their creative ideas to provide and promote accessible services. Here's a sample of impressive ideas from our recent teleconference. If you need any resources or assistance to help fully integrate accessible reading services in your library, contact CELA Member Services or visit celalibrary.ca. We're committed to helping you remove barriers to accessible reading.

About the library

Surrey Public Library, British Columbia

Ilona Strachura,
READ-Ability and Outreach
Services Manager

www.surreylibraries.ca

500,000 Patrons

9 branches

READ-Ability Services has

500+ patrons

Brooks Public Library, Alberta

Jill Clarke, Teen Services
<http://brooks.shortgrass.ca/>

About the library:

Population 17,000

Part of Shortgrass Library
System in southern Alberta
with other small libraries
located in schools.

Best Practices

One stop shopping: CELA services are offered when patrons register for the READ-Ability Service by including it on the registration form.

Tell patrons about accessible services: prominently display accessible services information on library's website: READ-Ability Materials; create in-branch displays including a braille book; designed their own CELA brochures and posters and placed them in the large print and audio book sections

Reach out to schools to support students: Connect with the Surrey School District and email its teacher librarians directly; make presentations regarding accessible services.

Partner with the community: Shortgrass created an accessibility room through a grant from Telus. Patrons with disabilities may use the equipment including screen-enlargement software (Zoomtext), Kurzweil scanner, CCTV, magnifiers and desks and chairs that accommodate mobility devices. Interest in the room helps inform all patrons about accessible services.

Keep it fresh: CDs from the CELA deposit collection are used to populate the home delivery books. To track who has received which CDs, staff put the patron's initials in the CD insert. <http://shortgrass.ca/resources-print-disabled-users>

Be mindful of patrons' future needs: During visits to seniors' homes, library staff provide information about Brooks' accessible services and CELA resources, laying the groundwork to meet those patrons' needs down the road.

Brooks Public Library has also given information to their school and on school visits students are given a tour of the accessibility room.



About the library

Confederation Centre Public Library, Charlottetown, PEI

Gillian Mahen,
Library Assistant

<http://library.pe.ca/>

About the library:
Confederation Centre
Public Library (CCPL)
serves the 34,000
residents of Charlottetown
Provincial system has
26 branch libraries serving
the island's population of
146,390 people.



celalibrary.ca
1-855-655-2273

Best Practices

Make it easy: Provide a drop-in service with access to collections of DAISY books and a free mailout service. Talking book patrons have access to all library services and do not need their card to pick up DAISY books.

Think outside of the box: Nursing home story times are given once a month to seniors and provide an excellent opportunity to mention the DAISY talking books available through PEI's Community Care Delivery Service, which delivers regular and large print books, DVDs, CDs, audio and talking books to care facilities across the province.

Use every opportunity to promote accessible services: CELA pamphlets are distributed in book bags of patrons receiving PEI's Home Library Service—a regular delivery of materials for patrons who are unable to visit their local library due to disability or illness.

Integrate assistive technology in the branches: Workstations with assistive technology, such as a trackball mouse, accessible keyboard and widescreen monitor are available at most of the library branches.

Train and empower staff: Keep staff up to date on accessible services by providing an up-to-date binder outlining procedures and services. Make presentations about talking books, accessible services and CELA resources a regular part of professional development days.

Link accessible services: When registering patrons for the Talking Book service, they are told about CELA and registered if they are interested. Providing the very personalized book selection option for patrons can be challenging with relatively few staff for this popular service. Also, the library has only a few DAISY players to loan, and troubleshooting over the phone can be difficult.

Think creatively about Outreach: Actively promote services as widely as possible. PEI's team reached out to many groups:

Senior housing complexes
Teacher Librarian Associations
Community Expos
Educators and LD support groups

PEI Teachers Federation
Non Profit Organizations
Seniors groups and church groups,
Health and disability support
groups

