

**Inexpensive Solutions for Providing
Resources and Services to
People with Disabilities
in Tennessee Libraries**

Anne Pemberton,

Instructional Services Coordinator,

University of North Carolina, Wilmington

and

Dr. J. Michael Pemberton

Professor, School of Information Sciences,

University of Tennessee, Knoxville

In 2003, "[Services to Persons with Disabilities in Tennessee Libraries: What has Changed in Twenty Years?](#)" was published in *Tennessee Libraries*. The article detailed the results of studies published in 1982 and 2002 which measured services to patrons with disabilities in both public and academic libraries. The 2002 study revealed that unfortunately, little had improved in twenty years. While in some categories, the libraries of 2002 had improved, the improvement was so little that it was hard to give any positive credit to these areas of services where libraries have only slightly improved. And unfortunately, in some cases services had actually eroded in the last twenty years.

Fewer libraries had conducted a community analysis. Fewer libraries were offering referrals. Fewer libraries offered an orientation or training on disability services to their employees. Less than 30 percent of responding libraries in 2002 had a written policy on these services. Only 12 percent

had attempted to secure any funding for new or improved services. Less than ten percent of libraries had any staff that had any professional training in the area of disability services. Only 13 percent of responding libraries had a fully accessible website. Fortunately, physical access to and navigation within buildings has improved in the last twenty years.

As noted in the 2003 article, with 22% of the state's population having one or more disabilities, librarians need to review their efforts at meeting the needs of those with disabilities. One major road block to providing excellent, if not adequate, services to patrons with disabilities is funding. Libraries are faced with shrinking budgets and smaller staff sizes and do not always have the money or time to maintain existing services let alone implement new ones. Fortunately, there are many low-cost and no-cost solutions to implement and provide resources and services for people with disabilities. Most of the following suggestions focus on assistive or adaptive technology as those resources are typically the ones with the greatest expense. As with services to any user group, librarians need to be creative and flexible. These suggestions may help librarians provide resources and services to a population that is clearly underserved.

First Steps

- **Educate Yourself.** There are thousands of articles, books, and websites available to learn about serving the needs of people with disabilities. Lists of suggested readings and websites are given below. Learn about what disabilities are, how they impact lives, and what solutions there are. Learn about available assistive technology and how it can help your users. Go to training when affordable and available. The Tennessee Disability Training Network (<http://kc.vanderbilt.edu/tnpathfinder/calendar.html>) has a searchable database of training opportunities.
- **Get Comfortable Talking About Disabilities.** There are several freely available websites that offer suggestions on etiquette, sensitivity, and “dos and don’ts.” For example, the City of San Antonio’s Planning Department offers a “disability etiquette handbook” online: http://www.sanantonio.gov/ada/handbook_Front.asp. The FCC also offers suggestions: http://www.fcc.gov/cgb/dro/504/disability_primer_4.html

- **Talk to the Experts.** There are people available to help you. Look for people in the community who have the knowledge and experience to help you improve your services and resources. The Alliance for Technology Access (<http://www.ataccess.org/community/centers.lasso>) has several Tennessee centers that you can consult with. “The Alliance for Technology Access is a national network of Resource Members (Centers and Consultants), Associates, and Vendors working to connect people with disabilities to the tools they need. This is accomplished through demonstration, training, consulting, outreach and advocacy activities” (<http://www.ATAccess.org>). In addition, community technology centers, regional organizations (e.g., ILCTC <http://www.ILCTC.org>), and the national Community Technology Centers’ Network (CTCNet) (<http://www.CTCNet.org>) “are working in mainstream community organizations and environments to ensure that everyone who might benefit becomes aware of available technology and has the information needed to obtain and use it successfully” (<http://www.ataccess.org/resources/lowcostnocost/LowCostNoCostATAguide.pdf>). For academic libraries, consult with your campus disability services office.
- **Talk to Your Users and Potential Users.** Find out what your users need. Form a users’ group or committee that can advise you and give you suggestions for what is needed. Make sure the group is diverse. If you are in an academic library, you should consult your university or college disability services office for suggested members. For public libraries, talk to your patrons and your staff. Find out if they have suggestions for potential participating members. Consult with social services associations in your area as well as interest and support groups.
- **Conduct a Community Analysis.** Identify published demographics on numbers of people with disabilities in the community and state (including geographic concentrations). Look at community populations compared to national populations. A notable example of the planning process for a community analysis for libraries is available from the Nebraska Library Commission: <http://www.nlc.state.ne.us/libdev/Fundamentals/planproc.html>
- **Find Out What Other Libraries Doing.** Are your peer libraries providing services you do not? If a library has a webpage, does it mention anything about resources or services they used for people

with disabilities? Call or e-mail contacts at libraries and ask for advice. Did they get a grant? Who did they consult? Can they share any other information?

