MEETING DATE: Thursday, September 23, 2010
AGENDA ITEM #: 12 B
ITEM: ACCESSIBILITY PRESENTATION

RECOMMENDED ACTION:

- The Library’s Accessibility Committee will update Commissioners on library outreach and services to people with accessibility needs.
The Contra Costa County Library seeks to provide all people with equal access to library resources and services. To realize this goal, the Library’s Accessibility Committee was established in 2008 and tasked with five objectives:

1. Examine the Library’s current collections, policies and services for people with disabilities;

2. Recommend changes to the Library’s collections, policies and services for people with disabilities;

3. Suggest additional training for staff serving people with disabilities;

4. Draft a Library Services to People with Disabilities Policy;

5. Encourage committee and/or Contra Costa County Library staff membership in to further information gathering, outreach, and services to people with accessibility needs through the Bay Area Disability Services Librarians (BADSL) network.

The Committee meets at least six times per year to share information regarding accessibility resources, policies, and procedures that impacts the delivery of services to people with
disabilities. The members of the Accessibility Committee demonstrate a commitment to ensuring that library services and resources are accessible to all who desire to use them. The following members, current and former, have contributed to the success of this endeavor:

- Ronda Arends, Volunteer Services Coordinator
- Megan Brown, Senior Library Literacy Assistant
- Cindy Brittain, Senior Community Library Manager
- Patty Chan, Community Outreach Services (retired)
- Rob Clima, Information Systems Programmer Analyst II
- Dori DeCommer, Youth Services Librarian
- Susan Kantor-Horning, Emerging Technologies Specialist
- Bill Kolb, Teen Services Library Assistant
- Susan LaPat, Volunteer Services Coordinator (retired)
- Susan Lynn, Reading and Literacy Manager
- Paula MacKinnon, Information Systems Project Manager
- Kathy Middleton, Senior Community Library Manager (Committee chair, 2009 - present)
- Marian Partridge, Community Library Manager (Committee chair, 2008 – 2009; retired)
- Liz Ruhland, Community Library Manager
- Vickie Sciacca, Adult/Teen Services Librarian
- Susan Weaver, Senior Community Library Manager
- Gina Worsham, Teen Services Library Assistant

**Objective 1: Examine the Library’s current collections, policies and services for people with disabilities.**

**Activities Completed:**

1. Researched specific needs of various disabilities: Committee members researched specific disabilities and included in their findings appropriate accommodations currently
available or unavailable in the Contra Costa County community libraries (see Appendix A).

2. Researched current services: The Committee evaluated the services and accommodations already available to patrons with disabilities listed on the Contra Costa County Library’s website.

3. Surveyed all Contra Costa County Community Libraries: In February 2009, the Committee created and distributed a survey to community library managers (see Appendix B). Questions elicited the following information:
   - Disability services and accommodations currently in place at each community library
   - Accessibility features of buildings and physical spaces
   - Disability-related library programs offered
   - Contact information of community partners for the purpose of creating focus groups, receiving suggestions for staff training, and for the sharing of information such as future networking and strategies for publicizing accessibility features.

4. Received feedback on vision accessibility: Members of the Committee and several Library administrators met with two patrons who each have a vision disability, on January 20, 2010 at the Lafayette Library and Learning Center, to receive feedback on the new Lafayette Library and to learn more about specific library service for people with vision disabilities.

5. Held two Focus Groups in 2010: On March 4, 2010, the Committee hosted a community partnership meeting (a “pre-focus” group) for agencies and professionals serving people with disabilities; 20 people attended. This meeting gave
members the opportunity to learn about the services each group provides and to gain feedback on how the library can more fully serve patrons with disabilities (see Appendix C). On May 20, 2010, the Committee hosted a focus group nine people consisting of current Contra Costa County Library patrons who represented a variety of disabilities. Both focus groups were asked the same set of questions that centered on the Library’s assistive technologies, outreach efforts, programs, and services. The attendees of each group were also encouraged to provide any additional comments they wished to express to Library staff. (See Appendix D).

6. Involved the Accessibility Committee in the larger community of libraries that work toward improved accessibility: At least one Committee member represents the Library at meetings of BADSL (Bay Area Disability Services Librarians). BADSL is a group of working librarians who meet monthly to share ideas about how to make the public library system more accessible to people with disabilities. Contra Costa County Library hosted two BADSL meetings: October 17, 2008 at the Danville Library and June 18, 2010 at the Orinda Library.

