# Guidelines for Library Services to People who are Deaf, Hard of Hearing, and Deafblind: an overview

Dunja Marija Gabriel

National and University Library in Zagreb, Croatia

e-mail: dgabriel@nsk.hr

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The Uniqueness of Dialogue in Silence: Library Service to the Deaf, Hard of Hearing and Deafblind Community

# The Uniqueness of Dialogue in Silence: Library Service to the Deaf, Hard of Hearing, and Deafblind Community

- dialogue is the basis for the freedom of expression

- libraries have an important role in society as:

  ➤ information providers

  ➤ promoters of reading

  ➤ promoters of innovations and changes

- libraries organize programmes and services to:

  ➤ meet the needs of people with special needs

  ➤ offer the same level of library services available to the general public

# LSN Guidelines - **basic principles**

■ **Participatory** - developed in close cooperation with the target groups, according to the principle of the disability rights movement "Nothing about us without us"

■ **Non-discriminative** - recognize the human rights to equal treatment and opportunities for all

■ **Inclusive** - recommend inclusive services, perceived as part of a diverse range of library services, which in the best case benefit all users

# LSN Guidelines - **basic principles**

- **Intersectional** - take into consideration that people often face discrimination and barriers in several ways (homeless people, incarcerated persons)

- **Best Practice-oriented** - come from best practices, written for the library practice, don't claim to be scientific

- **Internationality** - claim to be adaptable worldwide

- **available electronically** in format accessible to people with reading difficulties (visually impaired, dyslectic people etc.)

# Guidelines for Library Services to People who are Deaf, Hard of Hearing, and Deafblind

- need to revise existing standard (2000)
- current Guidelines are out of date because of advances in:
  - information technology, social media, sign language
- current standard don't cover library and information needs of Deafblind population and should be expanded
- The purpose:
  - to raise awareness that this group of people can benefit from library services
  - to provide guidance to librarians, libraries and library associations in organizing library services for them
  - to give examples of how libraries can serving this group of people

# Working group for developing new Guidelines

- **Co-chairs:**
- ➢ Marie-Noëlle Andissac, Toulouse Public Library – Accessible services (France) (2017-2018)
- ➢ Dunja Marija Gabriel, National and University library in Zagreb (Croatia) (2017 – 2019)
- ➢ Maela Rakočević Uvodić, Zagreb City Libraries (Croatia), sign language interpreter for deaf & deafblind (Croatia) (2019)

# Working group for developing new Guidelines

- **Gallaudet University** (USA) - Sarah Hamrick (Library Public Services)

- **Maryland Deaf Cultural Digital Library** (USA) - Susan F. Cohen (Project Coordinator, Services to the Deaf and Hard of Hearing Community, Germantown Library)

- **DC Public Library** (USA) - Janice Rosen (Deaf Services)

- **Nashville Public Library** (USA) - Sandy Cohen (Library Services for Deaf and Hard of Hearing)

- **San Francisco Public Library** (USA) - Marti Goddard (Access Services Manager)

# Working group for developing new Guidelines

- **German Institute for Human Rights** (Germany) - Anne Sieberns

- **Assistive Technology Development Organization** (Japan) - Misako Nomura

- **Library of Congress** (USA) - Christopher J. Corrigan (Digital Reference Librarian)

- **Architecture Interiors and Urban Design** (USA) - **Traci Engel Lesneski**, secretary of Library Buildings and Equipment Section

- **McGill University, Schulich library of science** (Montreal, Canada) - Martin Morris

- **Sainte Catherine University** (Minnessotta, USA) - Jeremy Matt Meinhardt (student in information science)

# Project page - https://www.ifla.org/node/11624

- **Workshop** on Library Services to Deaf People in Washington at the Gallaudet University (Washington 2017)
  - participation of different librarians who are involved in services for patrons who are deaf or hard of hearing

- Outcomes (2017):
  - **develop the outline on Guidelines** (based on suggestions to what should be included in the Guidelines)
  - **assemble a list of members of the Working group** for developing new Guidelines
  - **assign topics among the members** of the Working group regarding writing the chapters

# Project page - https://www.ifla.org/node/11624

➤ **2017-2018:**

- prepare and release questionnaire (survey) to libraries around the world to collect examples of good practice in organizing library services

➤ **2018:**

- find the consultant for the Guidelines for Deaf and Hard of Hearing

- prepare first draft of the Guidelines

- distribute first draft for review to the consultat

➤ **2018-2019:**

- collect the answers to the questionnaire, process the answers, prepare survey

# Project page - https://www.ifla.org/node/11624

➢ **2018-2019:**

- expand the first draft of the Guidelines regarding library services to people who are Deafblind - **it's for the first time the Guidelines includes the Deafblind**

➢ **2019:**

- distribute the expanded first draft for review to the consultat for Deafblind

- revise Guidelines based on input received

- prepare the second draft of the guidelines (including survey)

