



**By Wendy Scott  
with the assistance of Ann Archer**

Ottawa 1996

Canadian Cataloguing in Publication Data

Scott, Wendy

The accessible Canadian library II : a resource  
tool for libraries serving persons with disabilities

Rev. ed. of: The accessible Canadian library, a planning  
workbook for a barrier-free environment. 1986.

Includes bibliographical references: p.

Text in English and French with French text on  
inverted pages.

ISBN 0-660-60057-9

1. Libraries and the physically handicapped.
2. Libraries and the physically handicapped—Canada.  
I. Scott, Wendy. The accessible Canadian library, a  
planning workbook for a barrier-free environment.  
II. Title. III. Title: La bibliothèque canadienne  
accessible II : un instrument de travail destiné aux  
bibliothèques au service des personnes handicapées.

Z679.2.C3S36 1996    027.6'63    C96-900739-6E



This permanent paper conforms to ANSI standard Z39.48-1992

© Her Majesty the Queen in Right of Canada 1996, as  
represented by the National Library of Canada.

Cat. no. : SN3-227/1-1996

ISBN: 0-660-66057-9

## Table of Contents

	<b>Page</b>	
1.0	<b>A Message from the National Librarian</b>	5
1.1	<b>Foreword</b>	6
1.2	<b>Scope of the Second Edition</b>	7
2.0	<b>Introduction</b>	9
3.0	<b>Guidelines on Library and Information Services for People with Disabilities</b>	15
3.1	The Library Mandate	15
3.2	Legislation	15
3.3	Terminology	16
3.4	Planning	18
3.5	Budgeting	19
3.6	Human Resources and Training	20
3.7	Public Services	21
3.8	Materials in Alternate Formats: Collections Management	25
3.9	Resource Sharing	25
3.10	Adaptive Technologies	26
4.0	<b>Specifications for a Barrier-free Library</b>	31
4.1	Barrier-free Design for Libraries: A Checklist	37
4.2	Library-Specific Facilities	37
4.2.1	Public Services, Reference/Information and Reading Areas	37
4.2.2	Circulation and Lending Services	39
4.2.3	Access to the Collection	39
4.3	Specifications for General Facilities	45
4.3.1	Signs and Directional Guides	45
4.3.2	Emergency Systems	46
4.3.3	Parking	47
4.3.4	Paths and Walkways	49
4.3.5	Entrances and Exits	50
4.3.6	Doors and Doorways	51
4.3.7	Two Doors in a Series	52
4.3.8	Door Handles	52
4.3.9	Turnstiles	53
4.3.10	Stairs	53
4.3.11	Elevators	54
4.3.12	Ramps	55
4.3.13	Handrails	56
4.3.14	Washroom Facilities	57
4.3.15	Washbasins	58
4.3.16	Vanities	59

	<b>Page</b>	
4.3.17	Drinking Fountains	59
4.3.18	Public Telephones	61
5.0	<b>Resource Lists</b>	65
5.1	Information and Resources for Barrier-Free Design	65
5.2	Provincial/Territorial Building Code Authorities	68
5.3	Federal Government Agencies	70
5.4	Provincial/Territorial Public Library Agencies and Educational Resource Centres	72
5.5	Disability Agencies	77
5.5.1	National	77
5.5.2	Provincial and Regional	83
5.6	Electronic Resources	86
5.6.1	Canadian World Wide Web Sites	86
5.6.2	Other World Wide Web Sites	87
5.6.3	Discussion Lists	88
5.6.4	Databases	88
5.7	Adaptive Technology Vendors	89
5.8	Sources for Alternative-Format Library Materials	92
6.0	<b>Bibliographies</b>	95
6.1	Barrier-Free Codes and Standards	95
6.1.1	National Standards	95
6.1.2	Provincial Standards	95
6.2	Other Publications for Accessibility Planning	96
6.2.1	Books, Reports and Pamphlets	96
6.2.2	Journal Articles	98
6.2.3	Videorecordings	99
6.3	Planning for Accessible Libraries	99
6.3.1	Books, Reports and Pamphlets	99
6.3.2	Journals	102
6.3.3	Journal and Newspaper Articles	102
6.3.4	Videorecordings	104

## A Message from the National Librarian

It is my pleasure to present *The Accessible Canadian Library II: A Resource Tool for Libraries Serving Persons with Disabilities*. Since the first edition of *The Accessible Canadian Library* was published ten years ago, much has changed. There has been an explosion in the amount of information available; an increase in the use of information technologies; as well as many developments in adaptive technologies and assistive devices to address the particular needs of persons with disabilities. All of this has had an impact on Canadian libraries. As persons with disabilities have more choices in accessing information, there are many more ways for libraries to serve them.

*The Accessible Canadian Library II* is a workbook, designed to help Canadian library staff evaluate how they are currently serving their clients with disabilities, and what they can improve.

Many people have contributed to this publication and I am grateful for their commitment, time and energy. In particular I would like to thank the Canadian Library Association's Interest Group on Services to Persons with Disabilities for contributing their Guidelines on Library and Information Services for People with Disabilities which are included here as Section 3.0. The guidelines are the product of extensive consultations and cooperation across the country.

The members of the group which was chaired by Janice Hayes are Arlene Chan, Judith Lytle, Maureen Perez, Andrea John, Miriam Ticoll, Valda Svede, Elizabeth Ridler, June Dutka, Jocelyn Thompson, Carolyn Patterson, Marilyn Jenkins, Suzanne Sexty and Jean-Yves Duford.

I would also like to thank the Advisory Group on National Library Services to Persons with Disabilities; Kathryn Ribeiro, Chair, Canadian Association of Educational Resource Centres for Alternate Format Materials; Rosemary Kavanagh of the CNIB Library for the Blind; and Michele Chittenden of Joseph S. Stauffer Library, Queens University for their support and contribution to this tool.

I encourage you to use this book and to work towards making your buildings, collections and services accessible for all Canadians.



Marianne Scott  
National Librarian

## Foreword

The library continues to be an important resource for all Canadians regardless of age or disability. A library is more than books and bookshelves; it is a place to find information and recreation with the assistance of trained professionals and helpful personnel in a friendly social environment.

I personally feel that electronic information sources, no matter how sophisticated, cannot replace the range of services provided by libraries. There is something about the personal experience of a visit to a familiar community library that continues to attract readers of all kinds, whether they are young or old, with or without disabilities. To many people a visit to their library is more than an errand to procure a specific book: it is a unique form of social interaction.

I encourage library administrators to attempt to meet the many physical and service requirements outlined in this publication, and to develop staff who welcome all members of the public and are available to provide knowledgeable, interested assistance to everyone.

Tom Parker, Senior Analyst, User Needs  
Technical Policy and Research Division,  
Canada Mortgage and Housing Corporation

## Scope of the Second Edition

In response to many requests for a new edition of *The Accessible Canadian Library*, the National Library of Canada has compiled this publication to assist librarians planning to make their facilities and services accessible for today's needs. In addition to the library-specific facilities covered in the first edition, this edition also features the CLA Guidelines on Library and Information Services for People with Disabilities, as well as several lists of resources to help librarians access government agencies, organizations serving the disabled, sites on the Internet and other information.

The "Resource Lists" in this document are aimed to serve as guideposts to appropriate sources of information. Recognizing that such lists are outdated almost as soon as they are compiled, we attempted to include enough information to permit readers to at least obtain accurate referrals, even if government departments, contact persons and telephone numbers may have changed. We have included information on building codes, federal and provincial government agencies, non-governmental organizations specializing in disability issues, sources of information on adaptive technologies, online discussion groups and Internet sites dealing with disabilities, sources for library materials in alternative formats and a bibliography.

During our research, we met and spoke with librarians and specialists who are devoting their skills to improve facilities and services for users with disabilities. Their commitment, energy and enterprise helped to fuel much of the inspiration for this publication. Our hope is that the information we provide will assist them and the many others working to make their services accessible to increasing numbers of users.





## Introduction

### What Makes a Library Truly Accessible?

There has probably never been a time when the information and resources traditionally offered by libraries are as accessible to as many people as they are today. Those unable to use libraries in person can tap into libraries' resources through their home computers. New adaptive technologies now make it possible for persons with visual, hearing and motor disabilities to use library materials. Increased public awareness of human rights, improved accessibility of public buildings, innovations in design — all contribute to this potential.

On the other hand, many of the support systems that have made these improvements possible are at risk. Day-to-day problems of shrinking budgets, staff cutbacks and competing demands from users pose challenges that demand great ingenuity, knowledge and skill.

The proliferating literature on library services to persons with disabilities offers innumerable suggestions on ways of making libraries accessible.

One consultant, in describing the “technological paralysis” many of us experience when forced to select adaptive technologies, says that, to make a library fully accessible, all accommodation techniques must be taken into consideration, and a balance must be struck among them. These include: building modifications and adapted furniture, adaptive technologies, environmental adaptations and low-tech devices; personal support; and alternative formats and transportation services. Emphasizing high-tech approaches at the expense of the other categories jeopardizes the goal of ensuring equal access. (1)

With the increase in the numbers of choices now open to us, and to ensure that the decisions we take are in the best interests of our users, planning is vital. Traditional methods of planning include selecting priorities, defining and articulating the library's mandate, identifying goals and determining how they can be achieved. To ensure that services for persons with disabilities are integrated into a library's program, they must be included in the goals for the entire library.

The consultation process is of particular importance in library planning. Those for whom the service is intended to benefit must have the opportunity to articulate their needs and preferences.

Above all, the human element must be recognized as a vital component of accessible library service. Nothing can replace a trained, knowledgeable and empathetic staff; without it, technological innovations, architectural modifications and special collections remain underused by the population they are intended to serve. Similarly, if basic considerations are overlooked — if people are unable to get to the library, enter the building, negotiate aisles and halls, use materials and speak to reference and circulation staff easily — they are being discriminated against.

## The Legal Requirements for Accessibility

Canadians' rights to equal treatment are supported by the Canadian Charter of Rights and Freedoms (1982, revised 1985), which states:

15.(1) Every individual is equal before and under the law and has the right to the equal protection and equal benefit of the law without discrimination and, in particular, without discrimination based on race, national or ethnic origin, colour, religion, sex, age or mental or physical disability.

15.(2) Subsection (1) does not preclude any law, program or activity that has as its object the amelioration or conditions of disadvantaged individuals or groups including those that are disadvantaged because of race, national or ethnic origin, colour, religion, sex, age or mental disability.

24.(1) Anyone whose rights or freedoms, as guaranteed by this Charter, have been infringed or denied may apply to a court of competent jurisdiction to obtain such remedy as the court considers appropriate.

