



*Proudly celebrating the 25th Anniversary  
of the Americans with Disabilities Act (ADA)*

# **Beyond Assistive Technology: Improving Library Services to People with Disabilities**

Kate Todd

August 20, 2015

**ADA 25**  
**CHICAGO**  
Program Partner



Worked as a librarian at  
The New York Public  
Library and  
Manhattanville College

Has taught face-to-face  
and online courses  
about services to  
people with disabilities  
for Manhattanville  
College and ALA

Kate Todd

# Quotes from course discussion

“I was born in 1990 so I was surprised to learn that ADA is so recent.”

“I grew up with accessible buildings, and seeing people with all abilities in them.”

“ADA has been present my entire lifetime and I've benefitted from it tremendously.”

“I've taken ADA for granted as a given.”

**How many of you remember the time when people with disabilities could legally be discriminated against in employment, education and services?**

# The First Decade: ADA in the 1990s

# Physical space accommodations

1.Ramps



2.Elevators

3.Aisle widths



4.Accessible bathrooms

# Assistive Technology

- Kurzweil Machine



- JAWS (Job Access with Speech)



- TV closed captioning (All sets sold after July 1, 1993)

# **The Second Decade: ADA in the 21st century**



# Librarians Reported

“No disabled person has ever visited my library”

“We spent tons of money and no one uses the equipment”

# Expanded understanding of people with disabilities



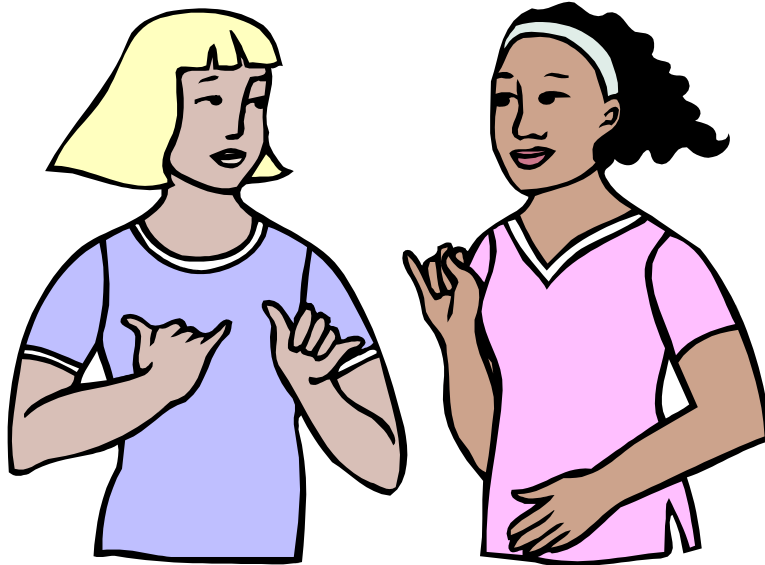
# People riding in wheelchairs



# People with visual impairments



# People who are Deaf or hearing impaired



# People with cognitive or neurological disorders



**What are some of the disabilities that you are now seeing among patrons visiting your library?**

# Welcoming Communication

- **People First Language**
  - Do not use the disability to define a person
  - Do not use “normal” to refer to people without disabilities
  - Avoid negative descriptors like “suffers from” or “afflicted by”
- **Communication Etiquette**
  - Always speak directly to the patron, not the companion
  - Use a normal voice level
  - Do not finish their sentences
  - It is all right to say you did not understand



Monday, August 3, 2015

## The Art of a One-Sided Conversation...



I've been thinking about how to write this post for a while now, wanting to have this conversation without knowing how to start it. Then I realized that even if no conversation is started or had today, but the seed is planted and courage for a future day and conversation takes shape (hopefully with those not able to read this post), then my goal will have been accomplished.

I have been very blessed in my life, with many wonderful family members, each of whom I could go on about in a post dedicated solely to them and the gratitude I have that they are in my life. However, this one is about my youngest sister Olivia.