7. Secured Accessibility Consultant: The Contra Costa County Library hired Jane Berliss-Vincent, Usability/Accessibility Manager of the Center for Accessible Technology in Berkeley, California and BADSL member, as contracted consultant to the Accessibility Committee. Jane attended the June 15, 2010, July 20, 2010 and August 24, 2010 Committee meetings, and reviewed the Library’s website for accessibility features and reviewed the Committee’s draft of the accessibility policy. Berliss-Vincent also provides expert advice for assistive technology options, now and possibilities in the future.
Future Activities:

1. Create a community survey for outcome measurement of the current level of accessibility services.

2. Review the Contra Costa County Library website and bring all pages up to Section 508 compliance.

3. Continue to call on Jane Berliss-Vincent's expertise in the field, and her knowledge of the best practices for accommodating people with disabilities in the Library. Jane Berliss-Vincent’s expertise will guide the Committee’s future discussions and decisions regarding policies and services.

4. Publicize the Library’s commitment to providing improved access, along with programs and services to serve special population groups.

Objective 2: Recommend changes to Library collections, policies and services for people with disabilities.

Activities Completed:

1. Reviewed accessibility web pages of libraries across the country, specifically academic, public and special libraries.

2. Attended the following meetings and presentations held by experts in the field of services to people with disabilities:

   • *Beyond Ramps: Library Accessibility in the Real World*, InfoPeople Workshop (Fall 2006)
   • Bay Area Disability Services Librarians (BADSL) – Meetings. (August 2008 – Present)
• **Nothing About Us Without Us: Voices of Adults with Learning and Attentional Disabilities** – Presentation. East Bay Learning Disability Association (October 4, 2008)

• **Assistive Technology: Not Just for the ADA Patron** - Webinar. InfoPeople (October 7, 2008)

• **Support for Families of Children with Disabilities** – Training. Oakland Public Library (January 2009)

3. Assistive Technology Demonstrations and Recommendations: On March 23, 2009, several Committee members visited Lynne Cutler, the ADA coordinator of the Oakland Public Library, to receive a tour of the Main Library’s services and assistive technologies. The Committee gathered information on sources for future staff training (e.g., Bruckner Consultants, LLC and consultant Rhea Joyce Rubin) and received a demonstration of the Oakland Public Library’s Closed Circuit Television (CCTV) and Kurzweil screen reader.

4. Assistive Technology Consultations: On February 10, 2010, the Committee met with Michael Parker of Access Ingenuity, a company that offers work-site evaluations, product sales, system integration and training for people with disabilities and disability support agencies.

5. Accessibility Pilot: The Walnut Creek Library is piloting the Committee’s recommended accessible technologies while the Committee continues to research more options and consult with accessibility experts. The Committee produced a brochure (see Appendix E) listing the accessible technologies and building features of the Walnut Creek Library and made it available to the public for the grand opening on July 17, 2010.
With financial donations made by the Walnut Creek Lions Clubs, the new Library is currently equipped with:

i. Two hearing assistance systems ("looping") for the library's information desks.

ii. One portable hearing loop for use in meeting rooms by people with T-coil loop hearing aids. These looping devices were recommended focus group members and the Hearing Loss Association of North America – Diablo Valley Chapter and will allow people with hearing disabilities to communicate better with library staff and meeting participants.

iii. One T-Coil headphone for use by people without hearing aids.

iv. One CCTV Desktop Video Magnifier (TOPAZ model). This device enlarges print from three to eighty three times its size and displays the result on a 22" monitor.

v. Four accessible technology computers equipped with NonVisual Desktop Access (NVDA), a free, open source screen reader.

vi. ZoomText, a screen magnification system.

vii. Pictograms identifying collections within the Dewey Decimal Classification System, enabling people with of all ages with disabilities, low literacy skills, etc., to better locate materials in the library's collection. These images are being mounted on book stacks and are a result of collaboration between the Oakland Public Library and the East Bay Learning Disabilities Association, supported by the California State Library.
With the success of the Walnut Creek Library Accessibility pilot, other community libraries are starting to introduce similar assistive technologies. For example, donations from its Friends Group, will allow the Lafayette Library and Learning Center to purchase a CCTV and install a hearing loop at their information desk.

6. Each of the Contra Costa County community libraries are now equipped with a “low-tech kit,” made up of accessibility tools that were researched by the Committee, recommended by BADSL and/or focus group members. Kits feature:

- A handheld magnifying glass that enlarges print three times.
- 20/20 pens, which help with contrast and provide clearer writing for visual tracking.
- A signature guide that helps people who are visually impaired sign forms.
- Large-print keyboards placed at Accessibility computers.

7. The Contra Costa County Library’s Automation Department is installing assistive technology at all library locations such as the NVDA screen reader and ZoomText. ZoomText has a five-user license that allows multiple patrons within the community libraries to access the software simultaneously.

