

Instrument 8

Services for students with disabilities

These two books contain examples of user's surveys

Hernon, Peter; Lann, Jennifer (2006). Refinement of data collection instrument. In: Hernon, Peter; Calvert, Philip J. (2006). *Improving the Quality of Library Services for Students with Disabilities*. Westport, CN: Libraries Unlimited. In this chapter under the Appendix: Service quality: Library collections and services for those with disabilities the reader will find an extensive user's survey that can be adapted, pages 151-156.

Brown, M. Suzanne; Freund, LeiLani (2010). *Services for users with disabilities*. SPEC kit; 321. Washington, DC: Association of Research Libraries. On Section: User Needs Assessment, part: University of Waterloo, *Library Survey of Information and Accessibility of Students with Disabilities*, Appendix A: Survey Questions, pages 165-167. This extensive user's survey can be adapted.

Also recommended:

Association of Specialized and Cooperative Library Agencies (2005). *Revised standards and guidelines of service for the Library of Congress network of libraries for the blind and physically handicapped*, 2005. Chicago: Association of Specialized and Cooperative Library Agencies, American Library Association.

Key Performance Indicator Handbook for Libraries Serving Print Disabled People (2012). Compiled by Jon Hardisty, Royal National Institute of Blind People, National Library Service, England; Sebastian Mundt, Hochschule der Medien Stuttgart, Germany. IFLA Section Libraries Serving Persons with Print Disabilities; IFLA Section Statistics and Evaluation.

https://www.ifla.org/files/assets/libraries-for-print-disabilities/publications/performance_indicators_lpd_final_2012-10-31.pdf