

Inclusive and Accessible Public Services: An Open Discussion

CARLI Public Services Committee – May 4, 2023

NOTES

Introduction & Moderator: Lesley Wolfgang

- [Committee roster, Survey Results](#)
- Survey: 58 responses indicated inclusive and accessible services and programming, led to this discussion

DISCUSSION

Libraries see diversity, equity, inclusion, and accessibility (DEIA) as an opportunity to improve their public services.

Merged & Hybrid Service Desks

- Several libraries merged Reference and Access Services/Circulation service points.
- One library no longer has reference staff sitting at the desk, their patrons prefer virtual and chat reference.
- Hybrid desk when other service desk downstairs is closed.
- Single access point when people walk in which simplifies and streamlines service. We've been encouraging student workers at the desk to welcome people when they come in.
- We've trained student workers to triage questions.

Making Services Easier to Access

- For our ESL students, our library integrates into their information literacy session the use of LibApps to facilitate creating their patron record and library card.
- Our library is removing physical and administrative barriers to library services as part of official library planning documents.

Web Pages/Technology

- We've created an accessibility page on our library website.
- Our adaptive technology described in detail on library website so patrons can determine if the resources available are worth an in-person visit.

Library Building and Spaces Changes

- Many campus buildings are closed for construction this summer. This was a natural opportunity to make the library spaces more welcoming to all and deliberately making it neurodiverse friendly by including noise reduction headphones, fidget spinners, air filters in study lounges, etc.
- We have a number of study rooms with one designed for accessibility. The room has special devices for assisting students. Due to demand for this accessible study room, librarians are now assessing all study rooms for accessibility.
- The accessibility and accommodations liaison librarian is creating a LibGuide and website to increase awareness about availability of their accessible study space and market these rooms to campus.
- Hoping to make more spaces available for neurodivergent students using university equity, diversity, and inclusion (EDI) funding. Library wants to pilot some things in August when funding becomes available.,

Library Collections

- Conducting diversity analysis of our library collections. Do they reflect the diversity of our community? We invite our users to share their recommendations with library staff.
- Library staff is reviewing designated DEI courses list. The library is prioritizing collection development for these courses.
- Library and Textbooks. Several libraries acquire or have a program to create textbooks as part of supporting student success. Examples include:
 - Buy all textbooks for developmental courses and purchase any textbook that costs more than \$75. Our library makes these purchases from the campus bookstore.
 - Purchase all textbooks that cost over \$40 if the text is available for library purchase. If we can, we buy the eBook version with multiuser access.
 - Our library has a long-standing policy of getting textbooks for library collection.
 - We buy all required textbooks for undergraduate courses.
 - The library gets free copies of most popular 50 textbooks from the bookstore as part of their contract with our college.
 - Our institution applied for CARLI Illinois SCOERs grant to develop an Open Educational Resources version of the first-year course textbook.

Campus Programming on DEIA

- Campus has an accessibility focused book club. Titles included:
 - Ladau, Emily. [Demystifying Disability: What to Know, What to Say, and How to Be an Ally](#). Emeryville, Ten Speed Press. 2021. [Link to I-Share](#)
 - Russell, Marta. [Capitalism & Disability: Selected Writings by Marta Russell](#). Chicago, IL: Haymarket Books. 2019. [Link to I-Share](#)
 - Paur, Jasbir K. [Right to Maim: Debility, Capacity, Disability](#). Durham: Duke University Press. 2017. [Link to I-Share](#)
- Zine Nights: having a program for creating an informal magazine.
- Little Food Library – our library provides free snacks for students.

Outreach to K-12 Schools

- Contacting high school administrators in our Community College district to encourage research visits.
- Provide instruction on site and collect library materials for a magnet elementary school program for students from underrepresented backgrounds.

Fines

- Most libraries represented by attendees have stopped charging fines entirely or only have fines for items in their reserve collection.