*The Constitution Act, 1982*

### **Some Principles Enunciated in: Declaration on the Decade of Disabled Persons (1992)**

*. . . Recognizing the significant loss to the Canadian economy when the full potential and abilities of persons with disabilities are not utilized, and the real cost upon the economy due to segregation, [the Government of Canada proclaims that]:*

1. The abilities, integrity, right of choice and dignity of individuals with disabilities shall be respected in all stages of their lives....
3. Services and programmes shall be aimed at integrating disabled persons into existing social and economic structures rather than segregating such persons into parallel environments.
4. Persons with disabilities shall be ensured involvement in decision making which pertains to the design and organization of programmes and services...
5. Individuals with disabilities shall be assured access to fundamental elements of daily life that are generally available in the community...
11. There shall be action and public education to minimize environmental barriers, to remove systemic barriers and remedy social attitudes evolving from ignorance, indifference and fear, which impede the full participation of individuals with disabilities.

In general, complaints of discrimination or unequal treatment on grounds of disability have been dealt with at the provincial level, supported by provincial charters of rights and freedoms. Although some human rights cases on behalf of persons with disabilities have been reported in the press because they reached the courts, most are settled through local tribunals before they go to trial. Recent cases in Ontario and Saskatchewan found that the Human Rights Code took precedence over the Building Code in a definition of “adequate accommodation”. (2)

### **Canadian Initiatives**

The momentum fostered by the International Year of Disabled Persons (1981) continued throughout the next ten years, designated the Decade of Disabled Persons by the United Nations. As the Decade ended, the Canadian government announced its National Strategy for the Integration of Persons with Disabilities, a “five-year initiative aimed at achieving the goals of equal access, economic integration and effective participation for Canadians with disabilities”.(3)

Under the Strategy, initiatives covering a broad range of areas were to be delivered by ten departments and agencies, coordinated by the Secretariat of the Status of Disabled Persons, and embracing housing, legislation, transportation, employment, information sharing, services for Aboriginal people with disabilities and community participation. Federal government funding for these initiatives expired on March 31, 1996. Whether the momentum triggered by these initiatives can be maintained, and what form it will take, are questions now faced by today’s service providers.(4)

---

#### **Note:**

Canada, unlike the United States, has not yet passed legislation equivalent to the Americans with Disabilities Act (ADA) (PL 101-336, 1992), that requires public buildings and services — including libraries — to be accessible. ADA Accessibility Guidelines for Buildings and Facilities includes specifications that would make at least 5 percent of reading and study areas comply with barrier-free requirements, one lane at each check-out area, minimum aisle spaces and maximum reach heights for card catalogues and magazine displays, and minimum clear aisle width in stacks.

ADA has also produced a flood of information on services, adaptive technologies, alternative format materials, and other topics — in periodical articles, books and on the Internet.

---

### **The Library Response**

The National Library of Canada undertook several initiatives as a result of the Decade of the Disabled and the National Strategy for the Integration of Persons with Disabilities: the CANUC:H union catalogue of publications in alternative formats and its counterpart for works in progress (CANWIP); the Adaptive Technology for Libraries Program, supporting the purchase and installation of adaptive technologies; promotion of alternative format publications such as the Large Print Publishing Program; three videos in the series “Bridging: the Accommodating Library”, demonstrating the difficulties adults and children with disabilities and older persons

can encounter in libraries; and other publications promoting accessible facilities and services, such as the original *Accessible Canadian Library* and *Libraries for All: Guidelines for Library Services for Disabled Canadians*.

In 1993, the Canadian Library Association Annual Conference held a National Forum to discuss the development of guidelines for libraries serving persons with disabilities. The panel brought together experts from various organizations and librarians with particular expertise in disability issues. The Forum registered a strongly felt need for guidelines against which librarians would be able to measure the services they provide, and for help in introducing new services. On August 5, 1994, the Task Force to Develop Canadian Standards/Guidelines for Library Services for People with Disabilities met, and on September 23 the group reviewed a Documentation Package that outlined the need for standards, the process and timetable to develop them, and a profile of provincial-level participants. The Guidelines for Service in section 3.0 are based on the work of this Task Force.

### **The Situation Today**

Since publication of the first edition in 1986, the climate in which libraries provide services to persons with disabilities has changed almost beyond recognition.

Public awareness that growing numbers of people with disabilities are living full and productive lives has increased dramatically. Innovations in technology are making it possible for those with even major disabilities to work, participate in athletic and recreational activities, attend universities, and travel. Most of our public buildings now offer accessible features and standards for barrier-free design are constantly being refined.

Heightened public awareness may be traced to several factors. The government's mainstreaming policies and efforts by advocacy groups have made people with disabilities far more visible: in schools and universities, the workplace and the community; in recreational events such as sports, and in the arts and media: television programs, plays and films. And improvements in accessibility requirements have made it possible for more persons with disabilities to attend public events (although the situation is still far from completely satisfactory).

Another factor is the statistical increase in the numbers of persons with disabilities. In 1980, 10.3 percent (3.3 million persons) were recorded as "disabled"; ten years later the *Health and Activity Limitations Survey* (1991) found that 4.2 million Canadians — 15.5 percent of the population — reported some level of disability. (5) The higher figure may be attributed partly to a greater willingness on the part of those surveyed to acknowledge a disability. It is also a result of the ageing of the population and the higher survival rate of babies born with disabilities.

Clearly, the trend reinforces the need to accommodate persons with disabilities. Over 20 years ago Maurice Strong, then a United Nations official, estimated that, at any given time, as much as 20 percent of the world's population had some form of disability, and that others in the so-called "able-bodied" category could find architectural environments difficult, hazardous or even impossible to use. (He included in this group: parents with young children; pregnant women, children and persons whose physical size puts them outside the so-called "normal" range.) (6) As



## References

- (1) Cantor, Alan. "The AD-A-P-T-A-B-L-E Approach: Planning Accessible Libraries." *Information Technology and Disability*, vol. 2, no. 4 (December 1995). 8 pages. (Available on the Internet as publication ncd-rep.txt from TRACE.WISC.EDU.)
- (2) Quesnel, V. Ontario (Human Rights Commission), March 28, 1995. Ryan V. Ripplinger (1993), 20 C.H.R.R. D/427 (Sask Bd. of Inquiry).
- (3) *Step by Step: An Overview of the 1992 Omnibus Bill and Previous Legislative Changes Aimed at the Full Participation of People with Disabilities*. [Ottawa]: Department of the Secretary of State of Canada, 1992. (Cat. No. 52-229/1992; ISBN 0-662-58985-8.
- (4) "National Strategy for the Integration of Persons with Disabilities: Implementing the Recommendations of the Mid-Term Review." December 1993. p. 1.
- (5)(7) *Improving Social Security in Canada: Persons with Disabilities, A Supplementary Paper*. [Hull, Québec: Minister of Human Resources Development, 1994]. (Improving Social Security in Canada: Supplementary Paper.) p. 3.
- (6) *The Accessible Canadian Library* (Ottawa: National Library of Canada, 1986), p. 7.
- (8) Begley, Lorraine. "How Canada Legislates Accessibility." *Rehabilitation Digest* (March 1993), pp. 6-8.

## **3.0 Guidelines on Library and Information (1)**

### **Services for People with Disabilities**

#### **3.1. The Library Mandate**

1. The library Mission Statement must reflect the mandate that *all* citizens have a right to equitable library and information services.
2. Library goals shall ensure that staff treat persons with disabilities with the consideration, dignity and respect to which all patrons are entitled.
3. Library goals must state that all facilities and services shall be accessible to everyone. Where physical or other barriers exist, planning strategies must identify the steps required to remove them.
4. To help achieve its mandate, the library must cooperate with local and provincial groups representing and serving people with disabilities.
5. As changes occur in society, funding availability, and technologies, the library must carry out continuous evaluations of its programs, services, and collections, to ensure their effectiveness and relevance to the needs of all persons in the community.
6. Libraries must not only be free of physical barriers, they must provide a welcoming environment: attractive listening and special-equipment areas, staff trained to be sensitive to patrons' needs, and access to the library's full range of services.

#### **3.2 Legislation**

1. Library management and staff must be familiar with human-rights legislation, building codes, and other regulations relating to disability issues, for the jurisdictions where they apply: Canada, the provinces, regions and municipalities. (For building code information see section 5.0, "Resource Lists".)
2. Provincial and municipal guidelines should be used to determine the most appropriate methods to guarantee public library service to people with disabilities.
3. The library's staff and board members should be provided with copies of applicable municipal and provincial regulations for accessible public buildings and libraries.
4. Government publications should be acquired in all available formats to meet the needs of persons with disabilities.

### 3.3 Terminology

1. The library must ensure that non-discriminatory terminology regarding persons with disabilities is used in all of its publications and services: for promotional and marketing materials; bibliographies and other publications; training and orientation of staff and users; public assemblies; and one-to-one interviews.
2. The library should display and make available multiple English and/or French copies of the free federal government pamphlet *A Way With Words/Le Pouvoir des mots* for staff and users.
3. As the terminology on disabilities changes constantly, the library should also consult members and representatives of community disability groups on the terminology that should be used.
4. As changes in terminology occur, the library would be well advised to create its own lexicon and have copies available to staff and users.
5. Terminology should be used in a consistent fashion. Similarly, symbols for accessible facilities and services should be consistent and easily understood, and placed in predictable locations in the library building.
6. Plain, everyday language should be used in publications produced by the library.

NOTES



## Acceptable and Unacceptable Terminology (2)

### Unacceptable terminology

Aged (the); Elderly (the)  
 Birth defect; congenital defect  
 Disability since birth  
 Confined to a wheelchair;  
 wheelchair-bound  
 Cripple  
 Crippled, lame  
  
 Deaf (the)  
  
 Disabled persons  
 Epileptic  
 Hard of hearing (the); hearing impaired  
 (the)  
 Fit; attack; spell  
 Handicapped (the)  
  
 Insane; lunatic; maniac; mental patient;  
 mentally diseased; neurotic; psychotic;  
 “psycho”; schizophrenic; unsound mind  
 Invalid  
 Mentally retarded; defective; feeble  
 minded; idiot; imbecile; moron; retarded;  
 simple  
 Mongoloid  
 Normal  
 Physically challenged  
 Spastic  
 Suffers from...; afflicted by...; stricken  
 with...; Victim of...

### Acceptable terminology

Seniors  
 Deformity  
 Congenital disability  
 Person who uses a wheelchair;  
 wheelchair user  
 Person with a disability  
 Person with a mobility impairment (or  
 who has arthritis, a spinal cord injury,  
 etc.)  
 Person who is deaf (unless entire deaf  
 population and its culture is being  
 referred to)  
 Persons with disabilities  
 Person who has epilepsy  
 Persons who are hard of hearing  
  
 Seizure  
 Person with a disability (unless referring  
 to an environmental or attitudinal barrier)  
 Persons with a mental health disability,  
 person who has schizophrenia, person  
 who has depression  
 Person who has a disability  
 Person with an intellectual disability;  
 person who is intellectually impaired  
  
 Person with Down’s Syndrome  
 Person who is not disabled  
 Person with a disability  
 Person who has spasms  
 Person with a disability, person who has  
 cerebral palsy, etc. (Having a disability is  
 not synonymous with suffering.)

## Learning Disabilities

Learning Disabilities is a generic term that refers to a heterogeneous group of disorders due to identifiable or inferred central nervous system dysfunction. Such disorders may be manifested by delays in early development and/or difficulties in any of the following areas: attention, memory, reasoning, coordination, communication, reading, writing, spelling, calculation, social competence and emotional maturation.