- **Use Listservs to seek advice and gather information:**
 - ADAPT-L. An online discussion group that focuses on adaptive technology and libraries. To join, send electronic mail to listserv@american.edu with no subject but one line of text: "subscribe adapt-l Firstname Lastname".
 - AXSLIB-L. An online discussion group for librarians about accessibility and assistive technology. To join, send email to listserv@american.edu with no subject but one line of text: "subscribe adapt-l Firstname Lastname".
 - DISLISEM. A listserv for librarians and other information professionals concerned with disabilities. To subscribe, send a message to listserv@vm.sc.edu. In the body of the message, type: subscribe dislitem [first name] [last name]
 - Disability Resources provides lists of useful listservs for librarians: <http://www.disabilityresources.org/DRMLibs-list.html>
 - University of Maryland Disability Listserv Lists: <http://www.inform.umd.edu/EdRes/Topic/Diversity/Specific/Disability/Listservs/>
- **Make Your Website Accessible.** Making your website accessible should be a priority. Your website is being used by people you may not see in the library. They may be using their own assistive technology to use your library's resources online. If your website is not accessible, they will not be able to get information from the site. In essence, this would be the same as locking your library's doors to certain groups of people. For more information, see Celia Szarejko's article, [Accessibility and the Virtual Library](#) in this issue of *TL*.

Tips for Web Accessibility:

- Check your work: Validate. Use tools, checklist, and guidelines at <http://www.w3.org/TR/WCAG>;
- Frames: Use the noframes element and meaningful titles;
- Graphs/charts: Summarize or use the "longdesc" attribute;
- Hypertext links: Use text that makes sense when read out of context (avoid "click here");
- Images/animation: Use the "alt" attribute to describe the function of each visual;

- Image maps: Use the client-side map element and text for hot spots;
- Multimedia: Provide captioning and transcripts of audio and descriptions of video;
- Page organization: Use headings, lists, and consistent structure (use CSS where possible);
- Scripts/applets/plug-ins: Provide alternative content in case active features are inaccessible or unsupported;
- Tables: Make line-by-line reading sensible. Summarize.

Resources/Tools

- “All Things Web: Could Helen Keller Read Your Page?” (<http://www.pantos.org/atw/35412.html>)
 - Bobby (for testing whole websites – free version of Bobby now called “WebXACT”) <http://www.watchfire.com/products/desktop/bobby/default.aspx>
 - Tools listed by WebAble (<http://www.webable.com/library/validation.html>)
 - W3C Guidelines (<http://www.w3.org/WAI>)
 - WebAIM (<http://www.webaim.org/>)
 - Web Content Accessibility Guidelines Working Group (<http://www.w3.org/WAI/GL/>)
 - WebXACT (formerly “Bobby”) (<http://webxact.watchfire.com/>)
-
- **Talk to Library Staff.** Have in-house training and workshops about issues relating to disabilities and assistive technology. Talk about the importance of serving people with disabilities. Invite speakers from the community or from disability services if you are in an academic library to talk about the needs of those with disabilities, how people with disabilities use or are not able to use libraries, etc. Make sure that all new employees are given an orientation to assistive technology. Make sure that part of all staff orientation procedures includes a discussion related to resources and services for people with disabilities.
 - **Create Written Policies and Procedures.** Establish a mission statement. Make sure documentation is available for staff on how to use any assistive technology. Be specific about what services you will

and will not provide. An excellent example of such a written policy was created by the American University Library in Massachusetts: <http://www.library.american.edu/about/policies/disabilities.html>.

- **Create Print or Online Guides** that list local, state, and national resources for people with disabilities.
- **Evaluate the Physical Space of Your Library.** Do you have accessible parking? Are aisle ways clear? Do you have automatic doors? Ramps? Elevators? The Americans with Disabilities Act Accessibility Guidelines (ADAAG) Checklist for Buildings and Facilities is a comprehensive checklist to determine accessibility of your library. “The purpose of this checklist is to enable people to survey places of public accommodation, commercial facilities, and transportation facilities for compliance with the new construction and alterations requirements of Title II, Subtitle B (Public Transportation) and Title III of the ADA. It can also be used to identify barriers in existing buildings. No special training is needed to use this checklist. It can be used by businesses, building owners and managers, State and local governments, design professionals, or concerned citizens.” It’s freely available online: <http://www.access-board.gov/adaag/checklist/a16.html>.
- **Promote Your Resources and Services.** If you already have some established services and resources, make sure people know about them. Have an open house. Distribute flyers. Talk to people in the community or on campus about what you provide. Generate a discussion about your resources and services.

Once you have taken the initial steps suggested above, you can focus on specific resources and services you should provide. The following are suggestions and referrals for low-cost or no-cost resources for specific user groups.

