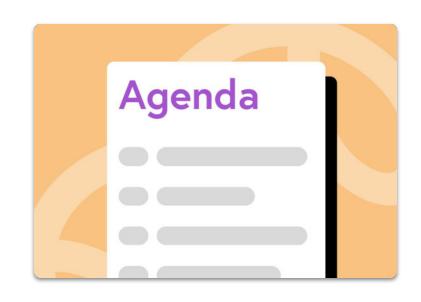
Libraries for All: Inclusive and Accessible Communication Strategies For People with Disabilities

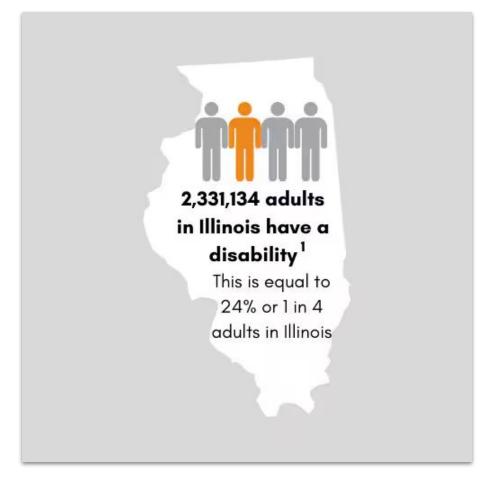


Presented by Renee Grassi Librarian and Accessibility Consultant

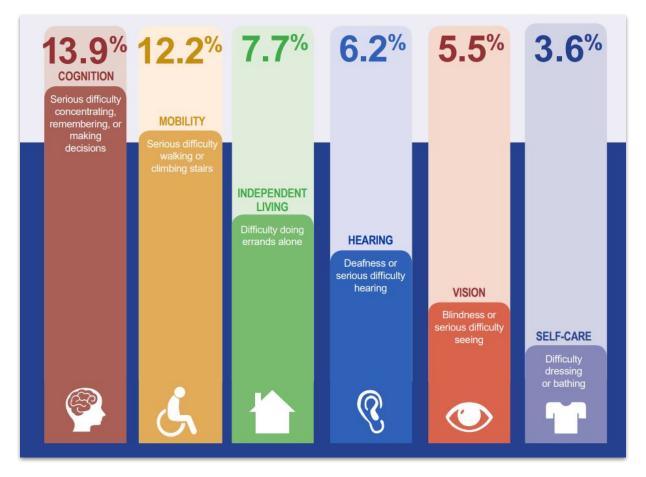
Topics We'll Discuss

- Building & Sustaining Trust
- What to Say & How to Say It
- Accessible Graphic Design
- Leveraging Your Online Presence
- Best Practices & Examples





https://www.cdc.gov/dhds/impacts/index.html



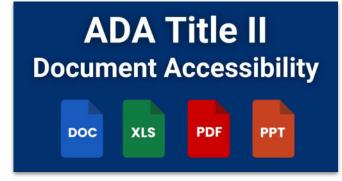
https://www.cdc.gov/disability-and-health/media/pdfs/disability-impacts-all-of-us-infographic.pdf

Compliance Is the Minimum

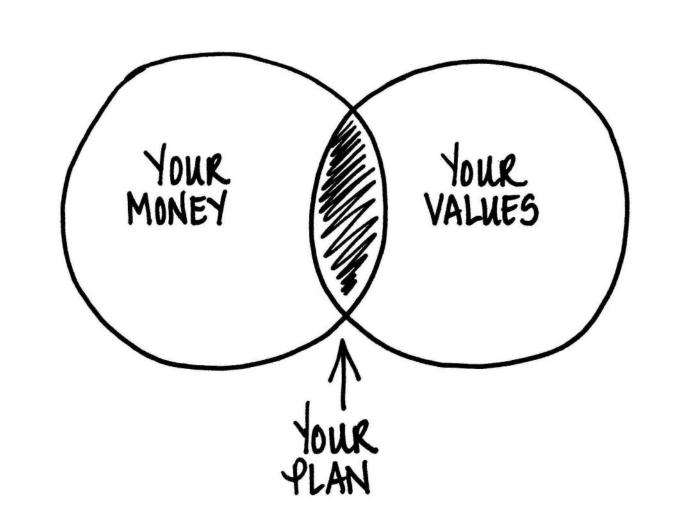












Building & Sustaining Trust





Inclusion means co-creation, participation & belonging.



OF reflects the diverse perspectives of the community

BY invites community co-creation

FOR creates meaningful experiences for their communities

Learn more about the OF/BY/FOR ALL Initiative: ofbyforall.org



Communication is a two-way street. Solicit and use community feedback to enhance library services.