[They] are intrinsic to the individual, and may affect learning and behaviour in any individual, including those with potentially average or above average intelligence.

[They] are not due primarily to visual, hearing or motor handicaps; to mental retardation, emotional disturbance or environmental disadvantage, although they may occur concurrently with any of these.

*(From the official definition adopted by the Learning Disabilities Association of Canada, 1981.)*

Learning disabilities may result in dyslexia (inability to read), dysgraphia (to write), or dyscalculia (to do math). It may also result in motor, auditory, tactile, balance and visual problems, and Attention Deficit Disorder (ADD).

The personal computer forms the basis of appropriate technology for learning-disabled individuals. However, there are some users who benefit from using alternative forms of input or output to the computer, for example, speech input and output, large-character displays and optical character recognition. Special software is often needed, in which complicated or confusing commands and operational techniques have been eliminated. However, standard software may be used if sufficient instructions and support are provided.(3)

Persons with learning disabilities also require materials in alternative formats. As their form of disability may not enable them to borrow materials for the blind or visually disabled, they often have great difficulty in obtaining needed materials on tape or CD. The CANUC-H database produced by the National Library may help libraries access this material (see section 3.9, "Resource Sharing").

### 3.4 Planning

1. Planning services for people with disabilities should be integrated into the library planning process, and prioritized for planning and implementation.
2. Library planning must include input from members and representatives of community disability groups. Advisory committees and library boards should include persons with disabilities to ensure that the needs of these individuals are integrated into the planning process.

3. The library should solicit input from community disability groups by organizing focus groups, to identify needs and establish priorities. (For further details, see section 4.0, “Specifications for a Barrier-Free Library”.)
4. With the rapid ageing of the Canadian population, and the corresponding increase in numbers of potential users with mobility, vision and hearing problems, planning must take into account a growing demand for accessible facilities and services. (Fifty percent of those over 65 have one or more disabilities.)
5. The library should take advantage of resources already available in the community. Planning must take into account collections of videos, talking and Braille books, reproduction services, adaptive technologies, and other assets available at other libraries and service providers, to avoid unnecessary expense, and to benefit from their expertise, shared experience and cooperation.
6. The library should conduct periodic evaluations of its activities and services to ensure that they are being delivered effectively to all members of the community. Evaluation methods could include: user and circulation figures and other statistics; surveys; program evaluations; users’ suggestions, complaints and other forms of feedback.
7. Libraries unable to conduct their own research into the needs and identities of persons with disabilities, in particular those not currently being served, should draw on data and information compiled by other agencies, organizations and service providers.
8. Efforts must be made to promote library sources to persons with disabilities through local organizations and agencies, consumer groups, hospitals and clinics, using standard and alternative formats.

### 3.5 **Budgeting**

1. The library shall determine what percentage of its budget is needed to (a) improve accessibility and to (b) provide services for persons with disabilities.
2. Services and collections for persons with disabilities shall be treated, during the budgeting process, as essential core services.
3. Steps to make a library’s physical facilities and services accessible, and to acquire adaptive technologies, should be identified so that improvements can be made in a carefully planned, phased program.
4. Funding for new equipment and enhanced services should be sought from corporate and private donors and service clubs.
5. Materials in alternative formats (large print, Braille, videos and tapes) should be acquired at the same time as purchase of hard-copy print publications.

### 3.6 Human Resources and Training

1. An ongoing training program must be in place for existing staff, new employees and volunteers, to heighten awareness and sensitivity, make them aware of both visible and hidden conditions and provide information on the rights and needs of persons with disabilities.
2. Persons with disabilities and representatives of disability groups should be participants in staff training sessions.
3. Training policies and procedures must include guidelines regarding confidentiality, equitable service and equal access for people with disabilities.
4. The training program must include guidelines for appropriate behaviour, and these should be enforced by supervisors, management and staff appraisals.
5. Larger libraries should have someone proficient in American Sign Language on call, and/or have selected staff trained in ASL. Similarly, there should be a staff member or volunteer who can use Braille. Smaller libraries may share “floating” staff members or volunteers.
6. The library should compile a list of persons with particular expertise regarding various forms of disability.
7. The library must make every attempt to hire both paid employees and volunteers with disabilities.
8. Opportunities to have library staff meet and become involved with community disability groups should be pursued.
9. One member of staff should be designated resource person responsible for the library’s disability program: to provide information for both staff and the public; to coordinate activities and services; to keep informed of developments and trends; to act as liaison with community disability groups; and to serve as internal coordinator within the library.

(However, all staff should be able to respond to questions that do not require expertise in disability issues, e.g., brief informational requests should not be referred automatically to the coordinator for special services.)

### 3.7 Public Services

1. The library's services for persons with disabilities should be mainstreamed into its regular public services.
2. Standard library services available to all readers must be made available to persons with disabilities. These include: reader advisory services, reference, user education and orientation, community information services, and interlibrary loans.

To make this possible, the library will give priority to acquiring adaptive technologies and products such as a TTY (Teletypewriters), print-enhancing equipment, personal readers, specially adapted microcomputers, reachers for inaccessible shelved materials, magnifying lenses, and reference materials in alternative formats.

3. Staff must be trained and available to help users with disabilities use equipment and access materials and collections.
4. The library should create and adapt programs that will include persons with disabilities, e.g., signed children's programs, talking-book discussion groups.
5. The library must evaluate its outreach programs to ensure that all potential users are made aware of the services available to them.

Technology that makes library resources accessible to those unable to come to the library in person include remote-access catalogues; reference and information requested and answered via e-mail, TTY and regular telephones, and telefacsimile. These should be publicized, together with other regular and special services — document delivery; lectures, workshops, discussions accessible to persons with visual, hearing and motor disabilities; open- or closed-access video; volunteer readers; and special-format materials for education and research, practical information and recreation.

6. The library should consider all media to promote its accessible services: bookmarks and other printed handouts — in traditional and alternative formats — distributed to schools, banks, bookshops; community billboards (printed or on local computer networks); public service announcements on radio, television, and in local newspapers.
7. The library should participate in networks of local, provincial, regional, national and international libraries and institutions to ensure availability of alternative format materials through interlibrary loan, and cooperative programs.

8. In-house information files on disabling conditions and agencies that provide services to persons with disabilities should be created and maintained.
9. Staff must be aware of the availability, copyright restrictions, and lending policies for materials in alternative formats.

NOTES

## Serving Persons with Disabilities

The following guidelines could be followed when serving library patrons with disabilities. In all cases, ensure you identify yourself as a library staff member.

### **With patrons who are deaf or hard of hearing:**

- Approach individuals so they can see you. Ask if you can be of any assistance.
- Face individuals when you speak to them. If an interpreter is present, look at and speak to individuals who are deaf or hard of hearing, not at the interpreter.
- Keep your hands, glasses, and other objects away from your mouth when talking.

### **With patrons who are blind or have low vision: (4)**

- Speak to individuals as you would to any library user. Find out what they want, and assist them to get it in a format they can use.
- Speak to individuals directly and not through their companion.
- Make sure your attitude can be heard in your voice. Put your smile, welcome and helpfulness in your voice.

### **With patrons with a mobility impairment:**

- Not all persons in wheelchairs, using crutches or a cane will need help, but it should be offered in the same friendly manner as to any other patron. If the offer is accepted, you may be asked to reach for a book on a high shelf, or to bring one to the patron from an inaccessible location.
- Patrons on crutches in leg braces, or using canes or walkers may need special assistance occasionally, as in opening doors or retrieving materials.

### **With patrons in wheelchairs: (5)**

- If someone is pushing the wheelchair, speak to the user directly, but do not exclude the companion from the conversation.
- Unless conversation is very brief, try to sit so as to share eye-level with the patron.
- Push a wheelchair only after asking if assistance is needed.
- When helping a wheelchair user at a curb, ask if the patron prefers to go forward or backward.

- Don't be self-conscious about using words related to mobility. Wheelchair users talk about "walking" and "running" too.
- Do not lean against or hang on someone's wheelchair.

**With patrons who are developmentally disabled:**

- Talk to the patron as a person, in positive terms.
- Treat adults as adults with a special need for simplified materials.
- Help the patron feel comfortable in any part of the library.
- Speak clearly and distinctly, and avoid complex sentences.

**With patrons with difficulties in speaking:**

- Listen attentively; wait for them to finish. If necessary, ask short questions that require short answers, a nod or a shake of the head. Never pretend to understand if you are having difficulty doing so. Instead, repeat what you have understood and allow them to respond.

**In general:**

- Relax. Don't be embarrassed if you happen to use expressions that may inadvertently refer to a disability.

NOTES



### 3.8 **Materials in Alternative Formats - Collections Management**

1. Library collections policies must reflect the needs and priorities of persons with disabilities, identified through the planning process.
2. Tools used in the acquisitions process must include directories of alternative formats such as videos, large print, tapes, talking books, Braille, etc.
3. Collections in alternative formats must appeal to a variety of interests and needs.
4. Videos with closed or open captions should be available for those with hearing disabilities.
5. There should also be videos with descriptive voice for the blind and visually impaired.
6. Major libraries should act as central depositories for collections of masters that could be shared with smaller libraries.

### 3.9 **Resource Sharing**

1. Acquisitions policies should include resource-sharing provisions.
2. Whenever possible, libraries should use service providers, e.g., CNIB, for materials in alternative formats.
3. Libraries with alternative-format holdings should report items that can be loaned to CANUC:H.
4. Resource-sharing policies between provinces and other jurisdictions should be flexible.
5. The library should promote sharing of resources such as use of adaptive technologies and materials in alternative formats by cooperating in the production of a union list of collections, equipment and expertise. (6)

CANUC:H provides library locations for alternative-format materials on the AMICUS database. Library locations provided do not include information on the availability of the materials. However, the annual publication *Symbols and Interlibrary Loan Policies in Canada* gives lending information and policies provided by the libraries themselves.

### 3.10 Adaptive Technologies

1. Major purchases should be planned on the basis of needs assessment, consultation with focus groups, and research into (a) costs of maintaining, servicing and using the equipment; (b) availability of identical equipment in local disability centres or other libraries; (c) evaluations or other information on performance, cost and reliability of the product.
2. At least one accessible terminal should be available in the library, adapted to the needs of patrons with visual, hearing and motor impairments.  
  
(Defined in section 4.2.3, “Access to the Collection: Online Catalogues”.)
3. As many staff members as possible should be familiar with the various technologies, so that patrons and employees get help in using adaptive technologies when the official troubleshooter is not available.
4. User manuals and instructions should be available for both staff and patrons, and should be in accessible formats such as tape, large print, Braille, etc.
5. Service contracts should include training and troubleshooting.
6. Technologies should include both high and low technical devices.