Serving People Who are Blind or Visually Impaired and those with Learning Disabilities

Often, resources created for and used by those who are blind or have visual impairments will also serve those with learning disabilities.

- **The Library for the Blind and Physically Handicapped** operated by the Tennessee State Library and Archives in Nashville (<http://www.tennessee.gov/tsla/lbph/index.htm>) provides loans of

recorded, large print and Braille books and magazines, music scores in large print and Braille, and special playback equipment. The LBPH book collection of over 50,000 titles includes popular fiction and nonfiction, best sellers, classics, history, biographies, religious literature, children's books and books in foreign language. There are over 70 popular magazines available. Descriptive videos are also available. For more information on this library and its services, see the article by [Hemphill and Byrne](#) in this issue of TL. The Library for the Blind and Physically Handicapped also provides a free newsletter, *Window to the World*. It's a quarterly publication with articles on new features, staff, and other items of interest for LBPH patrons. It can be printed directly from their website, <http://www.tennessee.gov/tsla/lbph/newsletter.htm>. Users will need to fill out an application and mail it in for free services. Eligibility must be certified by specific community professionals, based on having any of the following conditions:

- Legally Blind--vision of 20/200 or less with glasses; visual field 20 degrees;
 - Visually Impaired--difficulty focusing or reading standard print without special aids other than glasses;
 - Physically Impaired--difficulty holding a book or turning the pages;
 - Reading Disabled--due to an organic dysfunction such as dyslexia.
- Information about programs in other states is available from the **Library of Congress National Library Service for the Blind and Physically Handicapped**, <http://www.loc.gov/nls/find.html>, or by phone 1-888-NLS-READ (1-888-657-7323).
 - **Recording for the Blind and Dyslexic**, <http://www.rkbd.org/> was founded in 1948 as a not-for-profit to supply recorded books for blind students and professionals who needed textbooks in school or work. They offer more than 104,000 titles in their catalog, and recently distributed 241,281 recorded textbooks to 137,025 users around the world. There are units across the nation, including one in Oak Ridge, Tennessee (phone: 865-483-9934).

Technology (Screen Readers, Screen Magnification, etc.)

One of the most popular screen magnification software packages available, ZoomText, costs just under \$600. Screen Readers such as JAWS and

scanning and reading systems like Kurzweil have costs beginning at \$900, making it impossible for libraries with no means to pay for this equipment. But there are other options if you are unable to afford these tools.

- If you're using **Windows** on your public terminals, Microsoft provides some accessibility settings and tools that are integrated into their operating systems. Click on "Control Panel" and "Accessibility Options" to change settings that will benefit users. For tools, click "Start," point to "All Programs," point to "Accessories," point to "Accessibility."
 - **Accessibility Wizard** will configure the computer for the specific needs of the user and guides you through the process of customizing your computer with tools designed to help meet your vision, hearing, or mobility needs. Accessibility options (such as StickyKeys, ShowSounds, and Mousekeys) help users with disabilities to make full use of the computer. Some of the options, such as MouseKeys, may be of interest to all users. Once the Accessibility tools are set up, they can be accessed through "Control Panel" and the "Accessibility" menu. The accessibility tools that ship with Windows are intended to provide a minimum level of functionality for users with special needs. Most users with disabilities will need utility programs with more advanced functionality for daily use.
 - **Magnifier** is a display utility that makes the screen more readable for users who have impaired vision. Magnifier creates a separate window that displays a magnified portion of your screen. You can also change the color scheme of the magnification window for easier visibility. You can move or resize the Magnifier window, or drag it to the edge of the screen and lock it into place. Magnifier is intended to provide a minimum level of functionality for users with slight visual impairments.
 - **Narrator** is a text-to-speech utility for users who are blind or have impaired vision. Narrator reads what is displayed on your screen: the contents of the active window, menu options, or the text you have typed. Narrator is designed to work with Notepad, Wordpad, "Control Panel" programs, Internet Explorer, the Windows desktop, and Windows setup. Narrator may not read words aloud correctly in other programs.

- **On-Screen Keyboard** is a utility that displays a virtual keyboard on the screen and allows users with mobility impairments to type data using a pointing device or joystick. On-Screen Keyboard is intended to provide a minimum level of functionality for users with mobility impairments.
 - Additional information, including tutorials and documentation are available on the “Accessibility at Microsoft” website: <http://www.microsoft.com/enable/>.
- **Apple** also provides accessibility tools within the MAC OS (<http://www.apple.com/accessibility/>). Options include:
 - Zoom
 - Full keyboard navigation
 - Sticky keys/Slow keys
 - Mouse keys
 - QuickTime: Closed Captioning
 - Visual Alert
 - Spoken items
 - Talking alerts
 - Speech recognition
 - Display Adjustment