<http://littleofthislittleofthat2.blogspot.com/2015/08/the-art-of-one-sided-conversation.html>

1. Say Hello
2. Ask questions
3. Look at person—don't try to make invisible
4. Just because they do not look at you or answer, doesn't mean they don't understand

# Collections

1. Formats:  
large print, audio books, closed captioned  
films, Braille
2. Fiction, biography, films that portray  
people who have disabilities
3. Medical collections
4. Reading lists, displays



# Booklists

## 10 Great Books About Disabilities For Grown-Ups

### 1. Know the Night

by Maria Mutch (2014)

Know the Night has become one of my all-time favorite books. The author is a poet who uses creative literary techniques such as wordplay, metaphor, point and counterpoint in her prose. The book is not just a personal memoir about raising a child with multiple disabilities; it is also a thoroughly researched meditation on the nature of night, darkness, night-waking, isolation, exploration and jazz. If you or someone you love has a sleep disorder, then you probably already know that all of those things are intimately connected - the author's explanation is original and hopeful.



### 2. Criptionary: Disability Humor and Satire

by Maria Palacios (2013)

This book is a one-of-a-kind weapon against ignorance. Written in a dictionary format, the author takes full ownership of derogatory and offensive terms about people with disabilities. Perhaps the greatest magic of this book is the fact that every idea is pursued *ad absurdum*. When you laugh out loud at the pool among puzzled bystanders, you may find yourself trying to explain what a "cripcard" is.



### 3. The Revised Fundamentals of Caregiving: A Novel

by New York Times bestselling author Jonathan Evison (2013)



## Best Children's Books with Disability/Accessibility Themes

5



### Thank You, Mr. Falker

by Patricia Polacco

★★★★★ 4.51 avg rating — 10,771 ratings

score: 296, and 3 people voted

6



### A Boy and a Jaguar

by Alan Rabinowitz

★★★★☆ 4.23 avg rating — 656 ratings

score: 199, and 2 people voted

7



### Can I Play Too? (Elephant & Piggie, #12)

by Mo Willems

★★★★☆ 4.49 avg rating — 2,968 ratings

score: 197, and 2 people voted

8



### El Deafo

by Cece Bell (Goodreads Author)

★★★★☆ 3.98 avg rating — 12,798 ratings

score: 196, and 2 people voted

<http://www.friendshipcircle.org/blog/2015/07/20/10-great-books-about-disabilities-for-grown-ups/>

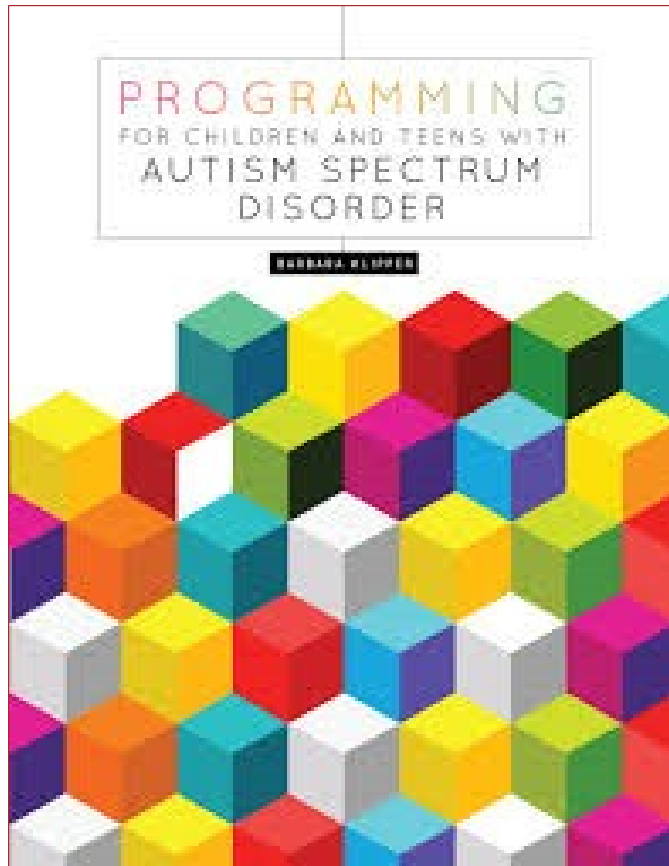
[http://www.goodreads.com/list/show/14211.Best\\_Childrens\\_Books\\_with\\_Disability\\_Accessibility\\_Themes](http://www.goodreads.com/list/show/14211.Best_Childrens_Books_with_Disability_Accessibility_Themes)