Community Assessments, Surveys & Focus Groups



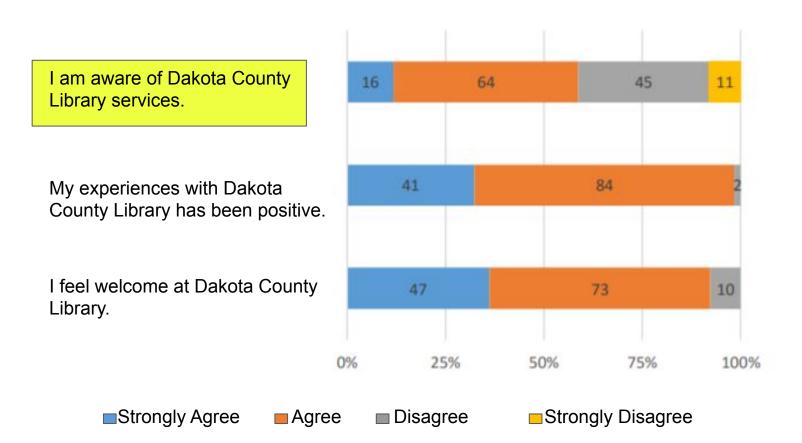
Learn about barriers to your library

- Physical & invisible
- Real & perceived
- Cultural & social
- Logistical & institutional

Analyze customer experiences

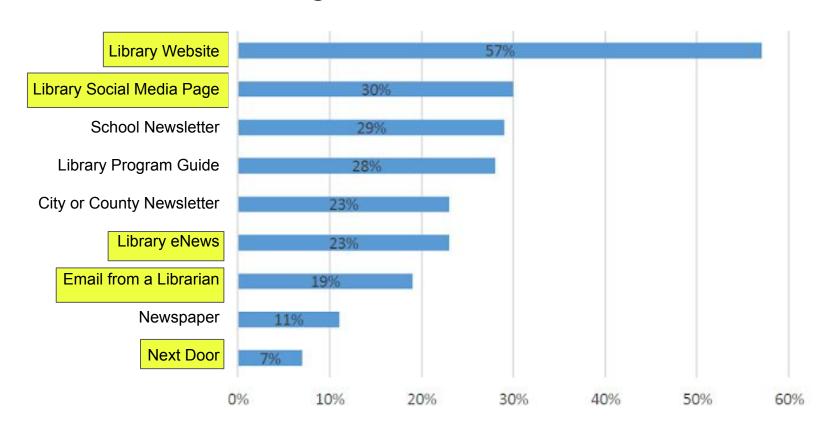
- Confirm what you think you know
- Ask about what you don't know
- Challenge assumptions
- Find opportunities to unlearn
- Gather new ideas for services
- Leverage existing partnerships
- Learn about your reputation
- Find out what you need to do better

Experiences with Dakota County Library



DAKOTA COUNTY LIBRARY

% of People Who Get Library Information from the Following Communication Methods





Building Authentic Relationships & Trust

- Validate experiences
- Be transparent and honest
- Learn people's names
- Be patient and understanding
- Avoid judgment
- Talk directly to the person and not just the caregiver

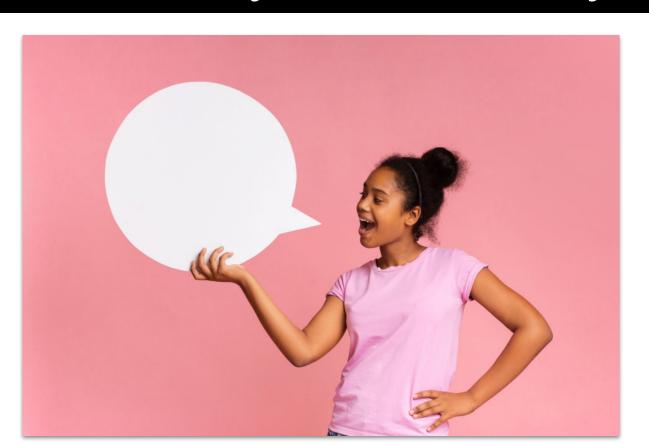


Embed Yourself in the Community

- Attend disability related resource fairs
- Staff a table at local 55+ care facilities
- Visit local special education schools
- Attend local Disability Pride Parades
- Join interagency groups supporting community health priorities
- Follow local, state and national chapters of disability organizations
- Join the conversation on social media
- Invite community members for tours and open houses



What to Say & How to Say It





Neutral Language

Instead of saying wheelchair-bound or confined to a wheelchair

Say wheelchair user

Instead of saying vision or hearing impaired

Say low vision or blind or deaf or hard of hearing

Instead of saying suffers from, is a victim of, is afflicted by, or is stricken with

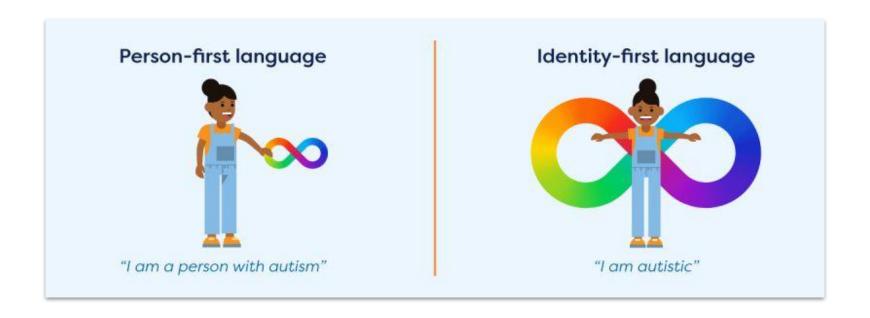
Say they have

Instead of saying able-bodied or normal

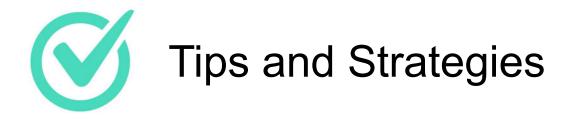
Say non-disabled or person without a disability