8. Committee member Susan Kantor-Horning produced an online Accessibility Subject Guide [http://guides.ccclib.org/accessibility] that provides current information on the services, programs, and accessible technologies available within the community libraries. Links to local, state, and national organizations and agencies are posted. Electronic resources such as accessible eBooks for
the print-impaired and databases offering articles in MP3 format for playback or download are available to library cardholders.

9. As a result of the Committee’s research, individual libraries have made the following purchases of resources for people with disabilities:

- Lafayette Library and Learning Center now has a growing collection of books for children with disabilities and their siblings and parents thanks to a partnership with their Special Parents for Special Kids group.

- San Ramon Library received a Pacific Library Partnership (PLP) grant to install Dewey Pictogram Acrylic Display Holders. Four additional community libraries (Antioch, Lafayette, Orinda, and Walnut Creek) will join San Ramon in ordering the holders with Friends/Foundation funds.

- Antioch Library has purchased Ability magazine, portable CD players, and a Wii gaming system with funds from their local Friends Group and from a 2008 award by ASCLA/KLAS/NOD, a division of the American Library Association. These resources were bought specifically for adults with developmental disabilities who meet twice monthly at the Library.

**Future Activities:**

1. Assess the Walnut Creek Library pilot and make recommendations.
2. Market the Walnut Creek Library and the Lafayette Library and Learning Center's new assistive technologies to the Rossmoor Community.

3. Promote the Contra Costa County Library's assistive technologies on the Library's Facebook page (1,154 friends) and eNewsletter (15,000+ subscribers).

4. Create an easy-to-read and printable chart on the Accessibility Subject Guide that lists the accessible technology available at each community library location.

5. Send participants of 2010 focus groups regular updates on progress made by the committee and include any brochures advertising library services to people with disabilities.

6. Implement the extended services library card for patrons with disabilities. This card will extend computer time and extend the length of borrowing time.

7. Place assistive technologies in strategic library locations throughout Contra Costa County.

8. Provide low-tech options for people with learning disabilities.

9. Create brochures and other print materials using a large sans serif typeface to advertise the Library's services for users with disabilities and to distribute at community libraries, local schools and colleges, the Department of Rehabilitation office, employment offices, and recreation centers.
10. Review and revisit accessibility issues with input from the community, past focus group members and the committee.

Objective #3: Suggest additional training for staff serving people with disabilities.

Activities Completed:

1. Training on the Library's Intranet: In November 2009, the Committee submitted the Association of Specialized and Cooperative Library Agencies' (ASCLA) tip sheets on disabilities to the Library's Administrative Office for inclusion in the 6-minute training section of the "Monday Updates," a weekly email distributed to all Library staff. The tip sheets, fourteen in total, provide an overview of a specific disability, such as a developmental disability or a mobility impairment, offer tips on how to interact with patrons affected by the specific disability, list recommended assistive technologies, and provide resources for more information. The tip sheets can be viewed at http://www.ala.org/ala/mgrps/divs/ascla/asclaprotools/accessibilitytipsheets/.

2. Kathy Middleton, Committee Chair, secured a grant to develop a "Librarians' Toolkit." Once established, the online Toolkit (video and booklet) will help train librarians on how to establish programs for groups of adults with developmental disabilities that visit the library. Funds for the Toolkit were provided by EUREKA! Leadership Institute and Library Services and Technology (LSTA), a federal grant program that is managed by the Institute of Museum and Library Services and administered in California by the State Library. Web page will go live September 2010.
Future Activities:

1. Provide training to help staff in all community libraries understand and manage access issues.

Objective #4: Draft a Library Services to People with Disabilities Policy.

Activities Completed:

1. Each Committee member took a section of the draft based on a template provided in the InfoPeople workshop entitled, “Beyond Ramps – Library Accessibility in the Real World” taught by Marti Goddard, Access Services Manager and ADA Coordinator for Public Programs and Services at the San Francisco Public Library. Goddard is also a BADSL member.

2. Jane Berliss-Vincent and Cathy Sanford, Deputy County Librarian of Support Services, reviewed the draft policy at a Committee meeting and provided their input.

Future Activities:

1. Obtain final approval of the Policy

Objective #5: Encourage committee and/or Contra Costa County Library staff membership to gather additional information on outreach and services to people with accessibility needs through the Bay Area Disability Services Librarians (BADSL) network.

Activities Completed:
1. Committee members, particularly Vickie Sciacca and Kathy Middleton, attended BADSL meetings during the fiscal years of 2008 - 2010.

2. All Committee members have been added to the BADSL email list and receive updates regarding the newest trends in assistive technology and programs and services for patrons with disabilities. The email distribution list-serve provides not only an avenue for Contra Costa County librarians to receive information but to provide answers to colleagues looking for accessibility advice or experiences.

