



Universal design

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designing services &
resources for people with a
broad range
of abilities & disabilities.



Accessible Libraries

- building/physical environment
- staff
- services
- adaptive technology
- electronic resources



Building/Physical Environment

- wheelchair accessible
- doorways 32" wide
- thresholds no higher than 1/2 inch
- aisles clear & wide
- service desk & book returns
- ramps & elevators
- large print & Braille signs/markers
- TTY/TDD devices
- study rooms & hearing protectors



Computer Workstations

- adjustable tables
- wrist rests
- document holders



Service Guidelines

- Show respect & consideration.
- Ask before helping.
- Talk directly to the person.
- Refer to disability only if relevant.
- Avoid negative descriptions.
- Refer to the person first.



Service Guidelines

- visual impairments
- learning disabilities
- mobility impairments
- speech impairments
- hearing impairments



Staff

- training
- services awareness
- large print name badges
- designated staff member



Library Services

- board of trustees/committees
- written services/procedures information
- phone, TDD, electronic mail options
- delivery services
- large print/Braille handouts
- talking book & Braille library applications
- reader/research assistance
- interpretive services