Person First vs. Identity First Language



Learn more: <u>askearn.org/page/people-first-language</u>



- Avoid library jargon and use plain language
- Do not use offensive terms (ex. crazy, psycho, lame, freak)
- Consider stigma and misconceptions
 - Summer Reading vs. Summer Discovery
 - Sensory Storytime vs. Sensory-Friendly Saturdays
 - Study Room vs. Meeting Room
- Write copy at a 5th Grade reading level

Plain Language Laws and Guidelines

https://www.plainlanguage.gov/

Inclusive Phrases (V)



- "All are welcome"
- "Participants of/for all abilities"
- "Sensory-friendly" or "Disability-friendly"
- "All reading levels welcome and supported"
- "Neurodivergent and neurotypical welcome"
- "Accessible parking available"
- "This program is designed to support people experiencing memory loss and their caregivers"

Guidelines for Writing About People With Disabilities:

https://adata.org/factsheet/ADANN-writing

Accommodations Statement

"We strive to make library events welcoming for people of all abilities. To request accommodations, call the library at XXX-XXX-XXXX or contact NAME at EMAIL. Find out more about our Accessibility Services webpage."

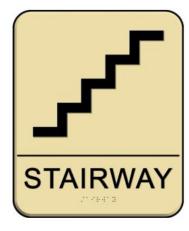


Accessible Graphic Design



Code Compliant Public Building Room Signage

- Tactile characters, including raised letters and Braille
- specific height requirements
- Font type and size requirements
- Non-glare materials
- Specific rating of color contrast





ADA Accessibility Standards: Signs

https://www.access-board.gov/ada/guides/chapter-7-signs

Supporting Deaf, Hard of Hearing and Visual Learners

- Visuals enhance communication Deaf and HH communities, Autistic and Neurotypical individuals
- Closed Captions support people with ADHD, Deaf and HH, and those who are learning English as a new language
- Represent multiple modes of communication in communication



Visual Design for Learning and Communicating

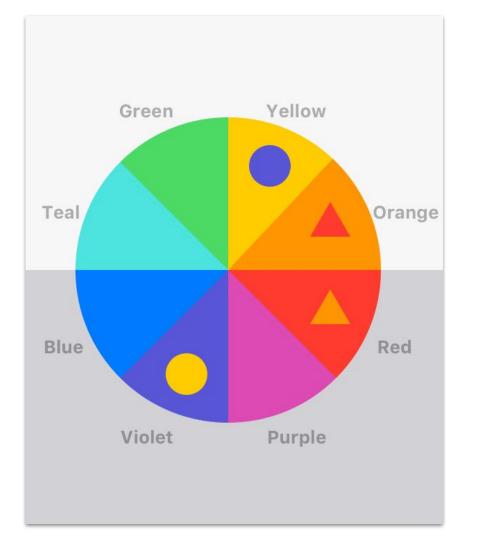
https://www.sproutlabs.com.au/blog/visual-design-for-learning/

Tips for Wayfinding & Signage

- Utilize text and pictograms (icons) together
- Avoid continuous capitals, italics or underlining
- Use large, clear and easy to read font and size
- Include space between letters, lines, paragraphs
- Design text that reads horizontally left to right
- Design text in straight left margin
- Print on matte paper to reduce glare



The Noun Project: thenounproject.com







Testing Color Contrast

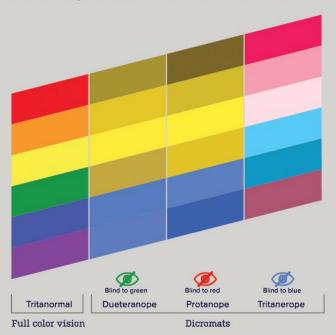
Contrast Checker Home > Resources > Contrast Checker	
Foreground Color #0000FF Lightness	#FFFFF Lightness
Contrast Ratio 8.59:1	

WebAIM: FREE Color Contrast Checker Tool

https://webaim.org/resources/contrastchecker/

designing for color blindness

Some people perceive colors in different ways, especially red, green and blue. Keeping that in mind when designing interfaces or pieces of communication, will ensure its effectiveness with all audiences.





Always use colors+symbols

When in need of communicating a message (i.e. "alert") use a combination of color and symbol or word, do not rely exclusively on the color.



A reduced color palette

A minimal color palette is more effective when using color to communicate information.



Use textures and patterns

Data visualization is better communicated through the use of textures or patterns in combination with color, rather than relying exclusively on color.

DON'T

use decorative typefaces that have hard to recognize characters.

DO

choose clear typefaces with letters that are easy to identify.