**Future Activities:**

Representatives of the committee will continue to attend BADSL meetings.
APPENDIX A

Recommendations of Resources for People with Hearing Impairment
Susan Weaver, January 2009
Accessibility Committee, Contra Costa County Library

Resources available at all Contra Costa County Libraries

Closed captioned videos/DVDs

- Videos and DVDs for the hearing-impaired can be found in the Library Catalog using a keyword search that includes "closed captioned." For example, shakespeare closed captioned.
- You may also use a keyword or author search term, then select Limit by Format, choose Videocassettes for the hearing impaired, and click Search. (This search will return both videos and DVDs.)

Described videos/DVDs

Described videos and DVDs for the visually impaired contain a special audio track.

- Find them in the Library Catalog by using a keyword search that includes "described video." This will return both videos and DVDs. For example, history described video.

A collection of books, magazines, videos and DVDs about American Sign Language, Deaf culture, interpreting, parenting, hearing loss, deafness and other related subjects

Resources not yet available at Contra Costa County Library – inexpensive:

- Classes offered in the San Francisco Bay Area for American Sign Language, sign language interpreting, Deaf culture, deaf education and other related subjects
- Information about other organizations that provide services for people who are deaf or hard of hearing
- Sorenson VRS: Sorenson Video Relay Service (SVRS) is a free 24-hour service for the deaf and hard-of-hearing community that enables anyone to conduct video relay calls with family, friends, or business associates. Calls are placed and received through a professional American Sign Language (ASL)
interpreter via a high-speed Internet connection and VRS equipment (i.e., a Sorenson VP-200 videophone).

Resources not yet available at Contra Costa County Library — expensive:

- **POCKETALKER II™**
  Personal microphone and headset system allows individual amplification for the headset wearer.

- **TELEVISION WITH TELECAPTION DECODER**
  Provides written captions of words as they are spoken on a television program that provides closed captioning (cc). Also accommodates closed captioned videos.

- **ASSISTIVE LISTENING SYSTEM**
  Amplifies sound from a microphone through infrared system for person(s) wearing a headset.
APPENDIX A

Recommendations of Resources for People with Learning Disabilities
Megan Brown, January 2009
Accessibility Committee, Contra Costa County Library

Resources already available at some Contra Costa County Libraries:
- Text magnification machines (Optelec Spectrum, Mini Reader, Vantage Print Enlarger)
- Sheet magnifiers / hand-held magnifiers
- Study rooms

Resources already available at all Contra Costa County Libraries:
- Read-Speaker: text-to-speech feature on Gale’s Student Resource Center Gola, Opposing Viewpoints Resource Center and Kids InfoBits)
- Audio books
- Books/videos about learning disabilities
- Large print books
- Applications for the California State Library Braille and Talking Book Library
- Adult literacy program – Project Second Chance
- Spell check
- Visual Catalog
- Brainfuse – Homework Help
- Literature from local resources/agencies and/or a printed list of available resources (Could be expanded or organized)
- Kartoo.com – search engine – displays results in same way that visual catalog does*
- Windows/Internet Explorer features (change text size, change screen/text color, etc.)*
- Use graphic organizers, screen shots, icons, and visual images for any sign/handout that explains procedures. If written, keep the language simple.*

* May not be currently used in any branches but could be.

Resources not yet available at the Contra Costa County Library – inexpensive:
- Double time for check-out or computer use
- Staff training covering LD patrons and available LD resources at the library
- Large print keyboards or key labels
- Dewey Decimal Pictograms
- Enlarge call numbers on materials related to learning disabilities
- Display LD-related materials in an easy-to-find location
- Natural light – bulbs/lamps that mimic sunlight or place tables/chairs near windows
- Call number grids – Can make and print own
- Free, downloadable text reader (readplease.com)
- Reading windows – tool to help reader reduce visual distraction. Can be easily made.
- Copies/Handouts on colored paper
- How To Spell It by Harriet Wittels – poor speller dictionary (around $17/each)
- Host LD events, guest speakers, etc.
- Collection development – books that foster LD awareness and self-advocacy and books with adult content at a low literacy level – Could become expensive
Resources not yet available at Contra Costa County Libraries — expensive:

- Speech-recognition software, such as Dragon Naturally Speaking ($300+/each)*
- Digital voice recorder ($30-300/each)
- Colored overlays — transparent, multi-colored, plastic sheets, which reduce glare and help patrons with scotopic sensitivity syndrome. ($17-30 per set)
- Electronic spellers, such as Franklin Spellers ($20-30/each)
- Electronic notetakers, such as Alphasmart ($200-350/each)
- Kurzweil 3000 — reads scanned text aloud. The 3000 version offers tools for learning disabled users that other versions do not have. ($1100-2700/each)*
- WYNN — reads scanned text aloud. Less expensive than Kurzweil. (around $1000/each)
- Portable text reader — Classmate (around $480/each) or the Quicktionary Pen (around $280/each)*
- Talking calculator (around $25/each)
- ZoomText — screen magnifying software ($400-1000/each)*
- Draft: Builder — Visual brainstorming software ($38-150/each)*
- Inspiration — Visual brainstorming software (around $70/each)*
- Collection development — books that foster LD awareness/self-advocacy and books with adult content at a low literacy level
- New Brainfuse modules, such as GED prep