# The Third Decade: What's Next?

# New Programming Options


- Programming for youth with Autism Spectrum Disorder
- Inclusive Programming for Adults with Disabilities
- Described and captioned film programs
- New programming, such as makerspaces, should be accessible

# Programming for Youth with Autism Spectrum Disorder



## Event Detail

### Autism 101 for Libraries: What is Autism Spectrum Disorder and How Can We Help Students and Families at the Library?


**When:** Thursday, September 17, 2015 (9:30 AM - 11:00 AM) 

**Where:** [GoToWebinar](#) (Web Conference/Webinar)

- This webinar will be run through GoToWebinar. Use the "register" link below to sign-up for this event, and you will receive a follow-up email with instructions on how to join the webinar.:

[Register](#)

# Inclusive Programming for Adults with Developmental Disabilities



## Chapters Ahead

Who We Are » What We Do » Get Involved Support Chapters Ahead Books Contact Us

Articles Featuring NCBC News

### Next Chapter Book Club



The Next Chapter Book Club (NCBC) offers weekly opportunities for people with developmental disabilities (DD) to read and learn together, talk about books, and make friends in a relaxed, community setting. A program of [The Ohio State University Nisonger Center](#), NCBC was established in June 2002 to provide adolescents and adults with DD – regardless of reading ability – the chance to be members of a book club. NCBC has become the preeminent program of its kind. Today there are NCBC programs in over 100 cities across North America and Europe.

#### Upcoming Trainings

- The Next Chapter Book Club and Beyond: October 18 & 19, 2013

#### Programs

- Next Chapter Book Club
- Jot It Down
- A Lifetime of Learning
- The Value of Giving

#### Ideas and Resources

- Inspiration for Poetry

## Event Detail

### Inclusive Programming for Adults with Developmental Disabilities

**When:** Thursday, November 12, 2015 (1:30 PM - 3:00 PM) 

**Where:** [GoToWebinar](#) (Web Conference/Webinar)

- **This webinar will be run through GoToWebinar. Use the "register" link below to sign-up for this event, and you will receive a follow-up email with instructions on how to join the webinar.:** [Register](#)

<http://nextchapterbookclub.org/>

# Described and Captioned Films

A screenshot of the DCMedia Program website. The header is blue with the DCMedia Program logo and navigation links. The main content area is white with a blue header for the 'About DCMedia Program' section. Below this is a sub-header for 'About the Described and Captioned Media Program' and a paragraph of text. A small DCMedia Program logo is placed to the left of the text.

**DCMP** DESCRIBED and CAPTIONED MEDIA PROGRAM

media library | learning center | about DCMP | vendor info | public relations

## About DCMedia Program

Mission and Vision | Services | Leadership

### About the Described and Captioned Media Program

 Explore our Web site to learn how we are living our mission to promote and provide equal access to communication and learning for students who are blind, visually impaired, deaf, hard of hearing, or deaf-blind.

The DCMedia Program is an idea that works thanks to funding by the U.S. Department of Education and administration by the National Association of the Deaf.

