



**International Federation of Library Associations
and Institutions**

Libraries Serving Disadvantaged Persons Section

NEWSLETTER

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Editorial

In this issue we reflect on the very successful IFLA Conference in Buenos Aires with the help of two participants, Edwin N Qobose and Joanne Locke (see pages 4-9). If you were unable to attend the Conference in person, take the opportunity to attend "virtually" by visiting the presentations of the joint session of Libraries for the Blind and LSDP Section (see pages 2-4).

Gothenburg, Sweden, is the venue for an exciting IFLA Satellite Meeting on 10-12 August 2005 on accessible libraries. The meeting is co-hosted by IFLA Libraries for the Blind Section and LSDP with Västra Götaland's regional library service. <http://www.bibl.vgregion.se/ifla>

The first day of the seminar opens with a series of talks on Sweden and Norway's policies on library access as well as presentations of library services in Västra Götaland. During the second day, the programme will include sessions on copyright and licensing, DAISY developments and accessible online catalogues.

If you know of other events, news and articles relevant to libraries serving disadvantaged persons, I would be delighted to receive copy for the next Newsletter.

Very best wishes for 2005!

Margaret E S Forrest
Editor

Next copy date is 15 May. 2005

Editorial address:

University of Dundee, School of Nursing
& Midwifery Library, Forth Avenue,
Kirkcaldy, KY2 5YS. Scotland. UK
m.e.s.forrest@dundee.ac.uk

IFLA Conference Review



World Library and Information Congress: 70th IFLA General Conference and Council
"Libraries: Tools for Education and Development"

August 22th - 27th 2004, Buenos Aires, Argentina

LSDP and the Libraries for the Blind Section presented an informative joint programme at this year's IFLA General Conference and Council. The title of our session was "Balance of Copyright and Licensing: Access to Information for Print Handicapped People".

The full text of several of the presentations are available from the IFLA Conference website at <http://www.ifla.org/IV/ifla70/prog04.htm>

Below is a list of the papers presented with abstracts and links to the full text version where available.

- Copyright protection as access barrier for people who read differently: the case for an international approach

JOHAN ROOS (South African Library for the Blind, South Africa)

Abstract: People with print disabilities have an interest in the contemporary debates concerning copyright. For them, copyright protection poses an access barrier. An accommodation that would

balance access needs with protection needs is therefore of great potential importance. Although people with print-disabilities have traditionally used Braille and audio materials to satisfy their reading needs, one should not, when considering access issues, confine the analysis to those media only. In a rapidly changing technological environment, accommodations are needed that will not become obsolete due to technological change that opens up new access opportunities. In a number of countries the problems posed by copyright protection as access barriers have received legislative attention in the form of attempts to remove them. Those attempts have not always given rise to perfect solutions. This paper is concerned with access barriers to print posed by copyright protection, by successes as well as unfortunate by-products of previous attempts to deal with those barriers, by technological developments that affect copyright protection, and it tries to isolate lessons learnt so far.

Full text at

<http://www.ifla.org/IV/ifla70/papers/147e-Roos.pdf>

- Copyright: How can barriers to access be removed? An action plan for the removal of some copyright barriers that prevent equitable access to information by people with print disabilities
STEPHEN KING (Royal National Institute of the Blind, UK) and DAVID MANN (RNIB UK: International copyright development for WBU supported by IFLA LBS and DAISY Consortium)

Abstract: This paper sets out an action plan for the removal of some copyright barriers that prevent people with print disabilities getting access to information, and in particular to the world library of accessible format materials. It updates on progress since the last report at IFLA Boston 2001. It reports on a proposed draft for country legislation developed by WIPO in response to our requests. It proposes a world wide action plan to have legislation based on this model implemented in all countries in the next four years. This requires co-ordinated action by IFLA and WBU2 members in all countries and will form the basis of a proposed World Blind Union action plan.