*Computer software prices depend on version. Often, site/network licenses are available to help with cost. Also, the more units you buy, the less expensive each unit is (in some cases).
APPENDIX A

Recommendations of Resources for People who have Speech Disabilities
Marian M. Partridge, February 2009
Accessibility Committee, Contra Costa County Library

Speech Disabilities can include those individuals with cerebral palsy, multiple sclerosis, muscular dystrophy, Parkinson’s disease, a hearing impairment or individuals who have suffered a stroke, a brain injury, or have had a laryngectomy as well as individuals who stutter or cannot verbalize easily.

Resources already available at all Contra Costa County Libraries:

- Computers available at public desk for individuals to use to type queries to staff
- AskNow reference service available online
- Online access available for self-service needs (use of catalog, placing reserves...)
- Books by Mail
- Staff assisted service

Resources not yet available but easily attainable at all Contra Costa County Libraries

- Publicize information about STS (Speech-to-Speech) service offered in U.S.
- Text messaging
- Additional sensitivity training and service adaptation training for staff
- Provide links on public page

2/09
APPENDIX A

Recommendations of Resources for People with Visual Impairment
Liz Ruhland, November 2008
Accessibility Committee, Contra Costa County Library

Resources already available at some Contra Costa County Libraries:

- Hand-held magnifiers
- Sheet magnifiers
- Applications for the California State Library Braille and Talking Book Library
  These can/should be available at all locations
- Video magnifiers (Closed-circuit TV)

Resources already available at all Contra Costa County Libraries:

- Read-Speaker (a text-to-speech feature on Gale's Student Resource Center
  Gold, Opposing Viewpoints Resource Center and Kids InfoBits)
- Windows features (work with Automation on this)
- Accessible collections (available everywhere through placing holds):
  - Audio books (Cassette, CD, digital download)
  - Large Type books
  - Videos/DVDs with description
- Services:
  - Books by Mail
  - Books for the Homebound

Resources not yet available at Contra Costa County Library – inexpensive:

- Staff fully trained in available resources in-house and from other agencies
- Browsealoud – remote-access screen reader, free download. Should have link.
- Large print keyboards or keyboard labels
- Bold Write pens
- Signature guides
  These can/should be available at all locations

Resources not yet available at Contra Costa County Library – expensive:

- JAWS – state-of-the-art screen reader (under "district licensing" $767 per location, + $153/yr. for updates)
- ZoomText – screen magnification (up to 16x) and speech output
- Kurzweil reading machine ($1000)
Summary of Survey

SPECIFIC PROGRAMS, SERVICES, COLLECTIONS...

Collection
- Large print
- DVDs with subtitles
- Audio CDs and Cassettes
- “Ability” periodical, Spectrum magazine,
- Children’s Braille books (PHL)
- Increase number of titles on Autism and other learning disabilities
- Increase number of J Eyewitness titles for adults with disabilities
- Moved LT collection for easier access
- Delivery of items to Rossmoor
- Moved reserves to truck for easier access for seniors

Assistive Technology
- Large computer monitors
- Track balls
- Magnifying glasses
- Text magnification machine (Mor?)
- Handicapped signage
- Automatic door
- ReadSpeaker for several databases

Programs/Services
- Enlist individuals with learning disabilities as volunteers and employees
- Orientations for classes of autistic children and Spectrum students
- Focus group of resource teachers, parents, library staff to discuss future library services for people with disabilities
- Author programs on autism/ADHD
- ElderCare/Elderhostel presentations
- Service dog programs
- Exercise and health care programs for seniors
- Living Resource presentation on their services for individuals with disabilities
- Distributing information and applications for State Library Braille and Talking Book program
- Wii programs
- Modified Annie Leibovitz program to include Spectrum teens
- Booked display case to be designed by Spectrum teens
- Orientations for classes/groups of individuals with various learning and physical Disabilities
- Paws to Read program—for children with reading/learning disabilities
- Books for the Homebound
- Mailing materials
Marketing/Organizations