Free Software

Screen Readers

- **Browsealoud** (<http://www.browsealoud.com/>) is a free “Web Site Speech Enabler.” Browsealoud speech-enables web sites and thereby improves accessibility by reading the text that users require with the hover of a mouse. It is designed for use with Internet Explorer 5.5, Netscape Navigator 7, and Mozilla 1.7.3 upwards. It is helpful for those with dyslexia and mild visual impairments.
- **Help Read** (<http://helpread.com/>) is a free screen reader. Developed by the Hawaii Education Literacy Project (HELP), this program uses a text-to-speech synthesizer and can read text files, web pages, e-books, and text in the windows clipboard.
- **NaturalReader** (<http://www.naturalreaders.com/>) is software that converts any text into natural sounding voices. NaturalReader reads text directly from applications, without having to copy and paste. The Professional version is free and uses premium Natural Voice

synthesis to convert any text into spoken words or MP3/WAV audio files.

- **ReadPlease** (<http://www.readplease.com/>) is a free text-to-speech reader that can read text copied from text in any window. The ReadPlease display allows customization of background color, font style and color, and a slider bar to control text size. ReadPlease 2003 is a free version that never expires. ReadPlease Plus 2003 has a free trial period of 30-days after which you may purchase a registration code to unlock the software.

Screen Magnification

- **Aldo's Magnifier** (<http://www.aldostools.com/magnifier.html>) is a freeware clone of the Microsoft Magnifier. It magnifies the area around your mouse cursor up to 4 times.
- **Dragnifier** (<http://www.halley.cc/stuff/dragnifier.html>) is a free screen magnifier for Windows utilities. Dragnifier magnifies all Windows applications 2, 4 or 8 times in a small area around the mouse cursor.
- **Fatbits 2.0** (<http://www.digitalmantra.com/fatbits/>) magnifies an area around the mouse cursor, performs text smoothing, and can modify the colors it displays to help those with color vision deficiency.

Other Tools

- **pwWebSpeak** (<http://www.soundlinks.com/pwgen.htm>) is an Internet browser designed for users who wish to access the Internet in a non-visual or combined auditory and visual means. This includes blind or partially sighted users, people with dyslexia or learning difficulties, and users who are learning new languages. It is designed to interact directly with the information on a web page, and to translate it into speech, as well as providing a magnified visual display. If you are a visually impaired individual or are using the software to evaluate sites for accessibility, you may use the software freely, but will not be entitled to support.
- **Pointers and timers** (<http://rbx.de/big-cursors/>) offers downloads of large, thick, black versions of Windows pointers and timers. This is useful to those with limited visual acuity or for those with motor impairments who need a larger icon to manipulate.

Other Sites for Downloads

http://www.magnifiers.org/links/Download_Software/

<http://www.e-bility.com/links/software.php>

Free trials and demos are often available. You do not have to purchase any software or hardware without evaluating it first. Ask your users with disabilities to evaluate software and hardware before making any purchase. The “Access & Productivity Tools” website (<http://www.synapseadaptive.com/demosite/demosite.htm>) offers links to several time-limited trials for a variety of assistive technology products.

Serving People Who Are Deaf or Hearing Impaired

- If your library cannot afford a TTY or TTD machine, you might think about using instant messenger to communicate with those who are deaf or hearing impaired. Unfortunately this will benefit only those users with computers who also use instant messenger technology, but this is a step in the right direction. You can download a variety of chat software for free. AOL’s AIM (<http://www.aim.com>) is one option.
- Tennessee does have a free relay service. “As a service to Tennessee’s deaf, deaf-blind, hard-of-hearing, and hearing and speech-impaired community, the Tennessee Relay Center (TRC) provides free, statewide assisted telephone service to those with speech, hearing, and visual impairments. A person using a TTY or TB device (TTY or TB machines are optional for deaf-blind persons) types his or her conversation. The typed message is relayed by a Relay Center specialist, called a Communications Assistant (CA), who reads the message to the person using a standard telephone. The CA communicates the hearing person’s spoken words by typing them back to the TTY user. All calls are confidential” (<http://www.state.tn.us/tra/relaycenter.htm>). Tennessee Relay Services can be reached by simply dialing one of the following telephone numbers:

Statewide Access: 711

TTY/PC Users: 800-848-0298

Voice Users: 800-848-0299

Espanol: 866-503-0263

Speech-to-Speech: 866-503-0264

900 Access: 900-476-2727 (TTY)

Customer Service: 866-503-0262 (Voice, TTY, ASCII, STS)

- Someone on your staff might consider learning to use sign language. Perhaps someone on your library staff already uses sign language. There are several online ASL (American Sign Language) websites available for learning some basic signs. This site has instructions for signing many words: <http://www.masterstech-home.com/ASLDict.html>. Ask someone in the community to come and give training to your staff on basic signing.
- Microsoft offers SoundSentry for those “who have difficulty hearing system sounds generated by the computer. SoundSentry allows you to change settings to generate visual warnings, such as a blinking title bar or a flashing border, whenever the computer generates a sound.” To use, open “Accessibility Options” from the “Control Panel.” On the Sound tab, under SoundSentry, select the Use SoundSentry check box. To turn off SoundSentry, select the Use SoundSentry check box to clear the check box
(http://www.microsoft.com/resources/documentation/windows/xp/all/preddocs/en-us/access_soundsentry_turnon.msp).