NOTES

# Adaptive Technologies and Assistive Devices

## 1.0 **Blindness**

- 1.1 Optical Character Recognition System
- 1.2 Optical Character Recognition Scanner
- 1.3 Speech Synthesizers
  - 1.3a Internal Synthesizers
  - 1.3b External Synthesizers
- 1.4 Speech Software for Synthesizers
- 1.5 Braille Input Devices
- 1.6 Braille Output Devices
  - 1.6a Refreshable Braille Display
- 1.7 Braille Printer
- 1.8 Braille Translation Software
- 1.9 Keyboard enhancements
  - 1.9a Braille Key Overlays
  - 1.9b Home Row Indicators
- 1.9.1 Perkins Braille
- 1.9.2 Four-Track Cassette Recorder(s)

## 2.0 **Low Vision**

- 2.1 Character-enlarging Software
- 2.2 Large Monitors
- 2.3 Magnifying Lens for Computer Monitor
- 2.4 Keyboard Enhancements
  - 2.4a Large Print Key Labels and Keycaps
- 2.5 Monitor Arms
- 2.6 Closed Circuit Television (CCTV) System
- 2.7 Magnifiers (hand-held or stand)
- 2.8 Large Button Telephones
- 2.9 Photocopiers with enlarging capabilities

## 3.0 **Mobility**

- 3.1 Keyboard Modifications
  - 3.1a Keyguards
  - 3.1b Keylocks
  - 3.1c Disk Guides
  - 3.1d Keyboard Enhancement Programs (Hardware and Software)
  - 3.1e Wrist Rests
- 3.2 Alternative Keyboards
  - 3.2a Smaller (Mini) Keyboards
  - 3.2b Larger (Expanded) Keyboards
  - 3.3c Alphanumeric Keyboards
- 3.3 Alternative Computer Input
  - 3.3a Headpointing Devices

- 3.3b Mouthsticks
  - 3.3c Miniature Pointing Devices
  - 3.3d Trackballs
  - 3.3e Joysticks
  - 3.3f Touch Screens
  - 3.3g On-screen Keyboards
  - 3.3h Switch Access
  - 3.3i Morse Code Interfaces
  - 3.3j Speech Recognition/Voice Input
  - 3.4 Ergonomic Furniture
    - 3.4a Chairs
    - 3.4b Height Adjustable Tables or Workstations
    - 3.4c Foot Rests
  - 3.5 Book Holders
  - 3.6 Page Turners
- 4.0 **Deaf or Hard of Hearing**
- 4.1 Amplification
    - 4.1a Telephones
  - 4.2 Telecommunications Device for the Deaf (TTY/TDD)
  - 4.3 Captioning
    - 4.3a Captioning Software
    - 4.3b Closed Caption Display Televisions
  - 4.4 Visual Signalling Devices
    - 4.4a Visual Fire Alarms
    - 4.4b Visual Signalling Device for the Telephone
  - 4.5 Visual Redundancy for Computers
  - 4.6 Assistive Listening Systems
    - 4.6a FM System
    - 4.6b Infra-Red System

5.0 **Learning Disability**

- 5.1 Speech Recognition/Voice Input
- 5.2 Speech Output
  - 5.2a Screen Reading Software
  - 5.2b Speech Synthesizers
- 5.3 Optical Character Recognition Scanner System
- 5.4 Keyboard Modifications

## References

- (1) “Canadian Guidelines on Library and Information Services for People With Disabilities” (Canadian Library Association, 1994).
- (2) From: *A Way With Words: Guidelines and Appropriate Terminology for the Portrayal of Persons with Disabilities*. Human Resources Development Canada. [Ottawa]: Supply and Services Canada, 1991. (Fold-out insert.)
- (3, 4) Our thanks to M. Chittenden of Queen’s University Libraries for supplying this information.
- (5) Two publications provide brief, useful checklists on this topic: *Making Contact: A Guide for Library Staff Serving Patrons with Disabilities*. [New York]: New York Public Library, [n.d.]. (pamphlet); and “Ten Commandments for Communicating with People Who Have Disabilities.” *The Unabashed Librarian*, no. 93 (December 1992), p. 27.
- (6) One example is: *Library Services for People with Disabilities: A Guide to Materials, Services and Physical Accessibility in the Public Libraries of Toronto*. [Compiled by the] Metro Toronto Committee on Services for People with Disabilities. Toronto: [Toronto Reference Library], 1994.



## **4.0 Specifications for a Barrier-free Library**

### **Recommended Standards for Accessible Facilities and Services**

#### Some Observations on Building Codes for Libraries

The specifications in this section do not constitute a formal, comprehensive standard for accessible buildings. Rather, they are to be used as guidelines to help librarians plan barrier-free new library buildings or renovations to existing buildings. Architects and contractors involved in the planning of new library construction or renovations may also wish to take these recommendations into consideration, to supplement the building codes for barrier-free design operative in their local jurisdiction.

#### **Disabilities Addressed**

The national code is directed “to the needs of persons with physical or sensory disabilities: mobility impairments such as reliance on crutches or a wheelchair; reaching and manipulation disabilities; hearing impairments; deafness; visual impairment and blindness.” (1)

Two additional forms of disability are also addressed in this publication: learning disabilities and environmental hypersensitivity. Between 10 and 15 percent of Canadians have some form of learning disability — a significant proportion of the population that uses libraries. Although persons with learning disabilities benefit from using adaptive technologies designed for persons with visual or motor problems, they often have great difficulty obtaining materials in alternative formats, as they may not meet the requirements that would allow them to borrow talking books or tapes. (Types of learning disabilities are outlined in section 3.3 under “Terminology”.)

A new category of disability now receiving attention is environmental hypersensitivity. The Human Rights Commission reports an increasing number of complaints from citizens for whom certain forms of public transportation or buildings are inaccessible because of their sensibility to off-gassing plastics and paints, perfumes and deodorants, cleaning agents and other chemicals. As public awareness and knowledge of this problem increase, it seems only reasonable that library planning should take into consideration requirements for a “healthy building”, and implement the several straightforward precautions recommended in publications on this topic. (2)

#### **Which Codes Should be Followed?**

In general, building codes are a provincial, regional or municipal responsibility. Provincial or federal government buildings must follow the codes applicable to their particular jurisdiction.

The Canadian national code for accessibility issued by the Canadian Standards Association states “This Standard does not have the force of law unless mandated by legislation or called up in the regulations of the authority having jurisdiction. The user is advised to contact the local authority having jurisdiction in this area in order to determine to what extent this Standard is referenced.” (3)

Anyone planning to build or retrofit a library should contact the local building authority to determine whether the municipality or region has its own set of barrier-free standards, and, if not, what standards for accessibility should be followed. (Although a list of published standards appears in the bibliography, few municipal codes are included.)

### **Minimal vs. Performance Standards**

CSA Standard B651 describes the levels it specifies as “minimum levels”. Generally speaking, the larger the jurisdiction, the less liberal the standard: several communities have excellent, progressive codes.

Nevertheless, two trends are clear: standards are becoming more stringent, and there is greater harmony among the different jurisdictions. The last ten years have seen significant progress in terms of public awareness, addition of accessible features to both private and public buildings, and improved regulations.

However, no one set of standards will be able to meet the needs of every degree or type of disability. Libraries and information services must ensure that staff are trained to respond to circumstances as they arise, and that they provide the informed kind of assistance that will help all of their users take full advantage of the services they offer.

The need to emphasize the growing need for accessibility is greater than ever, during a period of budgetary restraint and widespread tendencies toward political deregulation and privatisation.

### **Public Input**

What standards are followed will depend upon local needs and conditions; therefore, it is essential that libraries consult extensively with the individuals and groups most affected. One vehicle is the creation of focus groups composed of persons in the community who have a special stake in accessible facilities and services: persons with various types of disabilities, seniors and spokespersons for disability groups. These groups should identify the features they consider essential and those that are important but could be introduced in a phased program. (4)

### **Essential General and Library-specific Features**

Essential general facilities include accessible parking and entrances; adequate manoeuvring space in hallways and other areas; adequate accessible washrooms; easily operable hardware on doors and other facilities requiring manual action; detectable emergency alarm systems; accessible elevators; sufficient lighting; and signs and other forms of communication that will meet the needs of persons with varying degrees and types of visual, hearing and motor problems. (5)



Primary library-specific facilities will include anything that will help library patrons use basic library services: accessible reference tables and study areas; adequate space for wheelchairs between and around bookstacks; clear, easy-to-read labels, instructions and signs for services and collections; easily found, integrated collections of special-format publications and other library materials; screen-magnifiers and other types of adaptations for accessing catalogue and reference information; adapted telephones and TTYs (6) permitting persons with hearing disabilities to communicate with the library's public services; and microcomputers for public use.

### **Adaptive Technologies**

These devices range from inexpensive reading aids such as book holders and magnifying readers to highly sophisticated electronic technologies. The purchase and maintenance costs of many adaptive technologies make them a major consideration for nearly any library budget. The previous section outlined the various uses to which these can be put, and the several considerations that should be taken into account when plans are being made to obtain this equipment: that these should form part of the overall planning process for the library, and that they include maintenance and staff training.

### **How Much of a Library's Facilities and Services Should be Accessible?**

The latest Statistics Canada Survey of persons with disabilities found that 15.5 percent of persons had some form of disability.(7) In 1974, the Report of the United Nations Expert Group Meeting on Barrier-Free Design stated that, at any given time, no more than 20 percent of persons conform to the "standard but largely fictitious model" of the human being for which most buildings, streets and open spaces are designed, [i.e.], "a man (not a woman) in the prime of life and [at] the peak of his physical fitness." (8), and an article on a Vancouver consultant on disability issues is subtitled: "Brad McCannell wants to introduce you to 30% of your future customers" (9) — an estimate, given current trends, that is not far off the mark.

Many regulations on accessibility fall under municipal laws — parking, for example; others follow provincial guidelines. However, the following Treasury Board Implementation Requirements provide a few useful figures for accessibility planning: (10)

Total Parking Spaces	Minimum Number of Accessible Spaces
up to 25	1
25-50	2
51-75	3
76-100	4
101-150	5
151-200	6
201-300	7
301-400	8

For meeting-rooms and assembly halls, Treasury Board specifies wheelchair viewing positions in the following ratios:

- 2 spaces for up to 200 fixed seats
- 3 for 201 to 300
- 4 for 301 to 400
- 5 for 401 to 600
- 6 for 601 to 800

The British Columbia code specifies a seating capacity of two spaces for wheelchairs for rooms holding up to 100 persons, with one additional space for every 100 more seats up to four for rooms holding over 300 spaces (probably the maximum size for most library meeting-rooms).

Similarly, washroom facilities should include one unisex washroom and at least one accessible stall per public washroom.

### **The Evaluation Process: How to Use the Checklist**

The checklist in this section provides a brief, numbered listing for each specification. The checklist may be photocopied and distributed to the evaluation team. The work may be divided by department — Reference, Children’s Services, Circulation, etc. — or by area: in a large library, separate evaluations could be done for each floor or section.

Pre-evaluation activities should include:

- obtaining any previous assessments;
- a walk-through by library management and the evaluation team during both the pre- and post-review sessions;
- interviews with users and employees with disabilities to discuss their experiences in the library; and
- inclusion of one or more persons with disabilities (motor, hearing and visual) in the evaluation process.