Press releases-CCTimes
Friend's newsletters
Lamorinda Mom's group
Flyers
PrimeTime Senior magazine
County agencies that work with elderly or people with disabilities
Flyers delivered by Meals on Wheels
Contact assisted living facilities
Alive(Active Living Involved in a Variety of Endeavors)
ARCInroads(adults with disabilities)
Community events calendar
Community networking
Quarterly newsletter
Living skills Center for the visually impaired
California State Library Braille and Talking book program
Lion's Blind Center
Meals on Wheels
Nursing homes/assisted living centers
West CCSchool District
Cole vocational
Spectrum
Senior Centers

Changes to Policies/Procedures
Offer special soap to patron who has multiple sensitivities
Offer physical help(carry materials, offer seat)
Move to front of line
Extend borrowing time/adjust borrowing time
Place renewals by phone
Mail items to homebound
Extend computer time/2 hour computers
Help individual with typing
Retrieve reserves for patrons who have mobility problems
Read descriptive cataloging to visually impaired
Hire developmentally and physically impaired volunteers or employees
Use written communication or Relay Telephone software persons with hearing disabilities
Place reserves over the phone
Ignore louder noises made by learning disabled patrons
Help homebound patrons with reference questions
Recognize use of service animals
Use notes or sign language or pc keyboard for communication purposes
Allow Homebound volunteer to bring in application for card without patron present
Print temporary numbers in large print
Pictograms in children’s collection
Provide Homebound or their volunteer with card for Link

**Kinds of Disabilities**
Blind/Visually Impaired
Use of wheelchairs/canes-mobility issues-due to stroke/Parkinson’s Disease
Learning disabilities/Speech cognitive learning issues
Deaf/Hard of hearing
Some speech impairments –deaf and hard of hearing/stuttering/surgery

**Promotion**
Work with groups in the community
Provide links for resources on webpage and branch pages
Promote services to schools and churches and organizations working with the disabled
Locate a place on library card application/record to note number to call individuals with
deaf/speech impairments
Create banner to publicize State Library Talking Book program
Mention disability services for each branch on branch page

**Ways to Improve Staff training**
Training, training
Make staff is aware of the services we currently offer
Invite a BADSL rep. to speak to staff
Use Monday update to acquaint staff with specific ways to serve individuals with
disabilities
Offer tips on serving individuals with disabilities on a regular basis at meetings
Communicate latest laws regarding ADA compliance
Continue to include this kind of training in new employee training.
Accessibility Committee
Pre-Focus Group
March 4, 2010

Question #1  What does the Library need to change or improve?
Responses:

Better serve people that are deaf or hearing impaired -- Library needs devices and staff to look at people when they speak.

Have turnaround space for wheelchairs. Accessible bus routes, sidewalks, and path entrances.

Provide assistance to seniors who may need it when reaching for items on shelves, checking out materials, etc. Introduce books on tape to seniors who are newly visually impaired.

User-friendly website for finding materials.

Magnification on Computers/Install Jaws software/Computers with headphones/More icons to help people use email

Adopt Pictograms - “Dewey is dyslexic hell”

People with memory issues get a lot of fines and need reminders when items are due. Provide orientations once a month for people with memory loss.

Provide more computers and allow longer use

Offer workshops and training for people living with disabilities. Examples of the type of information to offer training on:
  • Benefits
  • Organizations
  • Employment Rights
  • Assistive Technology

Keep large print titles near the entrance

Provide more training on how to use computers and self-check

Train staff on dealing with people with mental disabilities
Question #2 How do we get the word out?
Responses:

Seek partnerships with organizations serving clients and maintain these relationships.

Partner with county/cities for inclusion on mass mailings

Send out email – enewsletter – fax to agencies

Provide a booklet/flyer/information for organizations to distribute

Talk to the staff at different organizations to let them know what is available; give presentations to city leaders

Advertise on cable

Provide workshops/presentations on special education rights/cultural issues

Article in newspaper/community newsletter

Send librarians to classrooms

Have a table at the Special Olympics (both the County Office of Education and N. CA)

Train volunteers – Have a speakers’ bureau – Send advocates to make presentations for us

Give blurb to agencies such as Eldercare that they can distribute in their own enewsletter

Use our website for outreach

Work with Chambers and others for funding possibilities

Have a booth at a Farmers’ Market (or give information to the organizations at the markets to distribute for us)

Twitter/facebook

Have ADA symbols for all disabilities posted front and center within the Library. (These don’t include those symbols for the learning disabled.)

MOMA NY website – Accessibility page is a great example

Add our resources to the manual that John Muir provides for people leaving the hospital
Stroke support group has a newsletter

Flyers in Senior Centers

Have library tours given by someone with a disability (ARC Inroads is willing to help)

Transition Fairs – Vendors – Community Resources is one of the Categories

Tap into 211

Utilize the local colleges for assistance with sign language. Students need to do internships and libraries can use volunteers.