Full text at

http://www.ifla.org/IV/ifla70/papers/173e-King_Mann.pdf



Helen Brazier facilitating the LBS/LSDP session

- [Towards the ideal: steps to improved access](#)

VICTORIA OWEN (CNIB Library for the Blind, Toronto, Canada)

Abstract: The Library of the Canadian National Institute for the Blind (CNIB), a leader in library service development for people blind and print disabled, has embarked on two innovative plans to acquire

digital content from publishers, in order to facilitate alternate format



LSDP Standing Committee and guests

production of Braille, e-text and audio materials. CNIB Library has contracted for licensed access to the files of five Canadian publishers. The Library is also participating in a nationwide pilot project to establish a clearinghouse, to make publishers' files available to alternate format producers. These two creative solutions have a potential to be used as a model for resource sharing among libraries for the blind worldwide.

Full text at

<http://www.ifla.org/IV/ifla70/papers/121e-Owen.pdf>

- [Copyright exceptions for the visually impaired: international perspective](#)

GEIDY LUNG (Copyright Law Division, WIPO)

Abstract: The purpose of this note is to provide an informal overview of the copyright exceptions for the visually impaired and libraries for the blind at international level.

Full text at

<http://www.ifla.org/IV/ifla70/papers/177e-Lung.pdf>

- Perspectives from publishers and users in South America

ANA MARIA CABANELLAS DE LAS CUEVAS (Cámara Argentina del Libro, and International Publishers Association)

Full text not currently available.

- The Tiflolibros model: International cooperation for delivery of digital books to blind people

PABLO LECUONA (Tiflolibros, Argentina)

Full text not currently available.

LSDP Standing Committee Meetings

During the Buenos Aires Conference, the Standing Committee held two meetings attended by 3 members and 6 guests. Joanne Locke, LSDP Acting Chair, Secretary/Treasurer (incoming Chair), presided over the meetings. The primary topics of discussion were the election of officers; the Section's Strategic Plan 2004-2006; planning the Section's 2005 Oslo programme. Minutes of the Standing Committee minutes are available at <http://www.ifla.org/VII/s9/index.htm#Minutes>

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Personal Reflection of Conference

Edwin N Qobose, Deputy Director of Customer and Extension Services at the University of Botswana, shares with us his *personal reflections* of the LSDP session at the Buenos Aires Conference.

Preamble

The IFLA General Conference and Council at Buenos Aires in August was the second IFLA conference I had attended in my twenty-one years' career as a Librarian. The first time was back in 1989 in Paris, which coincided with the bi-centenary of the French revolution. The two conferences have something in common, and one of this is that the proceedings were mainly in French in Paris and predominantly Spanish in Argentina.

Unlike my first encounter in Paris, which was naturally so bewildering, my experience in Buenos Aires was much more coherent, I was more focused this time. I soon identified certain sessions to attend, and of course LSDP ranked high in my agenda.

Perhaps one may be interested in why I selected this particular section out of so many IFLA standing Committee sessions. Firstly, for three years, I lived with students with physical handicaps in a boarding school, and I began to appreciate their many challenges. Secondly, during my first year after library school, I became Reader Services Librarian, and one of my responsibilities was to provide services for our three blind students in their first year. This was yet another challenge early in my career. It was frustrating at times, but very rewarding indeed to witness the graduation of these people four years later. But above all, my first born was diagnosed with bilateral symmetrical flat hearing loss to profound severity at two years. So

services and in particular library services for persons with any form of disability or who needs special services is dear to my heart.



Edwin N Qobose

In our so called developing or underdeveloped countries, the definition of 'disadvantaged people' has a far deeper meaning than is the case in the Western context. To a large extent, most of our populations are poor, underprivileged and quite often illiterate, thus making it even more difficult to begin to cater for those with various forms of disabilities and their access to libraries and other social amenities.

Reflections on the LSDP session

"The section for Libraries Serving Disadvantaged Persons provides leadership to libraries, associations, and government bodies for the development of specialized services to those groups within the community who are unable to make use of conventional library services."

This would inevitably include visually handicapped or blind people.

It makes sense, therefore, that the Buenos Aires conference brought

together two sections, Libraries for the Blind with Libraries Serving Disadvantaged Persons.

