



Access @ Our Library: The Basics

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This Morning's Agenda:

- Quiz / Icebreaker
- ADA Title II responsibilities to public library users with disabilities:
 - Reasonable modifications to policies, practices & procedures
 - Effective communication & various disabilities

10-minute break

- SFPL specific policies & Accessibility Toolkits
- Questions & Answers
- Video – *The 10 Commandments of Communicating with People with Disabilities* (26 min.)

Disability Statistics



- Approximately 19% of SF's population has some type of disability
- 16.4% of people with disabilities are below poverty level (2X general population).
- This means that we are more likely to see clients with multiple disabilities in need of City services.
- Realistically the vast majority of your patrons have one or more visible or invisible disabilities.

The ADA: a Civil Rights Law, with Standard Expectations

- Don't Deny Participation or Service
- Don't Segregate
- Don't Retaliate or Coerce

Denial of Service or Participation

Example:

- A person using a wheelchair cannot access special programs offered at her local library branch because there is no accessible entrance.

Segregation

Example:

Instead of making branch libraries accessible, the City decides that individuals with mobility disabilities can get books delivered at home.

Retaliation or Coercion

Examples:

- A patron using a wheelchair who constantly complains to staff asks for assistance retrieving a book from a tall shelf. The staff ignore her requests and help other patrons instead.
- The same patron is told that she must get home delivered books if she needs assistance retrieving them from the shelf.

Review

- Self-assessment questions 1 and 2

How would you ensure accessibility to:

- A wheelchair user?
- A blind person?
- Someone who is hard of hearing?
- Someone with a cognitive disability?
- Someone with a psychiatric disability?



Programmatic Access

City services should be *“accessible to and usable by people with disabilities”*. It includes:

1. Reasonable modifications to policies & procedures
2. Communication access
3. Architectural access

WHEELCHAIR ACCESS **DISABILITY SENSITIVITY** **RTC** **TTY MACHINES** **ASSISTIVE LISTENING DEVICES**

**Would you like help with access to our services?
Please let us know!**

SIGN LANGUAGE **BRAILLE** **INFORMATION AND HELP** **Large Print** **AMPLIFIED PHONES**

Questions? Need more help?
Contact the Mayor's Office on Disability: PH: 554-6789; TTY 554-6799

The ADA is a Civil Rights Law with NEW Expectations

- Unlike other civil rights statutes, the ADA creates an affirmative obligation to create equal access so that people with disabilities have the same opportunity to benefit from a program, activity or service as others.
- We have the obligation to modify our policies, practices and procedures when needed to provide equal access – this is called a

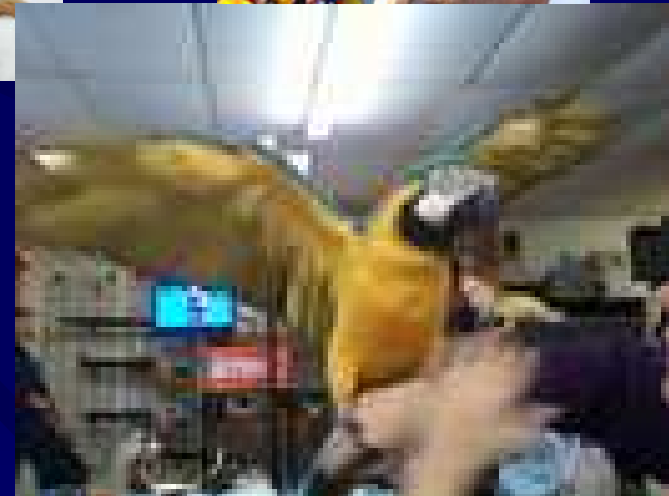
Reasonable Modification.

Examples

- Computer time – someone with a learning disability, compromised dexterity, or visual impairment might request additional time on the computer.
- Assistance in retrieving books – someone in a wheelchair or with limited reach, might request help in getting a book from a high shelf.

Pop Quiz!

Would You Allow These in Your Facility?



Emotional Support Animals

- Animals that are used as crime deterrents or for emotional support, well-being, comfort, or companionship are NOT considered service animals under the 2010 ADA.
- However, there are local / state laws and policies that expand the definition. SF policy remains as is pending DFEH guidance and City legislation.

**NO PETS
Service
Animals Only**

Additional Tips about Service/Support Animals:

- Must be on a tight leash or carrier.
- The person w/ the disability is responsible for its supervision & care.
- It can be excluded if its behavior cannot be controlled or it is not housebroken.
- You can ask **ONLY** if the disability is **NOT** apparent:
 1. Is this animal required because of a disability?
 2. What service does it provide?



Service and Support
Animals Welcome



Your Animal Must:



- Be under your control AND on a short leash or in a carrier



- Be housebroken



- NOT be disruptive or aggressive



- NOT be on furniture



- NOT fed or watered indoors

You Are Responsible for Your Animal's Behavior!

POP QUIZ!

Would You Allow These in the Library?

Wheelchair Definition

- A device designed solely for the use of a person w/ a mobility disability for locomotion in indoor & outdoor pedestrian areas. It may be manually-operated or power-driven.”
- The footprint is still limited to 30x48 inches.
- Examples are wheelchairs, scooters.