Serving People with Physical Disabilities

- **Click-N-Type** (<http://cnt.lakefolks.org/>) is an on-screen virtual keyboard designed for anyone with a disability that prevents him or her from typing on a physical computer keyboard. As long as the person can control a mouse, trackball, or other pointing device, he or she can send keystrokes to virtually any application.
- **Dasher** (<http://www.inference.phy.cam.ac.uk/dasher/>) is a text-entry system wherever a full-size keyboard cannot be used (if users operate a computer one-handed, by joystick, touchscreen, trackball, or mouse; or with no hands, e.g., by head-mouse or by eyetracker; on a palmtop computer; on a wearable computer).
- **Point-N-Click** (<http://www.polital.com/pnc/>) is a free stand-alone, on-screen virtual mouse designed for anyone with a disability that makes it difficult or impossible to click a physical computer mouse. As long as they can move a mouse, trackball or other pointing device, they can send mouse clicks to virtually any application.

Funding

To best serve your users with disabilities, you are likely to need more than these low-cost or no-cost resources. To purchase other resources, look for ways you can secure funding. Do not be afraid to ask for help. Grants and federal aid are available.

- There is an excellent list of grant opportunities available from the **Southeast Disability and Business Technical Assistance Center** (<http://www.sedbtac.org/ed/edgrants/index.php>).
- The Tennessee State Library and Archives provides information about **LSTA Grants** (Library Services Technology Act), including instructions and forms (<http://www.tennessee.gov/tsla/lps/grants/grants.htm>).
- Contact your local civic clubs or service organizations about possible funding. Try the Lions Club, Elks Club, Kiwanis Club, Knights of Columbus, American Red Cross, etc.
- If you are in an academic library, are there grants or funding from your college or university? Does your university or college have a technology fee that might support the purchase of assistive technology in your library?
- The Disability Funders Network (DFN) "was established in 1994 to be a catalyst for creating a new understanding of how private funders can respond to disability issues and to show how disability concerns can be an essential part of all philanthropic programs" (<http://www.disabilityfunders.org/resource.html>).
- The Northern Illinois Center for Adaptive Technology has developed an excellent guide to low-cost options for providing tools for people with disabilities as well as funding opportunities (<http://www.ataccess.org/resources/lowcostnocost/LowCostNoCostATAguide.pdf>).

Additional Resources

The following is a list of resources for additional information. Listed are resources and organizations in Tennessee, a list of helpful websites, and a list of suggested readings.

Tennessee Resources

ARC of Tennessee (<http://www.thearctn.org/index.php>) is a grassroots, non-profit organization founded in 1952 and is affiliated with The Arc of the

United States. The Arc of Tennessee is also a membership organization composed of people with mental retardation and other disabilities, their parents, friends, and the professionals who assist them in reaching their goals.

Disability Law & Advocacy Center of Tennessee

(<http://www.dlactn.org/content.asp?contentID=10>)

Tennessee Department of Children's Services

(<http://www.state.tn.us/youth/>)

Tennessee Department of Education (<http://www.state.tn.us/education/>)

Tennessee Department of Health (<http://www.state.tn.us/health/>)

Tennessee Department of Human Services

(<http://www.state.tn.us/humanserv/>)

Tennessee Department of Mental Health and Mental Retardation

(<http://www.state.tn.us/mental/index.html>)

Tennessee Developmental Disabilities Council

(<http://www.state.tn.us/cdd/>)

Tennessee Disability Coalition (<http://www.tndisability.org/>)

Tennessee Disability Information and Referral Service

(<http://kc.vanderbilt.edu/kennedy/tdir/>)

Tennessee Disability MegaConference

(<http://www.tndisabilitymegaconference.org/>)

Tennessee Disability Pathfinder (<http://kc.vanderbilt.edu/tnpathfinder/>) or

1- 800-640-INFO [4636]: "An Internet Community for Persons Seeking Disability Resources." Provides information on education, transportation, health care, etc. Also publishes the Tennessee Disability Services & Supports Directory for East, Middle, and West Tennessee (\$15).

Tennessee Library for the Blind and Physically Handicapped

(<http://www.tennessee.gov/tsla/lbph/>)

Tennessee Technology Action Project “TTAP’s mission is to maintain a statewide program of technology-related assistance that is timely, comprehensive and consumer driven to ensure that all Tennesseans with disabilities have the information, services and devices that they need to make choices about where and how they spend their time as independently as possible” (http://www.state.tn.us/humanserv/ttap_index.htm).