I attended this combined session. Some eight papers were presented under the theme, "Balance of copyright and licensing: access to information for print handicapped people". Unfortunately, this was one of the sessions which was poorly attended. As we were seated listening to one presentation after another, people gradually walked out until only a handful were left by the end of the two hour session.

Recommendations

This was a small, and yet more effective session I attended through this conference. There are lessons learned and of course some recommendations from this initial encounter which I would like to make.

The first one which I raised at the conference is the obvious one: that it would be more cost effective and beneficial to all if IFLA could review the terms of reference of these two sections, namely that LSDP and Libraries for the Blind consider the possibility of merging. At the end of the day, LSDP is concerned with

"The Section for Libraries Serving Disadvantaged Persons is concerned with library and information services to all those groups within the community who for whatever reason are unable to make use of conventional library services"

Blind people are intrinsically part of these communities, and it is not clear

why they should have a separate section. It is interesting that the two have had joint deliberations in the past few years, but this should translate into formal restructuring of the sections

The second recommendation I would like to make, is that there is need to promote and maintain as much international representation as possible in the membership of the Standing Committee. A more concerted and deliberate effort must be made to have at least one representative, even if it is a corresponding each of the following regions: USA and Canada, Latin America and Caribbean, Western and Eastern Europe, Asia, Africa and Australia. Whilst it is not always practicable to travel from one part of the globe to the other due to financial constraints, it is possible to take advantage of available ICT facilities, by using email and/or video conferencing. All of which are relatively less expensive.

In the final analysis, this section of libraries serving disadvantaged people or persons presents special challenges for librarians from the developing world.

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From Buenos Aires to Oslo

Joanne Locke, Chair/Treasurer of LSDP reflects on her own impressions of the Buenos Aires Conference, IFLA business matters and looks forward to next year's conference in Oslo, Norway.

Buenos Aires

Very much a city of great contrasts, combining old and new, Buenos Aires was a perfect venue for our international conference, IFLA's 70th. With the conference taking place in two hotels, IFLA arranged for convenient and efficient shuttle service between the two. Otherwise, attendees were treated to an enjoyable walk passing an endless assortment of delicious restaurants, a picturesque marina, and some interesting shops.

As with all conferences, the key word is busy. It began for me on the first day with the first meeting of the Division II Coordinating Board of which our Section is a member. . Many issues were discussed, some of which were further discussed in our LSDP Section meetings. I would like to take the opportunity to share a few of these issues with you.

IFLA Finance

The financial situation of IFLA figured prominently. Eighty percent of the financing for IFLA is derived from membership fees. With increasing expenses and an ongoing aim to better serve its constituency, IFLA needs to secure additional steady methods of funding. Following up on this, section standing committee members were asked to sell raffle tickets. Each attendee had been asked to bring and donate an item which represented their country, which was to be raffled off. Although we had a limited window in which to sell the tickets, the raffle was a huge success, especially if you were a winner of one of the wonderful gifts

from the countries represented at the conference. I was fortunate enough to win some beautiful drawing pencils from Switzerland, while a friend, who had accompanied me to Buenos Aires, was the winner of a magnificent sweater characterized by traditional Norwegian design, and donated by the organizing committee for the Oslo conference. Proceeds from the raffle are being used to support a delegate from a developing country to attend an upcoming IFLA conference. Very exciting. A further suggestion, to be discussed at the mid-year meeting scheduled for March 2005 in London, is the creation of a Friends of IFLA group, much like the groups which are supportive of many of our libraries.

IFLA Projects

A second issue which I would like to bring to your attention, is the introduction of new procedures for the funding of IFLA projects. Prior to the conference, project proposals were divided into two categories. The first category was that of a small project, with funding not to exceed €1360 (Euros) tenable for a one year period. This category required approval by the Division III Coordinating Board and concurrence of the Professional Board. The second category was that of large projects, with funding over €1360, and duration of one year or beyond but not exceeding four years. This category required approval by both the Coordinating Board and the Professional Board. It has been decided that there will no longer be a distinction between the two categories. All project proposals

now require approval by the Professional Board. In order to aid the Professional Board in reaching a decision, the Coordinating Board of the respective division is to prioritize the project proposals and to submit their ranked list to the Professional Board for adjudication at the December meeting. The Division III Coordinating Board undertook this difficult task producing a ranked list as required. With the variety and quality of project proposals emanating from the sections, this was a daunting task.