The evaluation process will require:

- a copy of the detailed specifications;
- a sufficient number of checklists;
- reduced site and building plans;
- a metric tape measure;
- a spring scale (to measure door-closure pressure);
- an inclinometer (to measure the slope of an incline). If this is not available, a carpenter’s level can be used;
- a photometer (to measure in lux light levels on a surface to ensure proper visibility);
- a camera (to record observed barriers); and
- a standard wheelchair (to assist in assessing adequate turning space, clear door opening, etc.).

Check off the boxes as follows:

- If the facility meets recommended specifications, the box marked “Y” is ticked off.
- If there is a discrepancy, this should be recorded: for example, if the distance between stacks should be at least 900 mm. (36 in.) wide, and the actual distance is 750 mm. (30 in.), write down the actual figure.

Follow-up:

- Once the survey is completed, an evaluation must be made of the non-compliant items. One method is to assign a priority to each non-compliant item: 1 (very essential), 2 (essential) 3 (may be deferred). Then draw up a list of priority-one items, priority-two items, etc., including details showing how far the current facilities fall short of the recommended standard.

## **Implementation**

In many cases, the task of bringing all facilities and services up to standard may appear overwhelming. The consultation process is crucial at this stage, as it may be necessary to muster support for the decisions taken.

Some changes may require few resources: re-arrangement of existing furniture and equipment; improvements in signage, labels, etc.; purchase of magnifying glasses, reachers, and other relatively inexpensive aids. These could be implemented almost immediately, thereby simplifying the task of decision-making.

For more major modifications, it is suggested that the library call upon its planning team and the focus groups described above. The team should begin by allocating preliminary costs to each non-compliant item. A list of approximately 20 items will then be distributed to the advisory committee.

A method one consultant has recommended is an exercise called “spend the dots”. (10) Five coloured dots are distributed to each participant with the prioritized list of possible changes or purchases. Each will have a different set of priorities. Tell them that only five major projects are possible for the budget year under consideration. Each group member will then select the projects they consider the most important. Some may select five different items; others may put all of their dots on one particular item. Projects selected for action will be based on the five having the largest number of dots.

## **Sources Consulted**

As several of the more stringent standards previously recommended by provincial or other agencies have been incorporated into *CAN/CSA-B651*, most of the specifications that follow are based upon the CSA standard, although the order in which they are presented follows, for the most part, that of *The Accessible Canadian Library* (1st ed.). Other sources consulted include the American National Standard, *Accessible and Usable Buildings and Facilities*, information found in journal articles and books, disability sources on the Internet, and personal interviews. (A list of published standards appears in section 6.1, “Barrier-free Codes and Standards”.)



## 4.1 Barrier-free Design for Libraries: A Checklist

### Some General Recommendations

Legend: Y = yes      N = no      P = priority

1. The minimum clear floor or ground area required to accommodate a single, stationary wheelchair and occupant shall be 758 x 1200 mm. (30 x 48 in.) For both forward and sideways access, the minimum area must be 1200 x 1200 mm. (4 ft. x 4 ft.)

**Y**       **N**       **P**

Manual and electric wheelchairs have similar dimensions, but electric wheelchairs may have less manoeuvrability and be much heavier. Increasingly, scooters are being used instead of wheelchairs, particularly by elderly persons. These range in size from very large — for outdoor and street traffic — to small, usable inside buildings. Scooters for indoor use may be the same width as wheelchairs, or even narrower, but they are longer, and require more space to turn: the radius to turn most wheelchairs is 1500 mm. (5 ft.); a scooter requires at least 10 feet.

2. Controls and operating mechanisms for door handles, faucets and other facilities shall be operable (a) with one hand, (b) without tight grasping, pinching, or twisting of the wrist; and (c) with a force less than 22 N (newton).

**Y**       **N**       **P**

3. The lighting for areas where controls and operating mechanisms must be manipulated must be at least at a level of 100 lx (lux).

**Y**       **N**       **P**

4. User areas must be planned so that a guide dog will be able to lie down beside his/her companion without blocking aisles and other traffic areas.

**Y**       **N**       **P**

### 4.2 Library-specific Facilities

#### 4.2.1 Public Services, Reference/Information and Reading Areas

1. The main Information Desk shall be clearly visible and accessible from the library entrance.

**Y**       **N**       **P**

2. Public service staff shall be near enough to user terminals or other types of catalogues without having to leave the reference area.

**Y**       **N**       **P**

3. The information and reference desk shall be designed so that a wheelchair can roll up to it and the reference interview conducted on a face-to-face level. This requires a clear space under the desk of at least 725 mm. (29 in.) and 750 mm. (30 in.) width.

**Y**       **N**       **P**

4. Solid special-height chairs should be available at the Reference Desk and in reading and study areas for persons who have difficulty getting in and out of regular chairs. Seats must be at least 475 mm. (19 in.) from the floor, and there should be sturdy armrests to assist people to their feet.

**Y**       **N**       **P**

5. Reading and study areas shall include overheight tables, 725 mm. (29 in.) from the floor, for the higher chairs.

**Y**       **N**       **P**

6. Study tables shall have recessed or removed aprons so they can accommodate wheelchairs.

**Y**       **N**       **P**

7. A TTY should be installed at the public services desk to accommodate external patrons requiring reference and information services.

**Y**       **N**       **P**

8. For in-library use, a shelf at least 250 mm. (10 in.) wide, by 350 mm. (14 in.) deep, with at least 250 mm. (10 in.) clear space above the shelf, shall be provided to accommodate the TTY.

**Y**       **N**       **P**

Many deaf and hard of hearing persons use a TTY with the standard telephone for communicating visually via the telephone system. Also, users may carry their own units, so the library should provide shelf space beside or beneath the telephone.

See also section 4.3.18, "Public Telephones".

#### 4.2.2 Circulation and Lending Services

1. The circulation counter shall be designed to provide “split-level” service, with one section low enough to serve children and persons with disabilities.

**Y**       **N**       **P**

The lower counter shall measure between 725 mm. and 865 mm. (29-34 in.); the higher counter may be of conventional working height: 900-990 mm. (36-40 in.).

**Y**       **N**       **P**

2. Circulation and information counters, and the furniture near them, should have rounded corners to prevent persons using walkers, crutches and wheelchairs from running into sharp edges.

**Y**       **N**       **P**

3. There should be adequate clear space under the lower counter to accommodate a wheelchair: at least 750 mm. (30 in.) wide x 500 mm. (20 in.) deep and 715 mm. (28 in.) high.

**Y**       **N**       **P**

#### 4.2.3 Access to the Collection

##### Online Catalogues

1. At least one accessible computer terminal should be available for catalogue use.

**Y**       **N**       **P**

2. The accessible terminal must have a keyboard that is (a) adapted for use by a person with a motor or orthopaedic disability; output-input voice recognition system or voice interface.

**Y**       **N**       **P**

(b) have an enlarged or tactile keyboard (Braille overlay), or sequential or “sticky key” software that can be used by visually impaired persons. Or different terminals for different types of adaptive technologies may be provided.

**Y**       **N**       **P**

3. The terminal monitor should have a large screen with adjustable magnification and a variable-font printer to accommodate persons with visual disabilities.

**Y**       **N**       **P**

4. There should be wheelchair spaces and overhead chairs available for mobility-impaired or other patrons to conduct extended searches of online or microfiche records.
- Y**       **N**       **P**
5. There should be an adequate pathway to, and space around terminals to accommodate wheelchair users, without obstructions such as chairs and cables.
- Y**       **N**       **P**
6. Users of computer search stations should not have to reach more than 900 mm. (36 in.) to handle the controls or retrieve materials.
- Y**       **N**       **P**
7. The catalogue interface must be accessible.
- Y**       **N**       **P**
8. The library should provide remote access to OPACs (Online Public Access Catalogues) for users who are unable or find it difficult to come to the library, to retrieve catalogue information and request materials.
- Y**       **N**       **P**
9. Libraries considering changes to OPAC interface design should be aware that text is preferable to graphics, because it can be converted easily into voice output, large print and Braille display with use of adaptive technology.
- Y**       **N**       **P**

#### Manual Card Catalogues

1. All the drawers must be accessible to persons in wheelchairs and other persons with disabilities. The highest that a person in a wheelchair can grasp is 1200 mm. (48 in.), and the lowest is 450 mm. (18 in.). For maximum accessibility, a cabinet should have a height range from 600 mm. (24 in.) to 1200 mm. (49 in.), six drawers high.
- Y**       **N**       **P**

Some people with manual and balance difficulties may not be able to access drawers. Although a user may be able to reach a catalogue drawer, pulling it out safely may be difficult if not dangerous. Staff should be close by, and there should be signs telling users that assistance is available when needed.



2. Cabinet drawers should have large, clear labels, legible to visually impaired persons; minimum letter size should be in 12 or 14 pt. serif.  
**Y**       **N**       **P**
  
3. Drawer handles shall be large enough to be grasped easily by persons with limited fine hand movements.  
**Y**       **N**       **P**
  
4. Enough space must be left in the card catalogue drawers to permit easy handling of the cards.  
**Y**       **N**       **P**
  
5. A selection of conveniently placed magnifying glasses will help patrons read the small print on catalogue cards, or in reference books and printed indexes.  
**Y**       **N**       **P**
  
6. There should be a table and chairs nearby so that readers may sit down to consult catalogue records.  
**Y**       **N**       **P**
  
7. Spaces around card catalogues and consulting tables must be able to accommodate wheelchair users: at least 750 mm. (30 in.) wide x 500 mm. (20 in.) deep and 715 mm. (28 in.) high.  
**Y**       **N**       **P**

Collection Use

1. Staff must be trained and available to assist patrons with those parts of the collection that they cannot use themselves, and a system should be in place to alert staff when assistance is needed.  
**Y**       **N**       **P**
  
2. Aisles between bookstacks shall be at least 920 mm. (36 in.) wide.  
**Y**       **N**       **P**

This space provides sufficient clearance for persons in wheelchairs or on crutches; also for book trucks, and for two ambulatory persons to pass each other.

3. Stack aisles shall be continuous, or provide enough space for a wheelchair to turn around. A minimum turning width of 1500 mm. (60 in.) is required.

**Y**       **N**       **P**

4. The shelves should be accessible, i.e., range from 1470 mm. (58 in.) in height and go no lower than 400 mm. (16 in.) from the floor. If space considerations make this impossible, a compromise of 1700 mm. (68 in.) maximum height and 300 mm. (12 in.) minimum is suggested.

**Y**       **N**       **P**

Compact shelving allows for adequate aisle space and can accommodate three ranges of double-faced shelves in only 3 m. (10 ft.). Where electronically controlled, no manual effort is required; manually controlled compact shelving may require 130 N of effort, depending on the system used. For open-access shelves in public libraries, it may not be practicable.

5. Shelves holding special-format materials such as talking books, videotapes, audio cassettes, and Braille books shall be labelled with tactile identifiers.

**Y**       **N**       **P**

6. Both large-print and regular materials should have spine labels on which the typeface is large, dark, and easy to read.