Recommended Websites

Abledata (<http://www.abledata.com/>) is part of the National Institute on Disability and Rehabilitation Research (NIDRR), which is part of the U.S. Department of Education. It gives information about assistive technology and products.

Adaptive Technology Resource Centre (<http://www.utoronto.ca/atrc/>) at the University of Toronto provides information about research and development relating to adaptive technology.

ADDA: National Attention Deficit Disorder Association
(<http://www.add.org/>)

ALA (American Library Association) ASCLA (Association of Specialized and Cooperative Library Agencies) Libraries **Serving Special Populations Section** (<http://www.ala.org/LSSPSTemplate.cfm?Section=LSSPS>)

Alliance for Technology Access (ATA) (<http://www.ataccess.org/>) contains links to assistive technology resources and advocacy issues.

American Association of People with Disabilities
(<http://www.aapd.com/>)

Americans with Disabilities Act (ADA) (<http://www.ada.gov/>)

American Council for the Blind (<http://www.acb.org/>)

American Foundation for the Blind (<http://www.afb.org/>)

Apple Accessibility Site (<http://www.apple.com/accessibility/>) for users of the MAC OS

The Archimedes Project (<http://archimedes.hawaii.edu/>), begun at Stanford University in 1992 and now at the University of Hawaii, is a multi-disciplinary research group focused on ensuring that everybody is able to access information regardless of individual needs, abilities, preferences, and culture.

Blindness Resource Center (<http://www.nyise.org/blind.htm>)

Center for Accessible Technology (<http://www.cforat.org/>)

Closed Captioning Web (<http://www.captions.org/>)

Closing the Gap, Inc. (<http://www.closingthegap.com/>) focuses on assistive technology for children and adults with special needs.

CODI: Cornucopia of Disability Information (<http://codi.buffalo.edu/>)

DeafNation.com (newspaper) (<http://www.deafnation.com/>)

Deaf Notes (online community forum) (<http://www.deafnotes.com/>)

Deaf Resource Library (<http://www.deaflibrary.org/>)

DeafWeb Washington (<http://www.deafweb.org/>)

Disability Resources on the Internet (<http://www.disabilityresources.org/>)

Disabled People's International (<http://www.dpi.org/>)

DO-IT: Disabilities, Opportunities, Internetworking, and Technology (<http://www.washington.edu/doi>)

EASI: Equal Access to Software and Information (<http://www.rit.edu/~easi/>). EASI is part of the Teaching, Learning and Technology Group, an affiliate of the American Association for Higher Education.

The Family Center on Technology and Disabilities (<http://www.fctd.info/>)

Learning Disabilities Association of America (<http://www.ldanatl.org/>)

Low Vision Gateway (<http://www.lowvision.org/>)

Microsoft Accessibility Site (<http://www.microsoft.com/enable/>)

National Center for Accessible Media. NCAM is a research and development facility sponsored through public television station WBGH in Boston. (<http://www.wgbh.org/wgbh/pages/ncam/>).

National Center for Disability Dissemination Research
(<http://www.ncddr.org/>)

National Center for Learning Disabilities (<http://www.nclld.org/>)

NAD: National Association of The Deaf (<http://www.nad.org/>)

NARIC: The National Rehabilitation Information Center
(<http://www.naric.com>)

National Dissemination Center for Children and Youth with Disabilities (<http://www.nichcy.org/>)

National Federation of the Blind (<http://www.nfb.org/>)

National Organization on Disability (<http://www.nod.org/>)

Recordings for the Blind and Dyslexic (<http://www.rfbd.org/>)

Rehabilitation Engineering and Assistive Technology Society of North America (RESNA) (<http://www.resna.org/>)

Roads to Learning. The Public Libraries' Learning Disabilities Initiative hosted by the American Library Association
(<http://www.ala.org/ala/olos/outreachresource/roadstolearning/roadslearning/learning.htm>).

Trace Research & Development Center. "Designing a more usable world for all" (<http://www.trace.wisc.edu/>).

U.S. Access Board: Accessibility for People with Disabilities
(<http://www.access-board.gov/>)

U.S. Census Bureau's Statistics on Disabilities
(<http://www.census.gov/hhes/www//disability/disability.html>)

U.S. Department of Justice ADA Home Page
(<http://www.usdoj.gov/crt/ada/adahom1.htm>)

U.S. General Services Administration, **Center for Information Technology Accommodation (CITA)**
(<http://www.itpolicy.gsa.gov/cita/index.htm>)

WebABLE! “is the authoritative Web site for disability-related internet resources. The WebABLE site goal is to stimulate education, research, and development of technologies that will ensure accessibility for people with disabilities to advanced information systems and emerging technologies.”
(<http://www.webable.com/>).