Review of IFLA Sections

A third issue was that of the upcoming section evaluations. It is a goal of IFLA to review the respective mandate, goals, participation, and activities of the various sections with a view to ensuring optimum efficiency within the IFLA organization. Each division proposed a section to participate in the pilot project. The Library Services to Multicultural Populations Section will represent Division III for this exercise.

LSDP SC Meetings

Although few of our Standing Committee members were able to attend the conference, our meetings were well attended by visitors, some of whom have expressed an interest in membership within the Section. From the LSDP Standing Committee, I was joined by Teresa Pagès Gilibets from Spain and Gyda Skat Nielson from Denmark. Unfortunately, our chair Vibeke Lehmann was unable to attend due to a broken ankle and associated complications. I am pleased to

report that she is on the mend. Guests included Tay Ai Cheng (Singapore), Indalecia Maura Espinoza Correa (Peru), Mounir Khalil (USA), Liana Gonzalez Liesegang (Uruguay), Ricard José Mulleady (Argentina), Edwin Qobose (Botswana). Having such a diverse representation amongst the guests was stimulating and of great benefit. Their input to our discussions was most thoughtful and helpful.

A first order of business had been the confirmation of my position of Chair and Treasurer and that of Gyda Skat Nielson as Secretary. Margaret Forrest was welcomed as Information Coordinator, while Vibeke Lehmann was confirmed as a corresponding member.

Members of the LSDP Standing Committee reviewed the Strategic Plan 2004-2006 and made the appropriate updates to reflect the goals, objectives, and achievements of the Section. The Revised Plan can be viewed on the IFLA website.

Göteborg Satellite Programme

The most exciting topic up for discussion was the planning of the 2005 conference in Oslo and the joint satellite programme of our section with the Norwegian Archive, Library and Museum Authority, the IFLA Libraries for the Blind Section, and the Regional Libraries Västra Götaland. The satellite meeting scheduled for August 10-12, 2005 and to take place in Göteborg, Sweden will focus on Accessible Libraries, that is, promoting access to library services for people with reading disabilities. An attractive

brochure, developed to publicize the meeting, states that the first day of the seminar will open with a series of talks on Sweden and Norway's policies on library access as well as presentations of library services in the region. The second day features discussions of topics such as copyright and licensing, an update on the use of DAISY in developing countries, and news on on-line catalogues and other user friendly developments. Delegates will also be invited to visit four area libraries.

Oslo Conference Planning

The theme of the Oslo conference scheduled from August 14 -18, 2005 is partnership. Continuing with the accessibility theme, under the umbrella of partnership, preliminary plans for the LSDP workshop feature Mr. Mogens Wiederholt, Director of the Equal Opportunities Center for Disabled Persons, as a key speaker. At the initiative of Mr. Wiederholt, a questionnaire on accessibility to libraries in Denmark was circulated to libraries throughout the country. This has subsequently led to the development of a checklist by two of our Standing Committee members, Gyda Skat Nielson and Birgitta Irvall. The checklist will be featured at the satellite meeting and further introduced at the LSDP session.

Conclusion

Included in this newsletter, under the heading *IFLA Conference Review*, you are treated to abstracts of the various papers delivered at the Buenos Aires conference, together with links to the full text version. If you were not in attendance at the conference please take the time to

read the papers and “listen” first hand to the exciting initiatives which are taking place with regard to accessible information for print handicapped people.

Truly exciting and valuable work is being done by our section. We welcome all section members to participate fully however possible and hope to see you in Oslo.