**Question #3  Where to place CCTVs**

**Responses:**

Invest in as many as you can, but the Library will need to do outreach

There are limits of CCTV for those with visual impairment; Most users are seniors who have recently lost their sight

The Lion’s Center has a lending library; they will also give out our information

Place them at libraries near multiple bus routes that have easy interchanges, also within the communities served by paratransit - WCAT, Central Link, and the South East. People like utilizing paratransit for longer outings.

Agencies have their own van and can take clients on field trips to the library. This effort requires planning and consistency.

Consider socioeconomic makeup of the community

They would like updates on our progress
<table>
<thead>
<tr>
<th>Name of Organization</th>
<th>Contact Name</th>
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<tbody>
<tr>
<td>Center for Adaptive Learning</td>
<td>Felton Mackey</td>
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<tr>
<td>City of Walnut Creek Senior Services</td>
<td>Linda Ausplund</td>
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<td>John Muir Senior Services</td>
<td>Jane Moore or Arlene Phillips</td>
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<td>ARC Inroads</td>
<td>Rock Jocelyn, Program Coordinator</td>
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<td>HALO Angel Ears Reading Dogs</td>
<td>Terri Courtney</td>
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<td>East Bay Learning Disability Association</td>
<td>Shoshanna Taubman, President</td>
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<td>DVC, Disabled Student Center</td>
<td>Virginia Richards, Student Services Manager</td>
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<td>Los Medanos College, Disabled Student Center</td>
<td>Frances Moy, Program Coordinator</td>
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<td>Contra Costa College, DSPS</td>
<td>Yasuko &quot;Sue&quot; Abe, Manager</td>
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<td>Aphasia Center of California</td>
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Accessibility Committee - Focus Group 2
May 20, 2010

Focus Group Participants: Alan Smith, Linda Drattell, Phyllis Applegate, Joseph Hidzick, Heidi Spaulding, Sara Hall and Penny Musante with ALIVE customers, Desirée DeJoy, Raymond Martinez, Bonnie Griebstein, and Fred Lopez.

Library Staff Present: Cathy Sanford, Rob Clima, Kathy Middleton, Susan Lynn (Facilitator), Susan Kantor-Horning, Ronda Arends, Megan Brown, Susan Weaver, and Vickie Sciacca.

Question #1
What kinds of assistive technology do you think the library needs to have to make library accessible to you?

- High-tech and low-tech solutions, e.g., computer software for font enlargement and hand-held magnifiers. Large markings on library materials so people can find their way around.

- Seamlessly integrate assistive technologies into the library. Have large keyboards in primary colors; a computer in the teen room in bold colors and loaded with technology. Make these technologies fun rather than something to go to the desk to check out.

- Digital audiobooks. Many consumers have iPods. eBook readers will allow individuals to engage in reading.

- Use sign language at programs. Bring in someone from the deaf school in Fremont or another service provider. Provide a loop system. We need a sign at the security gates telling people using a telecoil to turn off their setting so they don’t get zapped at the security gates. Find videos that offer captioning.

- The Library is making progress with low tech. Continue to improve signage at library: Need signs with contrasts and stairs need striping. For the website: Blue on chartreuse/orange are colors that are hard to read. Think in terms of clear contrast.

Question #2
How do you think would be best to let the community know about what we have?

- Library staff should be aware when people need assistance. If staff see someone close to the computer screen, it may signal a visual problem and we should offer our help, e.g., Zoomtext.

- Present and provide materials at senior centers and to city councils.
• Provide brochures, information on the website, and have a contact person that can talk about specific programs; go to agencies that can advertise different programs in the community. Agencies for those with hearing disabilities include: Association of Late Deafened Adults, the California School for the Deaf in Fremont, and the California Association for the Deaf.

• Provide outreach to places providing services to low income people; Post information on the bulletin board at trailer parks.

• Have an open house every few months to show what we have; host continuing workshops.

• Go to the high tech centers at community colleges, provide information for the chamber of commerce newsletters and at farmer’s markets. Stock a booth with material. Speak to disability groups. The Developmental Disabilities Council meets monthly and has presentations. Go to the Regional Center of the East Bay. Give a presentation to case management.

• Tap into larger user groups and have them spread the world. For example, Special parents with special kids and the school districts. chool sites disseminate information in a mailer. Make information available to church groups, social groups, Lion’s Clubs, soccer and football games. We need to reach people at their level.

• The Talking Book Library has the largest collection for the blind and disabled in the U.S. They also have a huge collection of resources available to people in Spanish. These resources are not being taken advantage of. Those who qualify can avail themselves of this resource.

• Post blurbs in local newspapers. When the new Walnut Creek Library opens, let people know that they should come see our accessibility features. Provide information pamphlets to eye doctors for distribution to their patients.