World Wide Web Consortium (W3C) **Web Accessibility Initiative (WAI)**
(<http://www.w3.org/WAI/>)

Recommended Reading

The following is just a sample of the literature available relating to disability services. This list was included in the 2003 Pemberton article:

The ADA Library Kit: Sample ADA-Related Documents to Help You Implement the Law. 1994. Edited by K. Mayo and R. O'Donnell. Chicago: American Library Association.

Andrews, Margaret. 1997. Building Bridges - Library Advocacy and Reaching Out. Paper read at Western Conference of Talking Book Libraries, May 11-14, 1997, at Anchorage, Alaska.

Applin, M. B. 1999. Instructional Services for Students with Disabilities. *Journal of Academic Librarianship* 25 (2):139-41.

Applin, Mary Beth. 1999. Instructional Services for Students with Disabilities. *Journal of Academic Librarianship* 25 (2):139-141.

Balas, Janet L. 1999. Online Resources for Adaptive Information Technologies. *Computers in Libraries* 19 (6):38-40.

Barlow, Cara. Don't Just Serve People with Disabilities -- Hire Them. *American Libraries* 26:772-773.

Board, Architectural and Transportation Barriers Compliance. 2000. Electronic and Information Technology Accessibility Standards, Final Rule. Federal Register 65 (246):80500-80528.

Cantor, Alan. 1996. The Adaptable Approach: A Practical Guide to Planning Accessible Libraries. Library Hi Tech 14:41-45.

Carpenter, Scott A. 1996. Accommodation to persons with disabilities: A census of Ohio college and university libraries. Katharine Sharp Review 3.

Chalfen, Daniel Hilton, and Sharon E. Farb. 1996. Universal Access and the ADA: A Disability Access Design Specification for the New UCLA Library Online Information System. Library Hi Tech 14:51-56.

Computer Technology That Can Enable the Disabled. 1999. Computers in Libraries 19 (6):1-72.

DeCandido, GraceAnne A. Transforming Libraries: Issues and Innovations in Service to Users with Disabilities. Washington, DC: Association of Research Libraries.

Deines-Jones, Courtney. 1996. Access to Library Internet Services for Patrons with Disabilities: Pragmatic Considerations for Developers. Library Hi Tech 14 (1):57-64.

Deines-Jones, Courtney, and Connie Van Fleet. 1995. Preparing Staff to Serve Patrons with Disabilities. How-To-Do-It Manuals for Libraries. New York: Neal-Schuman Publishers.

Dixon, Judith M. 1996. Levelling the Road Ahead: Guidelines for the Creation of WWW Pages Accessible to Blind and Visually Handicapped Users. Library Hi Tech 14 (1):65-68.

Edwards, Kirstie, Isabel Van Mele, Mieke Verheust, and Arthur Spaepen. 1997. Evaluation of User Interface Design to Optimize Access to Library Databases for People Who are Motor Impaired. Information Technology and Libraries 16 (4):175-181.

Electronic and Information Technology Accessibility Standards, Proposed Rule. 2000. Federal Register 65 (63):17346-17367.

An Enabling Collection for People with Disabilities. 1997. *Library Journal*: 53-56.

Forro, Denise A. A Low-tech Approach. *College & Research Libraries News* 63 (10):708-711.

Graubart, Marilyn. 1996. Serving the Library Needs of Students with Physical Disabilities. *Library Hi Tech* 14:37-40.

Green, Ravonne. 1999. Assistive Technologies for Print Disabilities in Academic Libraries. Dissertation, Virginia Polytechnic Institute & State University.

Guenther, Kim. 2002. Section 508 and Your Web Site. *Online* 26 (2):71-76.

Hilton-Chalfen, Danny. 1992. Information Technology, Campus Libraries, and Patrons with Disabilities: Emerging Issues and Access Strategies. *Educom Review* 27 (6).

How Libraries Must Comply with the Americans with Disabilities Act (ADA). 1992. Edited by D. D. Foos and N. C. Pack. Phoenix: Oryx Press.

Kirkpatrick, Cheryl H. 2003. Getting Two for the Price of One: Accessibility and Usability. *Computers in Libraries* 23 (1):26-29.

Klauber, Julie. 1996. An Enabling Collection for People with Disabilities. *Library Journal* 121 (6):53-56.

———. 1998. Living Well with a Disability: How Libraries Can Help. *American Libraries*: 52-55.

Laurie, Ty D. 1992. Libraries Duties to Accommodate their Patrons under the Americans with Disabilities Act. *Library Administration & Management* 6 (4):204-205.

Leveling the Road Ahead: Guidelines for the Creation of WWW Pages Accessible to Blind and Visually Handicapped Users. 1996. *Library Hi Tech* 14:65-68.