**Y**       **N**       **P**

Studies have shown that most people over 50 are unable to read call numbers on book spines.

7. Simple devices such as magnifiers, reachers, and book holders, should be available to both non-impaired readers and persons with disabilities.

**Y**       **N**       **P**

Many persons, for various health reasons, are unable to reach or stoop. Although some manuals recommend reachers for retrieving books from high and low shelves, some librarians do not recommend having them on display, as they may cause books to fall and injure readers. Also, some users carry their own reachers. It seems safer to have staff available to retrieve out-of-reach volumes.

8. Files for public use shall be no more than 1370 mm. (54 in.) from the floor.

**Y**       **N**       **P**

Lateral files are preferred because their entire contents are accessible; they can be suspended, therefore located at more convenient heights; and wheelchairs can be rolled up close to them.

9. If the library provides microcomputers for personal use, at least one work station shall be accessible. These computers may also be available to non-disabled people when they are not in use. The primary requirement is that there be good communication among patrons, staff, and other players.

**Y**       **N**       **P**

10. All facilities accessible to persons with disabilities should be clearly identified with signs and labels.

**Y**       **N**       **P**

#### Microfiche Collections

1. Microfiche and microform readers must be equipped with lenses to magnify print to at least twice normal size for patrons with impaired vision.

**Y**       **N**       **P**

2. Microfiche collections for public use must be arranged on visible indexes, or filed with extra space (at least one-fifth of drawer space should be empty), to allow patrons with impaired motor ability to handle them without difficulty. Fiches in individual envelopes are easier to handle.

**Y**       **N**       **P**

3. Microform readers should be on accessible sit-down tables that can be adjusted up or down, and have knee-holes for wheelchair users.

**Y**       **N**       **P**

#### Special-format Materials

1. Special-format collections shall be shelved with the rest of the collection, clearly identified for the readers who will be using them, and accessible.

**Y**       **N**       **P**

2. Equipment to permit use of these collections — talking book players, VCRs, etc. — shall be available and accessible to patrons.

**Y**       **N**       **P**

3. Clear guidelines regarding purchase, storage, lending and borrowing of special-format materials must be incorporated in the library's written procedures.

**Y**       **N**       **P**

4. When acquiring materials for children and young adults in standard formats, purchase copies in alternative formats as well.

**Y**       **N**       **P**

5. Publicize the acquisition of alternative-format materials such as talking books, cassettes, Braille, and large print, and feature them in library displays.

**Y**       **N**       **P**

#### Adaptive Technologies

1. Library terminals offering services to the general public should include at least one fully accessible computer. It should be in an accessible, barrier-free location.

**Y**       **N**       **P**

To accommodate different types of disabilities, the terminal (or terminals) should have alternative keyboards, large-print software, voice interface software and/or Braille refreshable display. Based on services offered to the general public, it will give the user access to CD-ROMs, Internet, and personal computer use.

2. Recommendations for the purchase of adaptive technologies should be solicited from patrons, staff and focus groups, so that priorities can be set and realistic plans made for their purchase.

**Y**       **N**       **P**

3. The library should have access to a union list of libraries and other public resources in the community or area served that lists the various types of adaptive technology available in the local area. If such a list does not exist, the library should compile its own, to ensure that community resources are shared and that unnecessary duplication and expense do not occur.

**Y**       **N**       **P**

4. A formal planning document should be developed before equipment is acquired, to ensure that there is a need for it, that a given product meets patrons' expressed requirements, that there will be sufficient funding to maintain service, upkeep and troubleshooting, and enough staff (including volunteers) to assist users to use it.

**Y**       **N**       **P**

## 4.3 Specifications for General Facilities

### 4.3.1 Signs and Directional Guides

1. All accessible areas must be so designated by the International Symbol of Accessibility for Persons with Disabilities and the symbols representing these facilities. These include:

- washrooms
- telephones
- entrances and exits
- elevators
- ramps
- accessible services areas in the library: computer stations, special collections, reading, writing and study areas
- auditoriums, board rooms, storytelling areas
- emergency areas and equipment

**Y**       **N**       **P**

2. Characters and symbols shall be glare-free and contrast with their background (dark on light and light on dark).

**Y**       **N**       **P**

3. The minimum level of illumination on signs shall be 200 lx.

**Y**       **N**       **P**

4. Characters, symbols or pictographs on tactile signs shall:

- be raised at least 0.8 mm.;
- be between 16 and 50 (.6 x 2 in.) high;
- if letters or numbers, be sans serif; and
- if wall mounted, have the centreline at a height of 1500 +/- mm. (60 in. +/-).

**Y**       **N**       **P**

5. A plan of the library that is both tactile and legible to persons with visual disabilities shall be displayed prominently at the entrance.

**Y**       **N**       **P**

6. Any changes in direction of walkways and corridors, of slope in ramps, and edges of stairs, shall be marked clearly with contrasting colours in floor surfaces, coloured tape or other methods.

**Y**       **N**       **P**

7. Signs must be placed so that they may be seen easily by wheelchair patrons, i.e., between 1650 mm. and 3450 mm. (66-138 in.) from the floor.

**Y**       **N**       **P**

8. Prominently displayed signs should be placed near door handles and at eye level to alert visitors to doors not intended for use by the general public that may lead to dangerous areas such as electrical or other installations. Letters on these signs should be tactile, with raised letters.

**Y**       **N**       **P**

**CHARACTER HEIGHT DIMENSIONS FOR  
READING SIGNS FROM A DISTANCE**

Minimum Character Height (MM.)	Maximum Viewing Distance (MM.)
200	6000
150	4600
100	2500
75	2300
50	1500
25	750

4.3.2 Emergency Systems

1. Well-rehearsed procedures must be in place for the swift, efficient evacuation of all persons with disabilities during an emergency.

**Y**       **N**       **P**

2. A system of detectable warnings must be in place for fire, evacuation, or other emergencies that require immediate response.

These shall include:

- audible alarm signals;

- visible signalling appliances (flashing strobe lights), wall-mounted 2030 mm. (80 in.) minimum and 2440 mm. (96 in.) above the floor;
- the strobe lights will be activated by the accepted fire alarm system and connected to the sounding of the smoke alarm;
- a vibrating beeper that can be used to warn a person with a hearing impairment in the event of an emergency; and
- visual signals should be provided in the following areas: restrooms, general usage areas (e.g., meeting rooms), hallways and lobbies.

**Y**       **N**       **P**

3. Detectable warnings shall be standardized within the library building.

**Y**       **N**       **P**

4. A “safe haven” area should be planned for persons with disabilities awaiting evacuation during emergencies.

**Y**       **N**       **P**

#### 4.3.3 Parking

1. At least 10 percent of parking spaces shall be designated for accessibility.

**Y**       **N**       **P**

2. Signs designating accessible parking spaces must be clearly visible at the entrance of the parking area.

**Y**       **N**       **P**

Vertical signs shall be at least 300 x 450 mm. (12 in. x 18 in.) installed between 1500 and 2500 mm. (60 and 100 in.) from the ground to the centre of the sign. Symbols on the pavement shall be at least 1000 mm. (40 in.) long; located in the centre of the stall; and in a colour strongly contrasting with the background pavement.

**Y**       **N**       **P**

3. Parking spaces for persons with physical disabilities shall be located on the shortest possible circulation route to an accessible entrance. The route shall not oblige persons in wheelchairs to pass behind vehicles that may be backing out.

**Y**       **N**       **P**

4. To be accessible, each parking space must:
- have a firm, level surface;
  - be at least 2400 mm. (8 ft.) wide; and
  - have an adjacent, clearly indicated access aisle at least 1500 mm. (5 ft.) wide, allowing individuals in wheelchairs, or on crutches or braces, ample space to get in or out. Two accessible parking spaces may share a common access aisle.

**Y**       **N**       **P**

5. Parking space for vans (used by many people in wheelchairs) requires a width of at least 4600 mm. (15 ft.) (for vehicles with side access) x 7400 mm. (24.5 ft.) long, and a height clearance of at least 2750 mm. (9 ft. 2 in.) For vans with rear wheelchair entry and mechanical platform lift, there must be clear space of 2000 mm. (6.5 ft.) at the side.

**Y**       **N**       **P**

6. Passenger loading zones shall provide an access aisle at least 1500 mm. (5 ft.) wide and 6000 mm. (20 ft.) long adjacent, parallel to the vehicle pull-up space.

**Y**       **N**       **P**

7. The pull-up space must have a curb ramp at least 920 mm. (6.3 ft.) wide, or 1200 (8.3 ft.) where exposed to snow.

**Y**       **N**       **P**

8. If there are curbs between the access aisle and the vehicle pull-up space, there must be curb ramps that:

- have as gradual a slope as possible: no more than 1:10 (i.e., one unit of incline over a distance of ten units);
- have surfaces textured to avoid slipping; and
- have a detectable warning surface (colour and texture contrasts) that will assist persons with visual impairments.

**Y**       **N**       **P**

9. Vertical clearance at accessible passenger loading zones and along vehicle access routes to the entrance must be at least 2750 mm. (9 ft.). (The space required for a wheelchair to make a smooth U-turn is 1525 mm. (5 ft.).)

**Y**       **N**       **P**



10. If the parking lot is a multi-level garage, its accessible spaces must be close to a barrier-free elevator.

**Y**       **N**       **P**

11. The route from the parking area must be barrier-free, clear of obstacles, snow, ice or other obstructions.

**Y**       **N**       **P**

#### 4.3.4 Paths and Walkways

1. Paths of travel to and from accessible areas must be at least 1500 mm. (60 in., or 5 ft.) wide.

**Y**       **N**       **P**

2. Paths shall run on a continuous plane uninterrupted by steps or abrupt changes in level.

**Y**       **N**       **P**

3. Path surfaces must be obstacle-free, slip-resistant, firm and even.

**Y**       **N**       **P**

4. Ensure that all passageways are free of projections. Anything projecting more than 100 mm. (4 in.) from the wall up to a height of 2000 mm. (80 in. or 6.7 ft.) could be an obstacle to someone with a visual disability.

**Y**       **N**       **P**

5. All potential hazards such as staircases, changes in level, turns, etc., must be made obvious to blind and visually impaired persons through such means as different surface texture (cane-detectable) and colour (contrasting strips or paint).

**Y**       **N**       **P**

6. In places where the level of the walkway drops more than 75 mm. (3 in.), or there is a curb of at least 75 mm., there shall be walls, railings or barriers on both sides.

**Y**       **N**       **P**

7. Ramps must be provided for all changes in elevation.

**Y**       **N**       **P**

8. The clearance between any two structures or fixtures in public aisles must be at least 1100 mm. (44 in.).

**Y**       **N**       **P**

#### 4.3.5 Entrances and Exits

Throughout history, the symbol of an important building was its massive staircase. Although few new libraries continue to design entrances with Carnegie-style entrances, one may still find examples of new buildings in which the architectural statement has taken precedence over accessibility. Halfway measures to improve accessibility have often resulted in ramps that are not visible from the street, are difficult to use, or that exit into parts of the building removed from normal traffic.