Articles

The following article is reprinted with permission from the author and Sara Laughlin, Editor of *Interface*, the Newsletter of the Association for Specialized and Cooperative Library Agencies, a division of the American Library Association. The Web Companion to this Newsletter is available at <http://www.ala.org/ala/ascla/asclapubs/interface/interface.htm>

Accessibility at the Gallaudet University Library

Sarah Hamrick

Gallaudet University is the world's only liberal arts university for students who are deaf or hard of hearing, so accessibility issues at the Gallaudet University Library are a little unusual. Gallaudet is a bilingual community where everyone is expected to be fluent in both written English and American Sign Language. Deafness is not a disability on campus; it is the norm.

Most academic libraries invest a great deal of their accessibility budget and staff time into equipment

and software that literally reads text – converts text to audio so students with visual disabilities can listen to it. Like other universities, Gallaudet provides equipment and software that enlarges text on a monitor, but technology that converts text to speech has not been used.

Gallaudet students with disabilities are encouraged to register with the campus Office for Students with Disabilities (OSWD), which provides comprehensive services, including orientation and mobility, braille, low-vision interpreting, and note-taking. The library works with individual students and with OSWD to provide access to services and collections. Library staff arrange appropriate services to meet each student's needs, and requests were mostly routine until a new graduate student was admitted several years ago. This student was blind and hearing. He did not know tactile sign language (a method of signing by touch and movement used by deaf people with visual disabilities), so communication was an obstacle. He could communicate only with hearing staff members. Readers (individuals who read text and translate it into ASL) were of no use to him because OSWD readers are Gallaudet students, all of whom are deaf.

Library and OSWD staff met with the student's faculty advisor to create workable solutions. OSWD purchased screen reading equipment and software and contracted with an outside trainer to provide extensive technical instruction. Library staff planned to simply adapt their normal system of

serving deaf/blind students: a librarian would teach him how to search the online catalog and databases and would then deliver the materials selected to the OSWD offices (for braille or to use with the scanner and screen reading software). This was not easy. It took a long time for the student to learn how to use the screen reader, and some of the databases the library provides through commercial vendors are not entirely accessible. Like many students he wanted a librarian to create a search strategy, perform the search, interpret the search results, and select appropriate records from those results. The library's goal is to teach students how to perform research themselves, so staff had to find a way to provide him with the individualized learning he needed. There was some trial and error, but eventually he was assigned a personal librarian (the liaison to his academic department) who consults with him to create the best search strategies to find the information he needs. After they have worked together she completes the searches and sends the results to OSWD, where they assist him in reading the results.

This process has been time-consuming and is, admittedly, not entirely satisfactory for either the Library staff or the student. It is, however, a good example of the way accessibility in academic libraries often works. There is no one-size-fits-all approach. Each student must be treated as an individual.

For more information, contact Sarah E. Hamrick, Director of Information Services, Gallaudet University Library at sarah.hamrick@gallaudet.edu

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New Resources

Universal Access: Making Library Resources Accessible to People with Disabilities

DO-IT (Disabilities, Opportunities, Internetworking, and Technology), based at the University of Washington, USA, "serves to increase the successful participation of individuals with disabilities in challenging academic programs and careers such as those in science, engineering, mathematics, and technology." The DO-IT program obtains most of its funding from the National Science Foundation, the State of Washington, and the U.S. Department of Education.

On its website, DO-IT discusses the importance of universal access and design and provides a very useful checklist for libraries aiming to make their services accessible to all.

<http://www.washington.edu/doi/UA/PRESENT/libres.html>

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Education Technology Checklist

A new On-Line IT Accessibility Checklist for Educational Institutions is available which will be of interest to libraries as well as educational institutions. Schools, colleges and

universities at all levels face myriad challenges as they provide a technology-rich learning environment for students. One challenge they all face is to assure that all hardware and software is accessible to all students, instructors, and staff, including those with disabilities. This checklist was developed to

- provide educational entities with a means by which they can track their progress on goals related to improving the accessibility of their information technology for students, instructors, and staff with disabilities;
- provide an interactive tool with which users can learn about the process of creating an accessible technology environment.

<http://www.washington.edu/accessit/it-checklist/>

This checklist was developed by the [National Center on Accessible Information Technology in Education \(AccessIT\)](#) and the ten regional [ADA & IT Technical Assistance Centers](#).

