

Preparing Staff to Serve Patrons with Disabilities

Barney Deane-Jones and Connie Van Fleet

Preparing Staff To Serve Patrons With Disabilities

Catherine Sheldrick Ross, Kirsti Nilsen



Preparing Staff To Serve Patrons With Disabilities:

Preparing Staff to Serve Patrons with Disabilities Courtney Deines-Jones, Connie Van Fleet, 1995 This manual provides the library manager with the background techniques and tools needed to prepare frontline staff to meet the challenge of providing one on one and general service excellence to patrons with disabilities in compliance with the Americans with Disabilities Act ADA

Making the Library Accessible for All Jane Vincent, 2024-03-12 Libraries hoping to make their services and programs fully accessible will want to check out this useful and thoughtful guide Highly recommended Library Journal Libraries have an ethical and usually a legal obligation to make their services accessible to disabled patrons and employees Making the Library Accessible for All is a single source guide that librarians can refer to when planning remediating or evaluating accessibility With a unique holistic approach it emphasizes the perception of people with disabilities as partners in meeting a common goal rather than as a population to be served Topics addressed and updated in this second edition include Multiple interviews with librarians and other experts in the field about proven accessibility strategies for libraries personal experiences and cutting edge innovations Innovations in providing assistive digital technology many of which are free or built into common programs An overview of changes coming to accessibility guidelines for digital content Up to date information on legislation that may affect some or all libraries An evaluation of how the COVID pandemic has changed both library services and patron needs

Creating Inclusive Library Environments Michelle Kowalsky, John Woodruff, 2016-10-31 Librarians are continually faced with challenges of how to best meet the needs of patrons with disabilities whether those patrons have physical or intellectual disabilities differing learning styles or even temporary problems which impact their access and may change over time And because planning considerations range from policies and organizational culture to facilities technologies and beyond librarians need a guide that covers everything areas that can be addressed quickly and easily as well as those that require long term strategies That guide is here Packed with research based best practices and handy checklists applicable to all types of libraries this comprehensive resource defines what makes environments barrier free whether physical or virtual and talks about how libraries can develop a user centered culture includes techniques for writing policies and procedures that are clear realistic and flexible provides strategies for setting up facilities training staff and maintaining daily operations discusses collaboration and outreach through community partnerships including ways to connect patrons with nonprofits and disability organizations offers programming and workshop ideas such as open houses tutorials and tours of the library delves into assistive technology website design making vendor purchased products accessible and other information technology issues and shares ideas for library assessment realigning strategies and staying current This planning guide will enable libraries to create and maintain a truly inclusive environment for all patrons

Library Outreach, Partnerships, and Distance Education Wendy Arent, Pixey Anne Mosley, 2024-11-15 Increase patronage with effective outreach strategies From the Introduction by Wendi Arant and Pixie

Anne Mosley Outreach is a concept that is gaining more and more significance for libraries particularly with the recent developments in information technology. Dictionaries define it as the act of extending services benefits etc to a wider section of the population. This definition also implies a mission to communicate a particular message to an audience in order to gain their support. Its meaning for libraries is profound having consequences for fund raising public service and public relations. Library Outreach Partnerships and Distance Education Reference Librarians at the Gateway focuses on extending community outreach in libraries toward a broader public by expanding services that are based on recent advances in information technology. This crucial volume with help you will explore many of the issues that are currently affecting libraries including the growth of technology and its effect on libraries and library users emerging literacy issues computer literacy non English speaking populations providing effective services to at risk populations diversity and multiculturalism and how they are changing the ways that libraries are used targeting and reaching specific user groups distance education bringing the mountain to Mohammed. If the public perception of libraries is ever to move beyond that of musty old book warehouses librarians must take a more active role in the development of new services and in heightening awareness of their existing services and collections. Library Outreach Partnerships and Distance Education presents ideas and strategies that are now being implemented around the United States to do just that. This book should be a part of every library's plans for the future.

Conducting the Reference Interview, Third Edition Catherine Sheldrick Ross ,Kirsti Nilsen ,Marie L.