1. If access to the building is by a ramp, its slope must be as gradual as possible to permit easy wheelchair access.

The National Building Code permits ramp slopes of 1:10 for ramps up to 3 m. long and 1:12 for ramps over 3 m. long. Ramps are permitted to be 920 mm. (37 in. wide) or 870 mm. (35 in.) between handrails.

**Y**       **N**       **P**

2. If at all possible, buildings shall be planned so that the main entrance is at ground level.

**Y**       **N**       **P**

3. In designing renovations to an existing building, it is better to relocate the main entrance and make it accessible to all than to have a makeshift second entrance for persons with disabilities. If there are entrance stairs, a gentle ramp shall be located as close as possible to them.

**Y**       **N**       **P**

4. If the accessible entrance differs from the main entrance, a sign, easily visible from the main entrance, street, and parking areas, shall indicate its location.

**Y**       **N**       **P**

5. In a climate as severe as ours, a permanent shelter over the entrance provides protection from snow and rain for the person opening the door, and also avoids difficult snow and ice buildup that could impede the operation of automatic doors.

**Y**       **N**       **P**

6. The entrance area must be on a level surface, with sufficient space for the door to swing open freely and for anyone in a wheelchair, on crutches, or using a walker, to approach it without difficulty.

**Y**       **N**       **P**

7. Thresholds must be avoided whenever possible, as they are a hazard to ambulant persons with disabilities and an inconvenience to persons in wheelchairs. If unavoidable, they shall be not more than 13 mm. (1/2 in.) high, and, if over 6 mm. high, be bevelled at a slope of 1:2. At exterior sliding doors, they should not be more than 19 mm. (3/4 in.) high.

**Y**       **N**       **P**

8. Entrances must be well lit so that persons with diminished vision will be able to find their footing and to read directional and informational signs after dark.

**Y**       **N**       **P**

#### 4.3.6 Doors and Doorways

1. At least one power-assisted or automatic door shall be provided at the main entrance to a building.

**Y**       **N**       **P**

2. Only very large revolving doors can accommodate persons using wheelchairs or crutches. In most cases, an alternative entrance door is required, clearly marked, with minimum clear width of 810 mm. (32 in.) measured between the face of the door and the stop with the door open 90 degrees.

**Y**       **N**       **P**

3. The door or doors shall be operated automatically, or be capable of being opened electronically by patrons with disabilities.

**Y**       **N**       **P**

4. Controls for automatic doors must be low enough to be reached by someone in a wheelchair, i.e., 1200 mm. (48 in.) from the floor.

**Y**       **N**       **P**

5. For doors with closers, the sweep period for the door to close must be at least 3 seconds, and it must be possible to stop the closing action by a resistance of no more than 66 N (15 lb. force).

**Y**       **N**       **P**

6. For automatic sliding doors, safety regulations specify that the door must stop closing if there is any obstruction. This requires service maintenance and inspections to ensure that this feature is in good working order.

**Y**       **N**       **P**

7. As many persons with canes use them to help open doors, and wheelchairs often bump against doors, there should be kickplates on the lower part of accessible doors.

**Y**       **N**       **P**

#### 4.3.7 Two Doors in Series

1. The minimum space between two hinged or pivoted doors in series shall be 1200 mm. (48 in.) plus the width of any door swinging into the space. Unless doors are far apart, both sets of doors should swing the same way.

**Y**       **N**       **P**

2. The floor on the inside and outside of each doorway shall be level for a distance of 1500 mm. (60 in.) from the door.

**Y**       **N**       **P**

#### 4.3.8 Door Handles

1. Door handles, levers, or pulls shall:
- be operable by one hand;
  - not require fine finger control, tight grasping, pinching or twisting of the wrist to operate; and
  - be mounted between 400 (16 in.) and 1200 mm. (48 in.) from the floor.

**Y**       **N**       **P**

Knob handles are not recommended, as they cannot be gripped properly by persons with impaired hand functions.

2. Recommended handles include:
- lever handles;
  - push plate door pulls; and
  - U-shaped handles which reduce the risk of catching clothing on, or injury from, the exposed lever end.

**Y**       **N**       **P**

#### 4.3.9 Turnstiles

1. Persons using wheelchairs, crutches or walkers are unable to negotiate turnstiles.

If patrons must normally enter and/or leave the library through a revolving turnstile, there must be a clearly marked alternative entrance/exit beside it, such as an accessible gate, with a clear width of at least 815 mm. (33 in.).

**Y**       **N**       **P**

2. The maximum force for pushing or pulling open a door shall be:

- 38 N for exterior hinged doors;
- 22 N for interior hinged doors; and
- 22 N for sliding or folding doors.

**Y**       **N**       **P**

3. Power-assisted swinging doors shall:

- take not less than 3 seconds to move from the closed to the fully open position; and
- require a force of not more than 66 N to stop door movement.

**Y**       **N**       **P**

4. Guardrails must be provided at a cane-detectable height of 680 mm. (27 in.) maximum where doors swing into a path of travel.

**Y**       **N**       **P**

#### 4.3.10 Stairs

1. A flight of stairs shall have:

- uniform riser heights and tread depths;
- risers not more than 180 mm. (15 in.) high;
- treads not less than 280 mm. (11 in.) deep, measured riser from riser;
- no open risers; and
- detectable warning surfaces at the top of the stairs, extending at least 900 mm. (3 ft.) for one full tread, the full width of the top stair, and on the edge of the other steps, in a colour and texture contrasting with the surrounding flooring.

**Y**       **N**       **P**

#### 4.3.11 Elevators

1. If the building has more than one storey, all levels must be serviced by public elevators.

**Y**       **N**       **P**

Elevator requirements are published in CSA Standard CAN/CSA-B44. In addition to such universal safety specifications as self-levelling landings, elevators must include a number of accessible features.

2. The elevator door must have a clear opening width of at least 910 mm. (36 in.).

**Y**       **N**       **P**

3. The inside dimensions of elevator cars shall provide space for wheelchair users to enter the car, manoeuvre within reach of controls, and exit — at least 1750 mm. (70 in.) x 1300 mm. (52 in.) on the inside.

**Y**       **N**       **P**

4. The clearance between the car platform sill and the edge of any landing shall be 13 mm. (1/2 in.) maximum.

**Y**       **N**       **P**

5. Call buttons must be accessible to persons in wheelchairs (between 900 mm. (36 in.) and 1370 mm. (55 in.) above the floor).

**Y**       **N**       **P**

6. Their minimum size shall be 19 mm. (3/4 in.) and include tactile information on floor numbers, direction, emergency signals, and closed or open doors.

**Y**       **N**       **P**

7. The button designating the up direction shall be located above the button that designates the down.

**Y**       **N**       **P**

8. Call buttons must have visual signals to indicate when each call is registered or answered.

**Y**       **N**       **P**

9. Audible signals — once for the up direction, twice for down — must sound at every floor.
- Y**       **N**       **P**
10. Visual signals shall be provided at each elevator to indicate which car is answering a call and the direction of travel.
- Y**       **N**       **P**
11. The elevator floor shall be of non-slip flooring or low-pile carpet.
- Y**       **N**       **P**
12. Any object projecting into the elevator beneath the buttons must not exceed 100 mm. (4 in.).
- Y**       **N**       **P**
13. The elevator must be equipped with accessible emergency equipment such as a telephone, two-way system and alarm.
- Y**       **N**       **P**

#### 4.3.12 Ramps

1. Any part of an accessible route with a slope greater than 1:20 is considered a ramp. A ramp must be provided wherever there are changes in elevation on walkways or in corridors, access routes or parking lots.
- Y**       **N**       **P**
2. The maximum slope is 1:12 and its maximum rise 750 mm. (30 in.).
- Y**       **N**       **P**
3. A ramp's clear width must be at least 920 mm. (37 in.) — 875 mm. (35 in.) between handrails.
- Y**       **N**       **P**
4. A ramp's surface must be non-skid and free of obstacles.
- Y**       **N**       **P**
5. There shall be a landing of at least 1500 mm. (60 in.) long at the bottom and top of each ramp.
- Y**       **N**       **P**

6. Outdoor ramps must be designed so that their surfaces and approaches will not accumulate water, snow or ice.

**Y**       **N**       **P**

7. Long ramps must have level platforms at intervals of 9 m. (30 ft.) and at points where they turn.

**Y**       **N**       **P**

8. All ramps and landings with drop-offs must have curbs, walls, railings or projecting surfaces that prevent people from slipping off them.

**Y**       **N**       **P**

#### 4.3.13 Handrails

Persons with many forms of disability rely upon handrails to maintain balance and prevent serious falls.

1. Handrail extensions shall be provided at the top of stairs as tactile cues for persons with visual impairments. A continuous handrail will assist them in negotiating ramps or stairs that change direction.

**Y**       **N**       **P**

2. At least one handrail shall be provided for the full length of a staircase.

**Y**       **N**       **P**

3. The handrail must be securely mounted and able to withstand a minimum pull of 1.33 kN (kilonewtons).

**Y**       **N**       **P**

4. The top of the handrail must be not less than 800 mm. (32 in.) high and not more than 900 mm. (36 in.) above the surface of the landing.

**Y**       **N**       **P**

5. The handrail must be easy to grasp, and of a shape and size that provide a firm and comfortable grip.

**Y**       **N**       **P**

6. The rail shall have a circular section 30-40 mm. (1.2-1.6 in.) in diameter, or an alternative shape providing the same gripping surface.

**Y**       **N**       **P**



7. The handrail should be free of any sharp or abrasive elements.  
**Y**       **N**       **P**
8. The handrail should have a continuous gripping surface without interruption by newel posts or anything that can break a hand hold.  
**Y**       **N**       **P**
9. The handrail must be of a colour that contrasts with the wall so that it can be seen easily by persons with impaired vision.  
**Y**       **N**       **P**
10. If on an exit ramp or stairs that continue past an exit door or near ground level, the handrail must have a roughened surface or some other type of tactile identification to assist persons with impaired vision.  
**Y**       **N**       **P**
11. There should be a clear space between the handrail and the wall of 35-45 mm. (1.4-1.8 in.) or, if the wall has a rough surface, 60 mm. (2.4 in.).  
**Y**       **N**       **P**
12. Handrails must not be attached so that they pose a hazard or obstruct pedestrian travel.  
**Y**       **N**       **P**
13. Handrails shall extend horizontally at least 300 mm. (12 in.) beyond the top and bottom of stairs and ramps.  
**Y**       **N**       **P**

#### 4.3.14 Washroom Facilities

1. At least one accessible unisex washroom must be provided for persons whose wheelchairs are pushed by someone of the opposite sex.  
**Y**       **N**       **P**
2. All areas open to the general public must have at least one accessible washroom.  
**Y**       **N**       **P**

3. Directional signs for accessible washrooms must be placed in several locations and must conform to requirements that make them comprehensible to persons with visual disabilities, see section 4.3.1, “Signs and Directional Guides”.