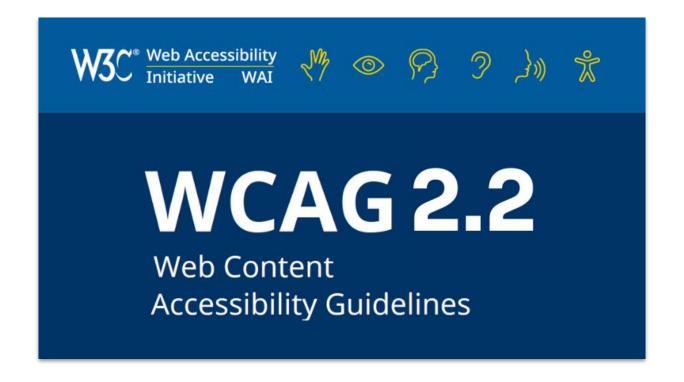
Lorem ipsum dolor sit amet, consectetuer adipiscing elit, sed diam nonummy nith evismod tinciclunt ut lacreet dolore magna aliquam erat volutpat.

Ut wisi enim ad minim veniam, quis nostrud exerci tation ullamcorper suscipit lobortis nisl ut aliquip ex ea commodo consequat.

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Leveraging Your Online Presence



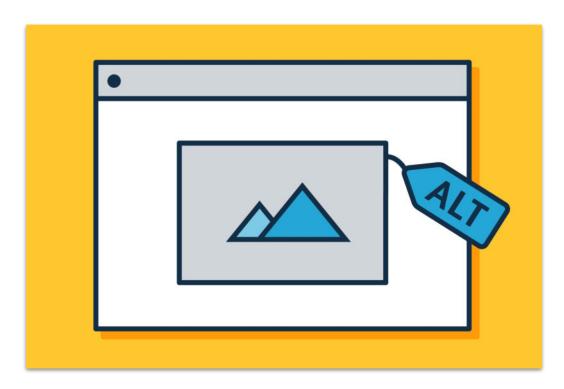


Web Content Accessibility Guidelines (WCAG) 2.2
Guidelines for your website, catalog, online calendar & more https://www.w3.org/TR/WCAG22/

- Guidance across platforms:
 - desktops
 - laptops
 - tablets
 - mobile devices
- Addresses the following:
 - blindness
 - low vision
 - deafness
 - hearing loss
 - mobility challenges
 - speech disabilities
 - cognitive disabilities
 - learning disabilities and others



What is Alt Text?



aka "Alternative Text""alt tag" or "image description"

Descriptive words that convey meaning of an image in a digital setting

Digital Accessibility: Alt Text https://accessibility.huit.harvard.edu/describe-content-images



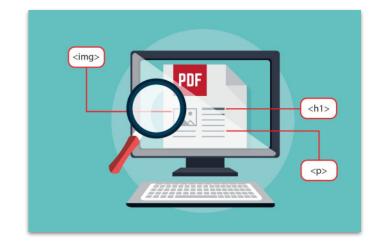
Accessibility for visual designers

https://digital.gov/guides/accessibility-for-teams/visual-design/

Build Accessible PDFs

Meets web accessibility standards

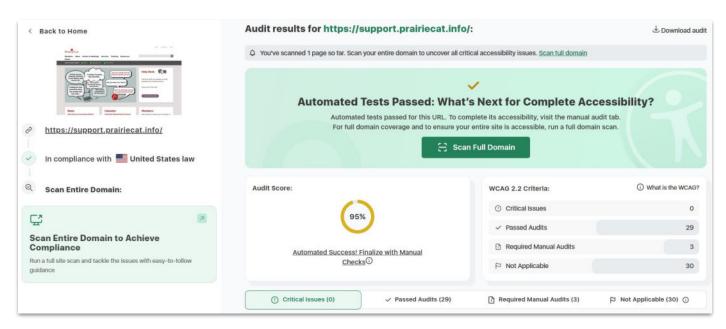
- Screen readers
- Text-to-speech programs
- Braille displays
- Use on mobile devices
- Use with screen magnifiers



What is an accessible PDF?

https://www.adobe.com/acrobat/hub/what-is-an-accessible-pdf.html





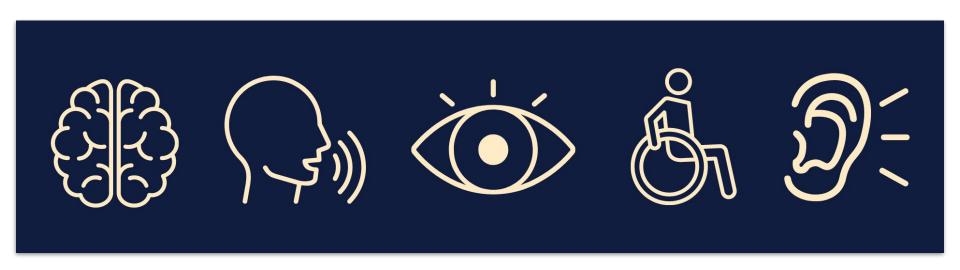
Accessibility Checker: https://www.accessibilitychecker.org/

Sign Language Interpretation Requests



- State that ASL interpretation is available upon request
- State if advanced notification is required and how much time needed
- Include contact name and email address
- Post online and in any event promo

Promote Your Accessible Services



Examples of Library Accessibility web pages

Dakota County (Minnesota) Library: https://www.nypl.org/accessibility
New York (New York) Public Library: https://skokielibrary.info/services/accessibility/
Skokie (Illinois) Public Library: https://skokielibrary.info/services/accessibility/

Best Practices for Accessibility



Provide Options for Customer Service

Contact Us

There are many ways to get answers to your library questions.