Radford, 2019-07-03 Based on the latest research in communication theory but tailored specifically for real world application this updated manual speaks equally to the needs of students preparing to enter the profession and those who are already fielding reference inquiries. The authors working in consultation with a stellar advisory board of scholars and practitioners present a convenient and comprehensive resource that will teach you how to understand the needs of public academic and special library users across any virtual setting including email text messaging and social media as well as in traditional and face to face models of communication. Packed with exercises and examples to help you practice effective reference transactions and avoid common pitfalls this book tackles the fundamentals of the reference interview from why it's important in the first place to methods for setting the stage for a successful interview and techniques for finding out what the library user really wants to know. Covers the ins and outs of the readers advisory interview examines a wide range of contexts such as children young adults parents seniors adults from diverse communities and those with disabilities presents case studies of innovative reference and user encounters at a variety of libraries offers updated coverage of virtual reference including new research virtual reality transcripts and a look at crowd sourcing reference via social media features new content on common microaggressions with guidance on how to use awareness of emotion as a factor in reference interactions to ensure better outcomes discusses topics such as respecting protecting privacy overcoming assumptions implicit judgment the importance of context determining the real information need and many other lessons learned from challenging reference encounters and

thoroughly addresses policy and training procedures as well as the unique challenges faced by paraprofessionals and non degreed staff Find your bearings in the continually evolving hybrid reference environment through proven strategies advice exercises and research from three experts in the field **A guide to resource materials, for anti-poverty and**

community groups, on social analysis and linking practice and policy ,1998 *Communicating Professionally*

Catherine Sheldrick Ross,Kirsti Nilsen,2013-07-17 The new third edition of *Communicating Professionally* is completely revised with new sections outlining the opportunities offered by contemporary communication media **Lifelong Learning**

in Public Libraries Donna L. Gilton,2012-03-15 This book demonstrates that public librarians can promote learning by combining the elements of Information Literacy Instruction ILI with traditional practices of public libraries It not only provides background on ILI and current developments in public library instruction **Keep It Simple** Ravonne A.

Green,Vera Blair,2011-03-21 Simple straightforward guidance for the practitioner who wants to use assistive technologies to extend library access Keep it Simple A Guide to Assistive Technologies provides a basic tutorial on common assistive computer applications and commonly available inexpensive hardware and software to help librarians incorporate such aids into the library s current infrastructure Focusing on applications commonly available on Microsoft Office and other low cost technologies this book offers guidance for the practitioner that can help every library move toward universal access

Librarians will find advice on planning accessible services selecting appropriate assistive technologies marketing disability services and assistive technology and training staff in disability services issues and the use of assistive technology Individual chapters cover print hearing speech and mobility disabilities offering resources and tutorials for each of these disability categories Including Families of Children with Special Needs Carrie Scott Banks,Sandra Feinberg,Barbara A.

Jordan,Kathleen Deerr,Michelle Langa,2014 More than 6 5 million children in the US receive special education services in any given community approximately one child out of every six will get speech therapy go to counseling attend classes exclusively with other children with disabilities or receive some other service that allows him or her to learn This new revised edition is a step by step guide to serving children and youth with disabilities as well as the family members caregivers and other people involved in their lives The authors show how staff can enable full use of the library s resources by integrating the methods of educators medical and psychological therapists social workers librarians parents and other caregivers Widening the scope to address the needs of teens as well as preschool and school age children this edition also discusses the needs of Spanish speaking children with disabilities and their families looking at cultural competency as well as Spanish language resources Enhanced with checklists stories based on real experiences descriptions of model programs and resources and an overview of appropriate internet sites and services this how to gives thorough consideration to Partnering and collaborating with parents and other professionals Developing special collections and resources Assessing competencies and skills Principles underlying family centered services and resource based practices The interrelationship of early

intervention special education and library service This manual will prove valuable not only to children s services librarians outreach librarians and library administrators but also early intervention and family support professionals early childhood and special educators childcare workers daycare and after school program providers and policymakers Resources in Education ,1997 **Crash Course in Library Services to People with Disabilities** Ann Roberts,Richard J.

