

Universal Design and Staff Leadership:

Addressing Accessibility in Libraries Internationally

Quincy Knapp and Nicole T. Cunha

Outline of Presentation

I. Frameworks

A. Third Space

1. A third space outside of home and work: where community is created
2. Make a space that empowers patrons

B. 7 Universal Design Principles

1. Equitable Use

- a. Provide the same means of use for all users; avoid segregating or stigmatizing users; provisions for privacy and security should be equally available

2. Equitable Use

- a. Provide choice and customization in methods of use; provide adaptability to the user's pace

3. Simple and Intuitive Use

- a. Eliminate unnecessary complexity; be consistent with user expectations and intuition

4. Perceptible Information

- a. Use different modes (pictorial, verbal, tactile) for redundant presentation of essential information; provide compatibility with a variety of techniques or devices used by people with sensory limitations

5. Tolerance for Error

- a. Arrange elements to minimize hazards and errors

6. Low Physical Effort

- a. Design promotes efficiency, comfort, and ease of use; minimize repetitive actions; minimize sustained physical effort

7. Size and Space for Approach and Use

- a. Design accommodates users of all shapes and sizes in an appropriately sized space; line of sight is easy to follow; reach is comfortable for any seated or standing user

II. Accessibility

A. Hradec Králové Municipal Library

B. Space, Lighting, Visual cues

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- a. National voice beacons
- C. Audio Library
 - a. Materials
 - b. Community center
 - c. Staff training

III. Staff and Students

- A. Representation of the community
- B. Teaching advocacy in libraries
- C. LIS programs and disability conscious-building

Further Reading

- ASCLA (Association for Specialized and Cooperative Library Agencies)
 - Tools and Resources: <https://www.ascladirect.org/resources/>
 - Library Staff with Disabilities: <https://www.ascladirect.org/resources/library-staff-with-disabilities/>
 - This group previously had individual tip sheets for the topics such as “library staff with disabilities”. Those sheets have been improved and consolidated through this site.
 - Interest groups: <https://www.ascladirect.org/interest-groups/>
 - Library Services for Patrons with Disabilities Policy: <http://www.ala.org/ascla/resources/libraryservices>
 - Facts: Why an ALA Disability Policy? Why now? : <http://www.ala.org/ascla/asclaisues/factsheetabout>
- Recruiting for Diversity : <http://www.ala.org/advocacy/diversity/workforcedevelopment/recruitmentfordiversity>
- Library Personnel Practices :
 - <http://www.ala.org/aboutala/governance/policymanual/updatedpolicymanual/section2/54libpersonnel#B.9.3.2>
 - B.9.3.2 Library Services for People with Disabilities (Old Number 54.3.2)