For basic assistance

Call your nearest library location during open hours.

Material renewal

Call the 24-hour renewal line at 651-450-2999.

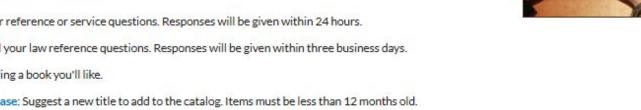
Ask a Librarian: Email your reference or service questions. Responses will be given within 24 hours.

Ask a Law Librarian: Email your law reference questions. Responses will be given within three business days.

Book Match: Get help finding a book you'll like.

Suggest an Item for Purchase: Suggest a new title to add to the catalog. Items must be less than 12 months old.

AskMN 24/7 Chat Reference Service: Have your reference questions answered 24-hours-a-day, 7-days-a-week.





Welcome to LibCh	a	t
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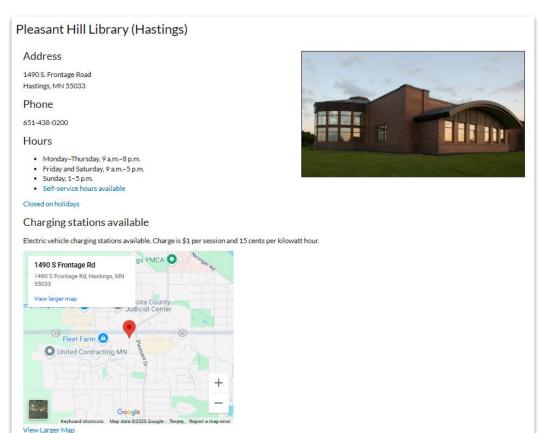
Name	

Start Chat

Offer Virtual Readers Advisory

Dakota County	
Book Match Request	
Required fields are marked with an asterisk *	
First Name *	
Last Name *	
Email *	
Do you want books for adults, teens or children? *	
~	
Which formats do you prefer? (check all that apply) *	
Book	
Large print book	
e-Book	
Audiobook on CD	
Downloadable audiobook	
What are you in the mood to read next (e.g., literary fiction, a myster specific setting or time period, etc.)? *	ry, a particular subject, a
What are some of your favorite books and/or authors related to this like about them?	request, and what did you
	,
Is there anything else we should factor into our recommendations (e book)?	.g., age, interest, length of
	,
Last Revision Date: 12/01/2021	
Submit Form	

Provide Visuals About Your Library



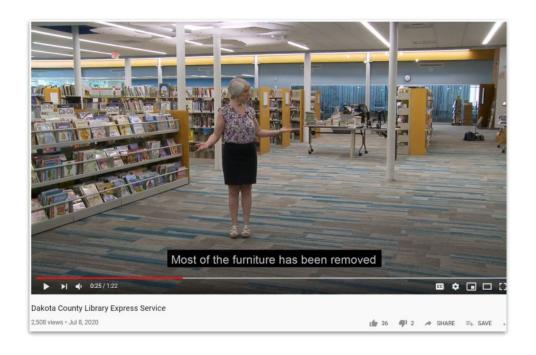
Create Library Building Maps



- Offer maps and signage to support navigation and wayfinding
- Identify desired behavior or communication
- Demarcate "Quiet" or "Social" zones
- Use clear labels with plain language
- Make map available in print and online
- Identify "Staff Only" areas and spaces "Unavailable" to public

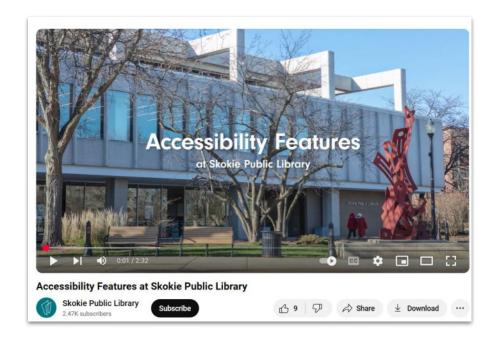
Oak Park Public Library's Library Floor Maps: https://www.oppl.org/wp-content/uploads/2021/02/Main-Library-Floor-Maps.pdf