<http://www.dcmp.org/about-dcmp>



August 5, 2015

# How makerspaces can be accessible to people with disabilities

Jennifer Langston



UW sophomore Kayla Wheeler, a congenital amputee, offers input on making makerspaces more accessible to people with disabilities. **Dennis Wise/University of Washington**

<http://www.washington.edu/news/2015/08/05/how-makerspaces-can-be-accessible-to-people-with-disabilities/>

# Web Accessibility

## THE WALL STREET JOURNAL.

Home World U.S. Politics Economy Business Tech Markets **Opinion** Arts Life Real Estate

OPINION | COMMENTARY

### The Challenges of Surfing While Blind

My seeing-eye dog can't help me with your website. Please code it for accessibility.

By DEANN ELLIOTT

July 26, 2015 6:39 p.m. ET

The other day while going about my business on the Internet, I hit a brick wall: a map of the United States.

Elliott, D. (2015, July 26). The challenges of surfing while blind. *Wall Street Journal*. Retrieved from <http://www.wsj.com/articles/the-challenges-of-surfing-while-blind-1437950347>

# Closed Captioning on the Internet

EDUCATION

## *Harvard and M.I.T. Are Sued Over Lack of Closed Captions*

By TAMAR LEWIN FEB. 12, 2015

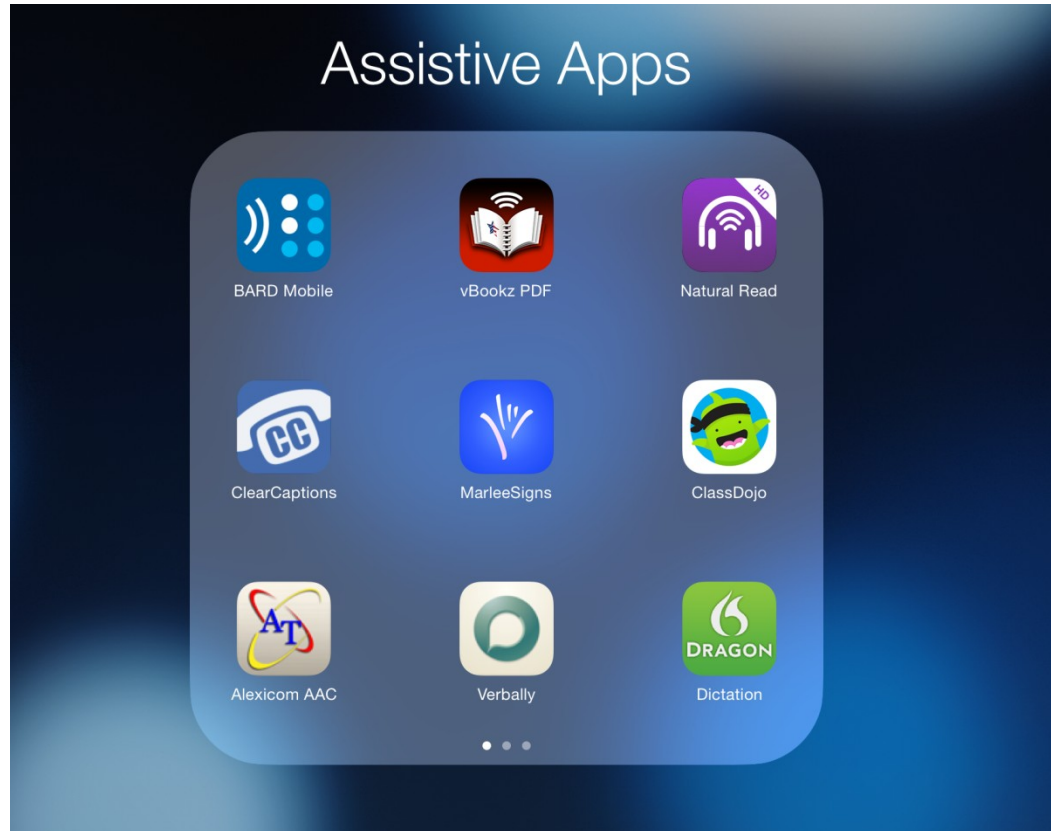


M.I.T. and Harvard have extensive materials available free online, including edX, a nonprofit that offers dozens of MOOCs, or massive open online courses.

