Universal design

= 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