Post Video Tours for Building Changes



Video: https://www.youtube.com/watch?v=X5wjaUl7lqk

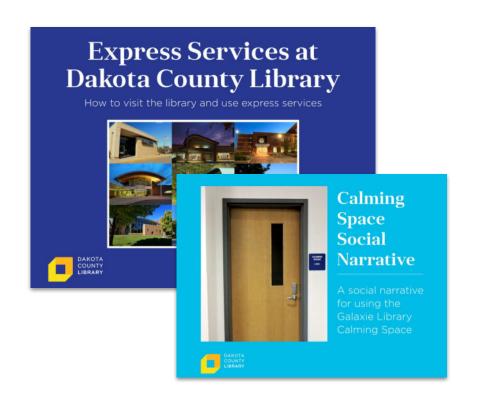
Promote Your Library's Accessibility

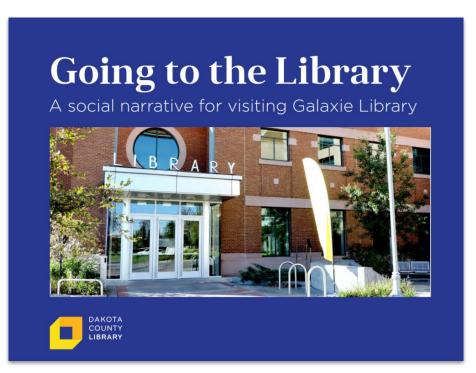


Skokie Public Library's Accessibility Video:

https://youtu.be/E5GI9yOu0nM

Provide Social Narratives





Learn more: https://www.co.dakota.mn.us/libraries/Using/Accessibility/

Develop Partnership Promo Videos



ASL Celebration Promotional Video: https://www.youtube.com/watch?v=tibHhG4hnzs

Feature People with Disabilities



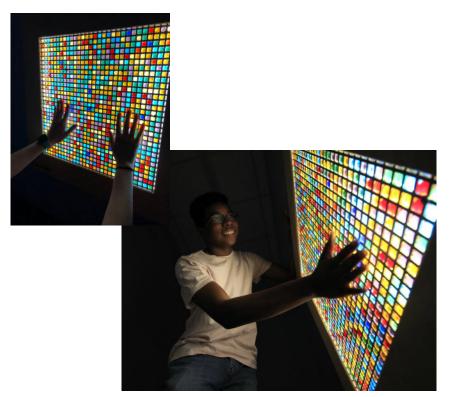
Photo Shoot with local teen with disabilities Promoting new Life Skills Kits







Photo Shoot with local teen with disabilities promoting new Calming Spaces





Write Inclusive Program Descriptions

Early Entry: An Accessibility Hour

Sunday, March 16, 2025 11:00 am - 12:00 pm West Entrance

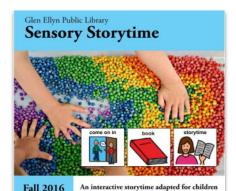
Families and individuals who need a quiet, uncrowded environment are invited to use the library before we open.

Explore the Kids Room, Teen Room, Studio, and materials on the first floor.

Enjoy games, crafts, and the option to interact with Rainbow Animal Assisted Therapy dogs. Adaptive supports and the Sensory Break Room will be available.

Children are invited to stay for Melody and Motion Sensory Storytime at 12:15 pm.

Registration required. Enter from the west side of the library.



with Autism or other special needs.

Sensory Storytime features books, activities, and music designed to engage the senses, with

Sensory Storytime features books, activities, and music designed to engage the senses, with part of each session reserved for sensory play and socialization. Children of all abilities, families, and siblings are encouraged to attend. For kids ages 3-8 with an adult.

Saturday, September 10 • 1:30 to 2:30 pm Saturday, October 8 • 1:30 to 2:30 pm



400 Duane Street Glen Ellyn, IL 60137 630-469-0879 gepl.org Saturday, November 12 • 1:30 to 2:30 pm

Reserve your spot at the Youth Information Desk, 630-790-6620 or at gepl.org.











Sat | Apr 5 | 10:30am or 3pm

Kids with sensory differences and/or disabilities and their families are invited to join us for a sensory-friendly storytime and playdate Enjoy a short story and lots of open, sensory-based play, in a smaller and quieter environment. This is a judgement-free zone where kids can participate as little or as much as they want, and families will have the opportunity to meet other families who are on similar journeys! The program is aimed at children ages 0-5. Siblings are



Register at www.greenwoodlibrary.us





OLYMPICS CHERRY



Pizza and Board Game Night

Group Games

6:00: Get to know you games:



- 1. Rock, Paper, Scissors 2. In a group at your table, everyone will play a game where you name 5 different things:
 - -5 things you put on pizza -5 vegetables

Eat Pizza

6:15: Eat pizza and drink soda together

Play Games



6:30-Board Games

7:00 p.m.

There will be different board games that you can play. Some of the games are: -Connect 4 -Jenga

Go Home



Time to say goodbye and go home.

All Ability Activities at the County Library **Summer Adventure** Bingo Bonanza Friday June 21st Friday June 28th 10:00 am- Noon **Enjoy some animal** crafts and play summer adventure bingo to win fun animal prizes! Activities are designed with Adults and Teens with intellectual disabilities in mind, but all abilities are welcome! Groups are Welcome, registration is recommended! The County Library | Draper 1136 E Pioneer Rd (12400 S) | Draper, Utah 84020 | 801.943.4636 | thecountylibrary.org





All Abilities Discovery

Explore this unique and inclusive event and discover nature, animals, science, crafts, and games in a welcoming and fun environment for individuals with enuro and physical divergence. This interactive gathering is open to people of all ages and abilities, and it is designed to foster a sense of community.

thecountylibrary.org/AllAbility

For more all-ability activities, search for "ability" at thecountylibrary.org/events





thecountylibrary.org

ALL ABILITIES FUN FRIDAYS

Higher needs adults ages 18+ are invited to explore, create and have fun in an inclusive environment! Supplies provided on a first come, first served basis. Different activities each month!