- work on edits

- **Complete Guidelines**

➢ 2020 (January) - submit Guidelines to IFLA for approval

# Outline on Guidelines – Table of Contents :

- Introduction
- Description of population
- Deaf Culture
- Human Right Perspective
- Communication with people who are Deaf, Hard of Hearing and Deafblind
- Policies (Services, Communication and technology)
- Space design
- Staff
- Parthership and funding
- Advocacy and public relations
- Results of the Survey – examples of good practice
- Definitions (list of terms)

# Survey on Library Programmes and Services for People who are Deaf, Hard of hearing, and Deafblind

- conducted internationally in 2018 and 2019

- gather examples of how libraries are serving this group of people

- survey consists of several parts:

➢ **1.1 Library programmes** (workshops, lectures, exhibitions, reading clubs)

➢ **1.2 Services** (sign language interpreters, close vision and tactile interpreters, cued speech transliteration services)

➢ **1.3 Materials**

- collections on Deaf culture and the deafblind community

- materials with translation to sign language, films, video recordings in sign language, audio recordings with textual explanations, audio files available in transcript, captioned video materials

➢ **1.4 Space Design** (without barriers, with visual markings and assistive CT)

# Parts of the Survey on Library Programmes and Services

➢ **2. Employees and work with the users**

- programmes for education of the library employees about ways to communicate and work with people who are deaf, hard of hearing and deafblind

- ways of communication among library employees and this group of people (lipreading, sign language, email, instant messaging, video chat)

- use of assistive communication technology in the library (textual phone – TTY, video phone, phones with increased volume, audio  inductive loops, social media, tweet, email, chat, video calls)

# Parts of the Survey on Library Programmes and Services

➢ **3. Cooperation**

- cooperation with other libraries, organizations and institutions for this group of people, advocating integration into the community

- ways of promotion of library programmes and services (public relations and marketing, public and social media, websites)

➢ **4. Other**

- funding/sources of financing

- measuring the outcomes of the services

- policies about library servics to people with disabilities

# Survey on Library Programmes and Services for People who are Deaf, Hard of hearing, and Deafblind

- responds to 24 survey from 4 continents:
- North America (4)
- South America (1)
- Australia (2)
- Asia (1)
- Europe (16 – Finland, Belgium, France, Slovenia, Croatia)

- results of the Survey geather variety of information sources and can help in set-up a library for the Deaf

# Challenges in developing Guidelines

- find a new co-chair for developing the new Guidelines
  - ➢ **Maela Rakočević Uvodić** (Zagreb City Libraries, Croatia)

- find the authors for all the chapters who are not members of WG

- find 2 consultants:
  - ➢ for Deaf and Hard of Hearing: **Dorijana Kavčić** (Croatian Association of the Deaf and Hard of Hearing)
  - ➢ for Deafblind: **Sanja Tarczay** (President of the European Deafblind Union)

- **Funding** for developing the Guidelines

# Content challenges:

- differences in the perception of deafness among deaf and hard of hearing
- culturally being deaf or hard of hearing refers to people who are medically hard of hearing & consider themselves culturally deaf & part of deaf community
- difference between cultural deafness and those with profound hearing loss is indicated in the way the word "deaf" is written
- "deaf" spelled with a lowercase "d" indicates hearing loss and the person may not necessarily consider themselves part of "deaf culture"
- if the word "Deaf" is written with a capital D, it indicates deaf culture when referring to a particular group of deaf people who share a language (ASL - American Sign Language, BSL - British Sign Language etc.)
- Deaf are often characterized by the use of the sign language and a firm sense of solidarity and connection and the acceptance of the „Deaf culture"

# Content challenges

- **The Marrakesh Treaty** to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled
  - ➤ the agreement focuses on copyright exceptions to facilitate the creation of accessible versions of books and other copyrighted works
  - ➤ presents an opportunity for access to printed works for blind and other print-handicapped persons
  - ➤ remove some of the key barriers to access to information by people with print disabilities
- the Treaty will only be effective:
  - ➤ where it has been incorporated into national law (copyright exception) & when libraries (play a key role in facilitating access) are using it

# The Marrakesh Treaty – interpretation –

■ **Question:** Why are so many different interpretations of Marakesh Treaty regarding the eligibility of Deaf, Hard of hearing & Deafblind under the Treaty?

■ **Answers: what about online formats?**

➢ in the USA the Treaty does not cover deaf and hard of hearing and **only applies to people with print disabilities**

➢ it would be necessary to expand USA Copyright Law to include exceptions for people with hearing disabilities, but the motion industry would oppose it

➢ Copyright laws vary widely from country to country and some countries have exceptions for educational uses, and others do not

➢ some countries already had an exception for people with hearing disabilities or the deafblind before the Treaty was ratified

**Thank You!**