Lewis, Christopher. 1992. The Americans with Disabilities Act and its Effect on Public Libraries. *Public Libraries* 31 (1):23-28.

Library Buildings, Equipment, and the ADA: Compliance Issues and Solutions. 1993. Paper read at LAMA Buildings and Equipment - Selection Pre-conference, at New Orleans, Louisiana.

Lisiecki, Christine. 1999. Adaptive Technology Equipment for the Library. *Computers in Libraries* 19 (6):18-22.

Living Well with a Disability: How Libraries Can Help. 1998. *American Libraries*: 52-55.

Lovejoy, Eunice G. 1990. *Portraits of Library Service to People with Disabilities*. Boston: G.K. Hall.

Mates, Barbara T. 1991. *Library Technology for Visually and Physically Impaired Patrons*. Westport, CT: Meckler.

Mates, Barbara T. 1999. *Adaptive Technology for the Internet: Making Electronic Resources Accessible To All*. Chicago: American Library Association.

McNulty, Tom. 1999. *Accessible Libraries on Campus: A Practical Guide for the Creation of Disability-Friendly Libraries*. Chicago: Association of College and Research Libraries.

Mendle, Jill. 1995. *Library Services for Persons with Disabilities*. In *Library Users and Reference Services*, edited by J. B. Whitlatch. New York: Haworth Press.

Morgan, Eric Lease. 1999. Adaptive Technologies for Better Service. *Computers in Libraries* 19 (6):35-36.

Nelson, Patricia. 1996. *Library Services for People with Disabilities: Results of a Survey*. *Medical Library Association Bulletin* 84:397-401.

Noble, Steve. 1996. *Recording for the Blind and Dyslexic: The Development of an Internet Accessible Online Catalog*. *Library Hi Tech* 14:69-73.

Norton, M. 1992. *Effective Bibliographic Instruction for Deaf and Hearing Impaired College Students*. *Library Trends* 41:118-50.

Norton, Melanie J., and Gail L. Koavlik. 1992. Libraries Serving an Underserved Population: Deaf and Hearing Impaired Patrons. *Library Trends* 41 (1) :(entire issue).

Oliver, Kent. 1997. The Spirit of the Law: When ADA Compliance Means Overall Excellence in Service to Patrons with Disabilities. *Public Libraries* 36 (5):294-298.

Pack, Nancy C., and Donald D. Foos. 1992. Library Compliance with the Americans with Disabilities Act. *RQ* 32 (2):255-267.

Pemberton, Anne and J. Michael Pemberton. 2003. "Services to Persons with Disabilities in Tennessee Libraries: What Has Changed in Twenty Years?" Published electronically by Tennessee Librarian, 54(1) <<http://www.tnla.org/associations/5700/files/v54n1win2003.pdf>>.

Pemberton, J. Michael. 1982."Services to the Disabled in Tennessee Libraries," *Tennessee Librarian*, 34 (1): 20-37.

Pike, George H. 2003. Disability Access and the Internet. *Information Today* 20 (2):19-20.

Rubin, Rhea Joyce. 2001. *Planning for Library Services to People with Disabilities*. Chicago: American Library Association.

Sager, Don. 1998. No Barriers to Service: Librarians with Disabilities. *Public Libraries* 37 (2):109-115.

Serving Print Disabled Library Patrons: A Textbook for Facilitators of Library Service to People With Visual or Physical Impairments. 1996. Edited by B. E. Massis. Jefferson, North Carolina: McFarland & Company.

Stone, Karen G. 1996. To Roll Into A Library. *American Libraries*: 41-42.

Sutton, Ellen D., Frances F. Jacobson, and Leslie Edmonds Holt. 1995. Reference Services for Specific Populations. In *Reference and Information Services: An Introduction*, edited by R. E. Bopp and L. C. Smith. Englewood, CO: Libraries Unlimited.

Switzer, Teri R. 1994. The ADA: Creating Positive Awareness and Attitudes. *Library Administration and Management* 8:205-207.

Turner, Ray. 1996. *Library Patrons with Disabilities*. San Antonio, TX: White Buffalo Press.

Velleman, Ruth A. 1990. *Meeting the Needs of People with Disabilities: A Guide for Librarians, Educators, and Other Service Professionals*. Phoenix, AZ: Oryx Press.

Wall, P.S., and L. Sarver. 2003. Disabled Student Access in an Era of Technology. *Internet and Higher Education* 6 (3):277-284.

Walling, Linda Lucas, and Marilyn M. Irwin. 1995. *Information Services for People with Developmental Disabilities: The Library Manager's Handbook*. Westport, CT: Greenwood Press.

Web Site Accessibility (Universal Design). 2003. *Technology & Learning* 24 (3):48-50.

Wright, Kieth C., and Judith F. Davie. 1991. *Serving the Disabled: A How-To-Do-It Book*. New York, NY: Schuman Publishers, Inc.