Main Library 2951 S. 21st Dr.

Friday, January 17th 11:00 AM - 12:00 PM Meeting Room A



Call Elia for more info: 928-373-6484

ALL ARE WELCOME:

Visit Galaxie Library for an inclusive and accessible library experience that welcomes people of all ages and abilities, including those who are on the autism spectrum or those with various sensory needs. Participate in art activities, complete a scavenger hunt, make a button, watch a 3-D printing demo, try Sensory Storytime and more. For more information, go to www.dakotacounty.us/library, search Early Open.

- > Presented in partnership with the Autism Society of Minnesota and Fraser
- Sponsored by the Minnesota Department of Human Services Disability Services Innovation Grant











EARLY ENTRY: AN ACCESSIBILITY HOUR

Sunday, February 16 at 11 am

Families and individuals with sensory sensitivities or disabilities are invited to explore the Kids Room and Teen Room before the library opens to the public.

Enjoy games, hands-on activities, and simple art, with an option to interact with Rainbow Animal Assisted Therapy dogs. Adaptive supports and the Sensory Break Room will be available. Children are invited to stay for Melody and Motion Sensory Storytime at 12:15 pm. Registration required. Enter from the west side of the library.



中南市:南南南南北南南市

A Community Conversation

To further disability and mental health inclusion in Apple Valley

Tuesday, Jan. 15, 6-7:30 p.m.

Dakota County Western Service Center 14955 Galaxie Ave., Apple Valley

中的中心

Individuals with disabilities live and work in our community. Join others from Apple Valley and neighboring areas for an important discussion about our dynamic community landscape and how we can foster acceptance and inclusion of people with disabilities and mental health challenges.

Discussion focus:

What it means to be inclusive

What resources are available to support people in the

Practical steps we can take to be welcoming

Visit www.dakotacounty.us search community conversation.









Communities Connect:

Focus Groups on Library Accessibility

SHARE YOUR THOUGHTS:

Help Dakota County Library enhance our services and build stronger relationships with you and the community. Join consultant and disability advocate Kevin James from K. James Consultations for an open dialogue about improving library experiences for people with disabilities and those who support individuals with disabilities. Share ideas and feedback to engage the Library in learning about our diverse community.

- American Sign Language interpretation will be
- Sponsored by the Minnesota Department of Human Services Disability Services Innovation Grant

DATES, TIMES AND LOCATIONS:

Thursday, September 19, 6:30 – 7:30 pm Wentworth Library 199 E. Wentworth Ave., West St. Paul 651-554-6800

Tuesday, September 24, 6:30 - 7:30 pm Farmington Library 508 Third Street, Farmington 651-438-0250

Thursday, September 26, 6:30 - 7:30 pm Burnhaven Library 1101 W. Co. Road 42, Burnsville 952-881-0300

Monday, September 30, 6:30 - 7:30 pm Galaxie Library 14955 Galaxie Ave., Apple Valley 952-891-7045









Design Accessible Signs & Graphics

Welcome back to the library!



Drop by during open hours for express services:







Use a computer



Check out items

Remember to follow our library safety guidelines:







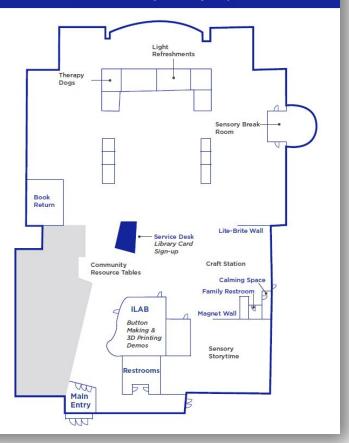
Stay 6 ft apart



Use hand sanitizer

Sensory-Friendly Early Open

Galaxie Library Activity Map



Sensory-Friendly Early Open

Program Outline

11 am-1 pm Explore the library

11 am-Noon Therapy Dog Station

L115 Meeting Room

12:15 pm Sensory Storytime

L139 Large Meeting Room

12:45 pm Overhead announcement made

1 pm Library opens to general public







- Accessibility kits
- > Audio books
- > Autism book club
- Calming spaces
- Computer classes
- Sensory-Friendly programs
- Social narratives
- > And more

www.dakotacounty.us/library



A Calming Space

At Dakota County Library, we want everyone to feel welcome and part of our Library community, so we now offer the Calming Space at Galaxie Library,

The Calming Space is specially designed for individuals who need a comforting space to regulate while at the Library, especially those with autism spectrum disorder, sensory processing differences or other disability. Anyone can use the Calming Space.

The space is equipped with a guide to using the Calming Space and tools and manipulatives including:

- > Comfortable seating
- > Adjustable lighting
- > Sound machine
- Noise-reducing headphones
- > Weighted blanket
- > Visual timer
- > Fidgets
- > Tactile objects



Going to the Library

Our social narrative "Going to the Library" helps explain what to expect during a visit to the Galaxie Library. Copies are available at the service desk, in the Calming Space or online at www.dakotacounty.us/library, search Accessibility.