Question #3
What Programs and Services would you like from Library?

• Different speakers brought in during the day. Secure a speaker for many locations — Equity and parity.

• Book clubs

• How to use the library for research. Using accessibility devices. Programs for children.
• Provide speakers on the following topics: Politics, How to choose and use eBook
textbooks, Science, English, and Cooking. Have Presentations appropriate for
people with learning disabilities - Maybe extended for Project Second Chance.

Question #4
Is there anything else you would like to add?

• Agencies such as Deaf Counseling Advocacy and Referral can go out and make
presentations for us.

• Library volunteer feels incompetent using a computer. She doesn’t know how to
help people because she doesn’t have the training. We need more training for our
volunteers.

• Library needs a key guard on the computer that allows people to key one
letter/number at a time. The key guard can be applied with Velcro and it fits over
a standard keyboard; every key has a hole.

• Audio on computers for scanning and reading aloud.

• Put a plastic cover over the fire alarm.

• Provide a mechanism in the library system to allow suggestions and feedback by
patrons as to what improvements might be done at each facility.

• People with disabilities have a responsibility to let people know what they need
have in terms of assistance. Staff offered to extend loan period on the item.

• Bathrooms need to be accessible by law. Boxes or cabinets can sometimes block
the way. Need hooks and mirrors that are lower.

• There is too much clutter posted on billboards; different colors and expired
events.

• Smoking in the surrounding area - People are too close to the building and smoke
comes into the library. For example: Concord Library

• Love the idea of having more sensitivity and awareness training for staff. Have a
one page document at desk listing the assitive technology that is available.

• Building issues (bathrooms and aisle ways) and library staff training issues
(online vs. paper card application).

• Disaster preparedness on how to alert those with hearing disabilities. Speak at a
normal rhythm.
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Building Features of the Walnut Creek Library for People with Varying Abilities

The Walnut Creek Library meets all requirements of the Americans with Disabilities Act (ADA) code.

Parking
- Seven designated parking stalls (5 garage; 2 surface lot)

Site
- Accessible paths to entrances
- Exterior/interior automatic door controls
- Automatic sliding door at east entry
- Automated book drop and manual book drop at accessible height
- Flush curb with tactile domes at drop off areas

Building
- Each restroom equipped with accessible stall and sink
- Accessible drinking fountains located on each floor
- Accessible main paths of travel
- Stairs have stripes of contrasting color; slip resistant

Building (continued)
- Easy to read signage
- All elevators are accessible
- Elevator control panel and signage meet ADA code

Furniture
- Accessible tables for reading, study, and computer use
- The information desk features an accessible counter
- Service desks and tables in the Conference and Oak View Rooms meet ADA requirements

Welcome to Walnut Creek Library

An Accessible Place for Everyone

ccclib.org
CONTRA COSTA COUNTY LIBRARY
Bringing People and Ideas Together

CITY OF WALNUT CREEK

Walnut Creek Library
1644 N. Broadway
Walnut Creek, CA 94596
925-977-3340
cclib.org

The City of Walnut Creek and the Contra Costa County Library are committed to improving access to people with disabilities, which means improved access for all.

The gift from Walnut Creek Lions Clubs will make the Walnut Creek Library the pilot library for testing some of the more costly assistive technologies for possible expansion into other libraries.
A generous gift from Walnut Creek Lions Clubs has made it possible for the new Walnut Creek Library to provide assistive devices for people with disabilities.

One Closed Circuit Television (CCTV), 22-inch screen Desktop Video Magnifier for reading newspapers or other printed text in the library—located on the 2nd floor near the library’s magazines, newspapers, and reference books.

**Assistive listening systems and ear-worn receivers**
(located in the Oak View Room, the Conference Room, and the Technology Center)

**T-coil loop** hearing assistance systems at all library service desks, including a portable unit at the children’s desk that can be checked out for use in meeting rooms, and a headphone at the first floor information desk for use by people without hearing aids.

**Four computers equipped with the following assistive technologies:**

**ZoomText** – a magnification system for use by people with low vision; provided by Contra Costa County Library

**NonVisual Desktop Access (NVDA)** - a free and open source screen reader for the Microsoft Windows operating system which provides feedback via synthetic speech and Braille.

The four assistive technology computers are located in the Browsing Area, the Children’s Area, the Adult Reference Area, and the Technology Center.

The Library provides the following **Low-Tech items:**

**20/20 Pen** – Provides clearer writing for visual tracking and helps with contrast; **Handheld 3X magnifier; Signature guide** for filling out and signing forms.

**22-inch Screen**

**Large Print Keyboard**

**Mouse with trackball**

For more information visit [http://guides.ccclib.org/accessibility](http://guides.ccclib.org/accessibility)