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Worth Reading

Special Issue of HILJ

The September 2004 supplement of *Health Information and Libraries Journal* is a memorial issue in honour of Mona Going (1910-2003), a pioneering hospital and community care librarian.

Articles from Australia, England, Japan, the Netherlands and Northern Ireland include the following topics:

- housebound library services
- health website guidelines
- social inclusion and libraries
- library services for Deaf and visually impaired people
- reminiscence work

For more information, visit <http://www.blackwellpublishing.com/hir>

Social Exclusion and Libraries

“Tackling social exclusion: the hardest to reach” by John Pateman in *Information for Social Change*, (No.19, Summer 2004).
<http://www.libr.org/ISC/articles/19-Pateman-1.html>

In this article, John Pateman briefly describes the UK Government’s record in tackling social exclusion from 1997 and demonstrates how libraries can play a significant role in assisting with this work.

Public Libraries in Prisons Project

“Inside out: the Big Book Share” by Tricia Kings in *Library and Information Update* (Vol 3(1), January 2004).
<http://www.cilip.org.uk/publications/updatesmagazine/archive/archive2004/january/update0401a.htm>

This article describes how public libraries in England are working with prisons to help prisoners strengthen family bonds and their self-esteem.

LSDP Standing Committee 2004

Officers

Chair/Treasurer
Joanne Locke
Concordia University
Department of
Education, 7141
Sherbrooke St. West
AD 306-2, Montreal,
Quebec
Canada H4B 1R6
jloke@vax2.concordia.ca

Secretary
Gyda Skat Nielsen
Sölleröd Public Library
Holte Midtpunkt 23
2840 Holte, Denmark
gsn@sollerod.dk

Committee Members

Margaret E.S. Forrest
University of Dundee
School of Nursing &
Midwifery Library
Forth Avenue
Kirkcaldy, Scotland
KY2 5YS, UK
m.e.s.forrest@dundee.ac.uk

Claudie Guerin
Hopitaux de Paris
10 rue des Fosses
St. Marcel
75005 Paris,
France
claudie.guerin@sap.ap-hop-paris.fr

Birgitta Irvall
The Swedish Library of
Talking Books & Braille
S-122 88 Enskede,
Sweden
birgitta.irvall@tpb.se

Youngsook Lee
National Library of
Korea
San 60-1, Banpo-dong,
Secho-gu Seoul
Republic of Korea
ysooklee@nl.go.kr

Obianuju Mollel
John W. Scott Health
Sciences Library
Walter C. Mackenzie
Health Sciences Center
Edmonton, Alberta T6G
2B7, Canada
uju_mollel@yahoo.com

Maria José López-
Huertas Pérez
Universidad de
Granada, Campus
Universitario Cartuja
18071-Granada, Spain
mjlopez@ugr.es

Dominique Phaneuf
Correctional Service of
Canada, 242 Montée
Gagnon, Sainte-Anne-
des-Plaines
Québec J0N 1H0
phaneufdo@csc-scc.gc.ca

Vera Eltsova Strelkova
Russian State Library,
3/5 Vozdvizhenka,
Moscow, Russia
101000
mbs@rsl.ru

Corresponding Members

Teresa Pagès Gilibets
Lluís Castells 16
08830 St. Boi de
Llobregat
Barcelona, Spain
pagesgt@diba.es

Vibeke Lehmann
Dept of Corrections
3099 E. Washington
Ave., PO Box 7925
Madison, WI 53704
USA
vibeke.lehmann@doc.sate.wi.us

Misako Nomura
22-1 Toyama 1-chome,
Shinjuku-ku,
Tokyo, Japan
nomura@dinf.ne.jp

Nancy Mary Panella
St. Luke's Roosevelt
Hospital Center
1111 Amsterdam Ave.
New York, NY 10025,
USA
npanella@panix.com

José Díaz Roque
Calle 37 No 5615 e/56
y 58
CP 55100 Cienfuegos,
CUBA
bprqvaldes@libcfg.cult.cu

Advisor

Ka-Jo Carlsen
Høgåsvn 38,
1352 Kolsås, Norway
Fax: +47.67.53.9755