Libraries can be busy places. We hope the Calming Space will help you and your family enjoy your visit to the Galaxie Library. If you have questions about the Calming Space, stop by our service desk or call 952-891-7045.

Furniture and materials are made possible by the Minnesota Department of Human Services Disability Services Innovation Grant,

Special thanks to the Autism Society of Minnesota and Fraser for their assistance and guidance.









Galaxie Library 14955 Galaxie Ave., Apple Valley, MN

Promote Mental Health Resources







Spotlight Collections



Arlington Heights Memorial Library Oct 11, 2024 · 3

Get ready for this month's Favorite Things! Join us as we discuss books, movies and more that feature diverse disability representation. Meet library staff as they share their suggestions and leave with a great list of recommendations. Then share your own favorites in the discussion that follows:

You can also check out our Spotlight on the Collection display on our first floor for additional Inclusion Awareness Month recommendations.

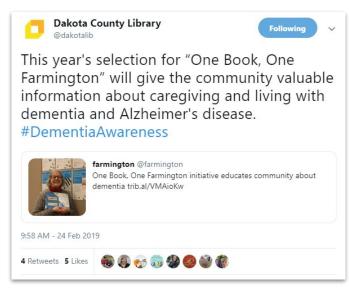
Date and time: Tuesday, October 22, 7-7:45 p.m.

Location: Zoom

Register: https://www.ahml.info/scheduling/reservation/

153206







Our new collection of Visit Kits is now available. These kits contain items designed for caregivers, family members, and friends to bring during visits with their loved ones who are experiencing memory loss. Materials in each kit are selected to gently spark memories, conversation and engagement. Check one out at the Wentworth Library, or place a hold through the catalog. https://www.co.dakota.mn.us/libraries/ BooksMaterials/2GoKits/Pages/default.aspx



18 Comments 40 Shares





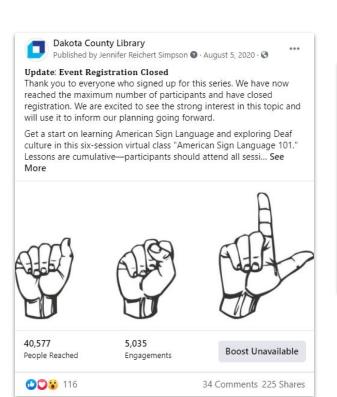








Promote Inclusive Programs







Families and individuals who need a quiet, uncrowded environment are invited to use the library before we open.

Enjoy games, crafts, a hands-on activity, and the option to interact with Rainbow Animal Assisted Therapy dogs.

Sunday, March 16, 11 am

https://skokielibrary.info/events/20022/early-entry-an-accessibility-hour



OO 9

1 share

Market Tools and Supports



What to expect

Illinois Assistive Technology Program (IATP) Tech Kitchen staff will demonstrate assistive technology for the kitchen including voice control options for appliances, apps that can help with reading recipes, and adaptive kitchen tools for food preparation and kitchen safety. Learn about resources, programs and vendor information available through IATP, a nonprofit agency that promotes the availability of assistive technology services and programs for people with disabilities. Q&A will follow.

Presented as part of Inclusion Awareness Month.

Date and time: Friday, October 25, 1-2 p.m.

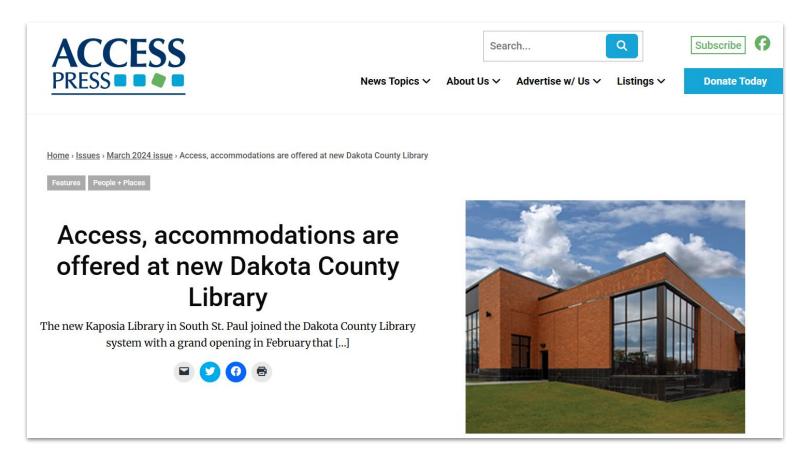
Location: Hendrickson Room

Register: https://www.ahml.info/scheduling/

reservation/160521



Spread Awareness Through Press Releases



Celebrate Successes





Additional Resources

Illinois Information Technology Accessibility Act (IITAA) https://doit.illinois.gov/initiatives/accessibility/iitaa.html

Section 504, Rehabilitation Act of 1973 https://www.dol.gov/agencies/oasam/centers-offices/civil-rights-center/statutes/section-504-rehabilitation-act-of-1973

ADA Requirements: Effective Communication https://www.ada.gov/resources/effective-communication/

IT Accessibility Laws and Policies: Section 508 https://www.section508.gov/manage/laws-and-policies/

Thank you!



Renee Grassi

www.reneegrassi.com