Gretchen Ertl for The New York Times

Lewin, T. (2015, February 12). Harvard and M.I.T. are sued over lack of closed captions. *The New York Times*. Retrieved from [http://www.nytimes.com/2015/02/13/education/harvard-and-mit-sued-over-failing-to-caption-online-courses.html?\\_r=1](http://www.nytimes.com/2015/02/13/education/harvard-and-mit-sued-over-failing-to-caption-online-courses.html?_r=1)

# Assistive Technology Apps



- BARD
- vBookz PDF Reader
- Natural Reader
- Clear Captions
- Marlee Signs
- Class Dojo
- Alexicom AAC
- Verbally
- Dragon Dictation



## Poll Question

How many of you:

1. have a member of your family who has a disability?
2. have a friend with a disability?
3. have a friend caring for a parent or child that has a disability?
4. have a disability yourself?
5. have never met a person with a disability?

**When developing a plan for improving services to people with disabilities, start with family, staff, friends and current patrons**

# Some valuable partnerships

- Schools/Special education staff
- Parents/other family members
- Library Advisory Committee
- Senior Citizen Centers
- Job programs
- Veterans Groups



# Staff Development



## **Autism 101 for Libraries (Webinar)**

Thursday, September 17 (9:30—11 a.m.)

<http://railslib.us/autism101>

## **Mental Health Awareness Training**

Wednesday, October 7 (1—4 p.m.) Skokie Public Library <http://railslib.us/skokie>

Thursday, October 15 (1—4 p.m.) Kewanee Public Library <http://railslib.us/kewaneelibrary>

## **Inclusive Programming for Adults with Developmental Disabilities (Webinar)**

November 12: (1:30—3:00 p.m.)

<http://railslib.us/inclusive>

# 5 common myths about disabilities

1. People with disabilities don't want to talk about it
2. All people who are blind know how to read Braille
3. People with similar disabilities want the same accommodations
4. All people who are deaf know sign language
5. People who are disabled are miserable and unhappy

# Keeping up on Twitter



Disability.gov

Following

**Disability.gov** ✓  
@Disabilitygov  
The U.S. federal government website for information on disability policies, programs & services nationwide. Sign up for tweets by email: [bit.ly/1g0NOs5](http://bit.ly/1g0NOs5)



ndss

Following

**NDSS**  
@NDSS FOLLOWS YOU  
The mission of the National Down Syndrome Society is to be the national advocate for the value, acceptance and inclusion of people with Down syndrome.



UCP

Following

**UCP national office**  
@UCPnational  
The UCP mission is to advance the independence, productivity and full citizenship of people with a spectrum of disabilities through its affiliate network.



Disability in Kidlit

Following

**Disability in Kidlit**  
@DisabilityInLit  
Reviewing & discussing portrayals of disability in MG/YA novels since 2013. By @kody\_keplinger, @corinneduyvis, & @punkinonwheels. ...



Renee Grassi

Following

**Renee Grassi**  
@MissReneeDomain FOLLOWS YOU  
Librarian. 2012 LJ Mover & Shaker. #TargetingAutism Board Member. SNaLS Co-Founder. Accessibility Advocate. ALSC & ILA Member....



ASCLA

Following

**ASCLA (ALA)**  
@ala\_ascla  
The Association of Specialized and Cooperative Library Agencies, a division of the American Library Association

**Beyond Assistive Technology:**

**Improving Library Services  
to People with Disabilities**

Kate Todd

[EduKateTodd@gmail.com](mailto:EduKateTodd@gmail.com)