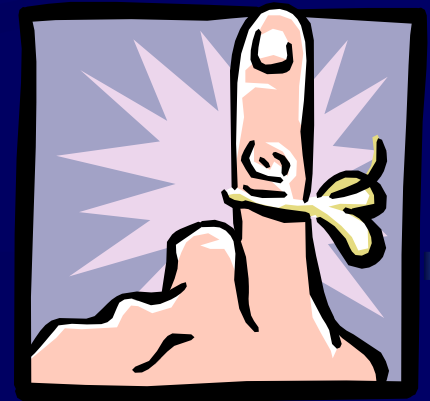
Electric Power Assistive Mobility Devices (EPAMD) Definition

- Devices not originally designed for the use of people w/ mobility disabilities, but nevertheless used for that purpose due to some additional benefit or sense of privacy they provide.
- Examples include Segways, golf carts, electric lawn mowers, etc.



Both Types Are Allowed under the 2010 ADA Standard!

Remember...



- Disability is not always visible.
- If a patron asks for a modification, do not assume that s/he is just trying to “get away” with anything.
- If the modification is simple and easy to provide “**Just Do it!**”

The Power of Language

- Words can bring people together, or result in negative attitudes and feelings and become offensive.
- Language communicates attitudes and can create internal images that lead to stereotypes.
- “People First” language is always appropriate, and shows patrons respect and emphasis on customer service.
- When referring to a customer with a disability, put the person first, followed by (only when relevant) a simple description of their disability.

Examples: a person with a disability, a person who uses a wheelchair, etc.

Effective Communication

- The City must provide people with disabilities the same opportunity as others to enjoy, receive and understand information from the City.
- When the City provides an auxiliary aid or service to ensure effective communication, the City must give primary consideration to the aid or service the individual with a disability has requested.

Effective Communication is *Required* in..

- Customer transactions & meetings
- Public events / community meetings
- Information dissemination
 - Brochures, maps, schedules & other print materials
 - Websites & other online information
 - Signage , electronic boards & information kiosks

For Deaf / HOH Customers	For Blind / Low Vision Customers
Sign Language Interpreters (ASL) (ESL)	Large Print (sans serif font size 18+)
Video Remote Interpreting (VRI)	Tactile Maps
Real Time Captioning / Assistive Listening Devices (ALD), pocket talkers	Accessible electronic docs & screen reading software, magnifiers
Open & Closed Captions for videos	Audio descriptions, verbal descriptions, readers

For People with Cognitive / Mental Disabilities

- Focus on one topic at the time
- Demonstrate verbal instructions
- Simplify concepts into smaller components
- Avoid baby talk, or other patronizing language
- Make associations with already familiar ideas
- Use pictures and other visual aids
- Inform people before transitions take place
- Respond to patrons' level of interest



You Can Create a Welcoming Library by Being *Proactive*...

- Sign language interpretation (upon request) for Story Time, or special event.
- Book of the City program – Braille or book on tape or CD-ROM.
- Purchasing materials in alternative formats where available.
- Offering a patron with a visible disability specific items on the accessibility toolkit.

Fundamental Alteration & Undue Administrative Burden

- A person who is blind, asks library staff to escort him to his bus stop two blocks away.
- A Deaf patron asks that Deaf Svcs staff accompanies her to a City Hall office to interpret.
- A patron comes into the library with his small service animal that roams about the library without a leash, barking and growling at others.
- A patron w/a mobility disability requests that staff assist him w/ copying an excessive amount of materials that takes over an hour to do.

Architectural Access & Maintenance of Accessible Features

- We have an obligation to deliver our programs and services in an accessible facility, even if it is already existing. Ways to provide physical accessibility, are through building alterations, redesign of equipment or delivery of programs in an alternate accessible location.
- We must maintain in working order equipment and features of facilities that are required to provide ready access , however, temporary interruptions due to maintenance and repair are allowable.
- SFPL's physical accessibility checklist.

Examples

- The lowered counter at the library's reference desk is cluttered with various forms and documents making the space unusable by customers using wheelchairs.
- Access aisles between the stacks are blocked by library carts.
- The Video Relay System at the Deaf Access library has been broken for months and it has not been scheduled for repair.

Review

- Self-assessment questions 3 through 8

Next Steps for Full Disability Access...

- Provide notice to your customers about disability access features & policies.
- Become familiar w/ your department's available resources AND Citywide for disability related issues.
- Develop policies in advance to handle disability related requests.
- Empower your staff w/ information, continuous training and the authority to do the "right thing".
- Always consult with your department's ADA coordinator.

Accessibility Toolkit

- Signature cards
- Book holders.
- Page magnifiers.
- Accessible technology software such as JAWS, Dragon NaturallySpeaking, etc.
- Others???

For a number of ADA Resources please
visit our website:

www.sfgov.org/mod

- *Citywide ADA Grievance Procedure:*
<http://www.sfgov2.org/index.aspx?page=496>
- *Accessible Public Events Checklist:*
<http://www.sfgov2.org/index.aspx?page=416>
- *Accessible Public Meeting Locations:*
<http://www.sfgov2.org/index.aspx?page=398>
- *Resources for Programmatic & Communication Access:*
<http://www.sfgov2.org/index.aspx?page=501>

We Are Here to Help !

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