Smith,2010-03-23 This book helps libraries identify and implement new ways to serve their physically or mentally disabled patients Authors Ann Roberts and Dr Richard Smith work at the state level with persons with disabilities They find that very few librarians feel comfortable with providing services addressed to the needs of the disabled yet those who do offer services and programs other libraries can adopt and adapt Crash Course in Library Services to People with Disabilities will help librarians get up to speed in understanding disabled persons and what they can do to make library premises and holdings more accessible to them It provides basic information on the different types of mental and physical disabilities a librarian might encounter then offers a range of exemplary policies services and programs for people with disabilities efforts that are in place and working across the country **Electronic Resources Librarianship and Management of Digital**

Information Mark Jacobs,2013-10-18 Understand better how the role of ER librarian has changed through the years The advent of online information has not only changed tremendously the way that resources are stored and accessed but has caused the evolution of the library and information science profession itself Electronic Resources Librarianship and Management of Digital Information Emerging Professional Roles takes a comprehensive look at the position of electronic resources ER librarians the other people who work with e content what training and skills are needed the managing of e resources and what the proliferation of online information means for the future of libraries Respected experts provide a timely broad based analysis of the impact of the digital age on the profession libraries and the people in libraries who manage the information Electronic Resources Librarianship and Management of Digital Information Emerging Professional Roles is a concise and informative signpost on the way the library profession has responded to the advent of the digital information age This revealing volume explores where these professionals have gained their knowledge and skills what initiatives they have undertaken and made manifest how do or don t e resources fit in the scope of the traditional work that is performed in an academic library and the latest issues encountered with the new format The text is extensively referenced includes figures to illustrate concepts and tables to clearly present data Topics discussed in Electronic Resources Librarianship and Management of Digital Information Emerging Professional Roles include essential and preferred characteristics of electronic resources librarian the evolution of ER librarians duties the role of ER librarian in hybrid collections research on how well schools train ER librarians providing access to users with disabilities ER librarian role in corporate libraries altering workflows to accommodate the new electronic information format in academic libraries a comparison of the natures of print based and online resources and the cataloging maintenance and access issues a review of

the resources and tools that license practitioners use issues involving effective collaboration formal usability testing challenges in making the transition to digital factors affecting the handling of usage data the Government Printing Office's dissemination of electronic government information and more Electronic Resources Librarianship and Management of Digital Information Emerging Professional Roles is a valuable resource for librarians administrators educators and students considering this aspect of librarianship as a profession

Library and Information Science Michael F. Bemis, 2014-03-03

This unique annotated bibliography is a complete up to date guide to sources of information on library science covering recent books monographs periodicals and websites and selected works of historical importance In addition to compiling an invaluable list of sources Bemis digs deeper examining the strengths and weaknesses of key works A boon to researchers and practitioners alike this bibliography Includes coverage of subjects as diverse and vital as the history of librarianship its development as a profession the ethics of information science cataloging reference work and library architecture Encompasses encyclopedias dictionaries directories photographic surveys statistical publications and numerous electronic sources all categorized by subject Offers appendixes detailing leading professional organizations and publishers of library and information science literature This comprehensive bibliography of English language resources on librarianship the only one of its kind will prove invaluable to scholars students and anyone working in the field

Handbook of Research on Information and Records Management in the Fourth Industrial Revolution Chigwada, Josiline Phiri, Tsvuura, Godfrey, 2021-06-25

Information and records management has been an important part of society for establishing procedures to effectively manage information As technology has increased in society this essential function has been impacted as well With the onset of technological tools brought upon by the fourth industrial revolution technologies such as artificial intelligence the internet of things big data and more have changed the face of information and records management These technologies and tools have paved new ways for security efficiency in timely processes new ways to create and process records and other beneficial traits Along with these advancements come new contemporary issues leading to the need for research on how exactly information records management is functioning in modern times the technologies brought on by the fourth industrial revolution and both the benefits and challenges to this transition The Handbook of Research on Information and Records Management in the Fourth Industrial Revolution showcases contemporary issues and demonstrates the value of information and records management in the fourth industrial revolution The book provides a summary of the key activities undertaken by information and records managers as they seek to make records and information management more visible in the modern knowledge driven society The chapters highlight innovation the use of information and communication technology in information and records management best practices challenges encountered and how they are overcome The target audience of this book will be composed of professionals librarians archivists lecturers and researchers working in the field of library and information science along with practitioners academicians and students interested in information and

records management in the 21st century *Assistive Technologies in the Library* Barbara T. Mates, 2011-03-03 This sensitively written and practical guidebook will be an indispensable resource for ensuring that a library's offerings are accessible to everyone Reference Service Policies in ARL Libraries ,1994 **Pakistan Library Bulletin** ,1999

Making Libraries Accessible Char Booth, 2014-01-01 In this issue of Library Technology Reports editor Booth makes the case that that attention to the core principles of consistency flexibility and simplicity go hand in hand with libraries' commitments to open information and accessibility **The Christian Librarian** ,1995

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