**Y**       **N**       **P**

4. Toilet stalls shall have internal dimensions at least 1500 x 1500 mm. (5 ft. x 5 ft.). Wall-hung toilets are preferred because they provide additional space at toe level.

**Y**       **N**       **P**

5. The height of the toilet from the floor should measure 400 to 460 mm. (16-18 in.) from the rim of the seat. Needs vary greatly: higher seats may be better for ambulatory persons with disabilities, but disadvantageous for wheelchair users. The dimension of the centre-line from the nearest wall should be plus or minus 460 mm. (18 in.).

**Y**       **N**       **P**

6. Two horizontal grab bars from between 750 and 850 mm. (30-34 in.) from the floor, and extending not more than 300 mm. (12 in.) from the rear wall to at least 450 mm. (18 in.) in front of the toilet seat, must be located beside the toilet. On the side where the user transfers from wheelchair to toilet, flip-up grab bars may be used.

**Y**       **N**       **P**

7. The toilet-paper dispenser should not interfere with the grab-bar: a convenient location is under the grab-bar, and in front of the toilet.

**Y**       **N**       **P**

8. Flush controls shall be hand operated on the transfer side of the toilet, or be automatic or electronically controlled.

**Y**       **N**       **P**

#### 4.3.15 Washbasins

1. Washbasins must be mounted so that the minimum distance between the centreline of the fixture and the side wall is 460 mm. (18 in.).

**Y**       **N**       **P**

2. The top of the basin shall be between 820 and 860 mm. (33-34 in.) from the floor.

**Y**       **N**       **P**

3. There shall be knee space at least 750 mm. (30 in.) wide, 200 mm. (8 in.) deep, 680 mm. (27 in.) high; additional toe space at least 750 mm. (30 in.) wide, 230 mm. (9 in.) deep, and 230 mm. (9 in.) high.

**Y**       **N**       **P**

4. Minimum clear floor space shall be 750 mm. (30 in.) wide and 1200 mm. (48 in.) deep.

**Y**       **N**       **P**

5. Faucets for lavatories should be colour coded (red and blue).

**Y**       **N**       **P**

6. Faucet handles shall be of the lever type (not self-closing) operable with a closed fist or electronically controlled.

**Y**       **N**       **P**

#### 4.3.16 Vanities

1. The front apron of a vanity shall have a minimum clearance 750 mm. (30 in.) wide, 500 mm. (20 in.) deep and 720 mm. (29 in.) high.

**Y**       **N**       **P**

2. At least one mirror shall be mounted with its bottom edge not more than 1000 mm. (40 in.) from the floor.

**Y**       **N**       **P**

3. The towel dispenser and waste disposal unit shall be placed within reach of the washbasin.

**Y**       **N**       **P**

#### 4.3.17 Drinking Fountains

1. A wall-mounted drinking fountain located in an alcove is preferred because it does not create a hazard for persons with visual impairments. Drinking fountains that extend into corridors and have an open space underneath the fountain 680 mm. (27 in.) in height should be protected by a wall guard.

**Y**       **N**       **P**

2. Provision of two drinking fountains at two different heights is very convenient for standing adults, people in wheelchairs and children.

**Y**       **N**       **P**

3. Cantilevered drinking fountains shall have a clear floor space of at least 750 x 1200 mm. (30 x 48 in.), clear knee space between the bottom of the apron and the floor at least 750 mm. (30 in.), 200 mm. (8 in.) deep and 680 mm. (27 in.) high.

**Y**       **N**       **P**

Have a toe space not less than 750 mm. (30 in.) wide, 230 mm. (9 in.) deep and 230 mm. (9 in.) high.

**Y**       **N**       **P**

The drinking fountain should be recessed or otherwise located out of the circulation route.

**Y**       **N**       **P**

4. Freestanding or built-in drinking fountains, not having a knee space, shall have a clear floor space at least 1200 mm. wide by 750 mm. deep (48 in. x 30 in.) in front of the unit.

**Y**       **N**       **P**

5. Controls should be hand or electronically operated, at or near the front of the fountain, be operable with one hand, require no tight grasping, pinching or twisting of the wrist; and require a force of less than 22 N to activate.

**Y**       **N**       **P**

6. The spout opening shall be between 750 mm. (30 in.) and 900 mm. (36 in.) from the floor, at the front of the unit.

**Y**       **N**       **P**

7. The flow of water should be parallel or nearly parallel to the front of the unit, and at least 100 mm. (4 in.) high to allow insertion of a drinking-cup.

**Y**       **N**       **P**

#### 4.3.18 Public Telephones

1. Telephones and telephone enclosures should be examined carefully to ensure that they do not pose an undetectable hazard to persons with visual impairments.

They must not protrude more than 100 mm. (4 in.) or have their leading edges mounted below 680 mm. (27 in.).

**Y**       **N**       **P**

2. The telephone area should be located where there is not a high ambient noise level.

**Y**       **N**       **P**

3. At least one public telephone must be accessible to persons with hearing impairments. Accessible features include:

- a telephone with volume control;
- a flux coil on the telephone which permits the use of the T-switch, essential for using a hearing-aid; and
- a TTY unit which a user may carry with him or her and which requires a shelf. (See number 8 in section 4.2.1, “Public Services, Reference/Information and Reading Areas”.)

**Y**       **N**       **P**

4. At least one public telephone must be accessible to persons using wheelchairs.

**Y**       **N**       **P**

5. Telephones for persons in wheelchairs shall be identified by the international symbol of access.

**Y**       **N**       **P**

6. There must be sufficient clear space near the telephone for the user to use it comfortably. A clear floor space not less than 750 mm. (30 in.) wide x 1200 mm. (48 in.) deep shall be provided in front of the telephone. This space may extend a maximum of 480 mm. (19 in.) underneath the telephone if a clear height of 720 mm. (29 in.) is provided for knee space.

**Y**       **N**       **P**

7. The maximum height of operable parts of the telephone, including the coin slot, shall be 1370 mm. (55 in.) from the floor. One code stipulates that the coin slot should be 1200 mm. (48 in.) from the floor.

**Y**       **N**       **P**

8. A telephone directory shelf at least 500 mm. (20 in.) wide and 350 mm. (14 in.) deep shall be provided.

**Y**       **N**       **P**

9. There must be adequate lighting at the telephone — at least 200 lx— so that persons with visual difficulties will be able to read characters on the controls, instructions, and telephone directories.

**Y**       **N**       **P**

10. A chair placed adjacent to one of the regular height telephones provides a convenient place to rest for callers who tire easily. Alternatively a fold-down seat may be installed at the unit.

**Y**       **N**       **P**

11. The cord should be at least 1000 mm. (40 in.) long.

**Y**       **N**       **P**

## References

- (1) *Barrier-Free Design: A National Standard of Canada* (CAN/CSA-B651-94), [2nd ed.] Rexdale, Ont.: Canadian Standards Association, 1995. Preface, p. ix. (The second edition, 1995, was not yet published when this handbook was being written, so most of the specifications are taken from the 1990 code, CAN/CSA-B651-90. Standards authorities usually refer to the CSA code as CSA-B651, rather than to *Barrier-Free Design*.)
- (2) One example: *The Clean-Air Guide* (Ottawa: Canada Mortgage and Housing, 1991.) Also: “Internal Guidelines regarding Multiple Chemical Sensitivity / Environmental Illness (EMCS/EI) for Disability Services at the University of Minnesota.” <http://www.disserv.stu.umn.edu/TC/Admin/MCS-Guidelines.html>.)
- (3) Barrier-Free Design, *idem*.
- (4, 5) Use of focus groups for housing is discussed in: *Focus Groups to Examine Barrier-Free and Adaptable Housing Design*. Prepared for Canada Mortgage and Housing Corporation by Hickling Corporation, RBO Architecture and Société Logique. [Ottawa: CMHC], 1994.
- (6) The term TTY is now in general use instead of TDD (Telephone Device for the Deaf), as it can accommodate other degrees and forms of hearing impairment besides deafness.
- (7) *Improving Social Security in Canada: Persons with Disabilities, A Supplementary Paper*. [Hull, QC]: Government of Canada, 1994. p. 3.
- (8) Strong, Maurice. *Barrier-Free Design: Report of the United Nations Expert Group Meeting on Barrier-Free Design Held June 3-8, 1974 at the United Nations Secretariat, New York*, p. 4. Quoted in *The Accessible Canadian Library*, p. 7.
- (9) “No Bars Hold.” *B.C. Business Magazine*, v. 21, no. 1 (January 1993), p. 15-18. *The Globe & Mail* predicts that “[by] 2031, more than one in five Canadians will be 65 or older” (April 6, 1996, p. A1) — of whom at least 50 percent will have some form of disability.
- (10) *Accessibility Evaluation Guide*. [Ottawa]: Accessibility Office - Technology, Public Works Canada, 1992. p. 75.





## 5.0 Resource Lists

NOTE: No endorsement is meant by inclusion of any of these entries.

### 5.1 Information and Resources for Barrier-free Design

Accessibility Office  
Architectural and Engineering Services  
Real Property Services  
Public Works and Government Services Canada (PWGSC)  
Sir Charles Tupper Building  
Ottawa ON K1A 0M2  
Tel.: (613) 736-2154  
Fax: (613) 736-2766

Provides support in the area of barrier-free public buildings by responding to accessibility-related enquiries, developing design standards and guidelines and providing advice on barrier-free design and related services to other federal government departments and agencies.

Publications useful for libraries engaged in accessible retrofitting and building projects include:

*Accessibility Evaluation Guide*  
*Barrier-Free Cost Guidelines*  
*Orientation and Wayfinding in Public Buildings: An Overview* (1988)  
*Wayfinding in Public Buildings*

Available from:

Real Property Services Documentation Centre  
Public Works and Government Services Canada  
D 325, Sir Charles Tupper Building  
Ottawa ON K1A 0M2  
Tel.: (613) 736-2146  
Fax: (613) 736-2826

Barrier-free Design Consultants  
31 Biggar Avenue  
Toronto ON M6H 2N5  
Tel.: (416) 656-2332  
Fax: (416) 656-2642

Dedicated to making the built environment accessible to everyone, they specialize in education and training programs and professional design consultation. As design consultants their objective is to help create buildings that are both aesthetically pleasing and functional for everyone, cost-effectively and efficiently. Four of the former staff of the Barrier-Free Design Centre, which closed in April 1995, started the partnership of Barrier-Free Design Consultants.

Canadian Institute for Barrier-free Design

Faculty of Architecture

University of Manitoba

Winnipeg MB R3T 2N2

Tel.: (204) 474-8588 or 474-6450

Fax: (204) 275-7198

The primary mandate of the institute is to conduct research into building codes and standards relating to barrier-free design. Also, CIBFD collects and disseminates information, and educates students, professionals and the public-at-large in all aspects of the design of accessible buildings and the environments.

Canadian Housing Information Centre

Canada Mortgage and Housing Corporation

700 Montreal Road

Ottawa ON K1A 0P7

Tel.: (613) 748-2367

Fax: (613) 748-4069

Provides information, publications, research and bibliographies on the technical, social and economic aspects of housing and construction, including accessible housing design for persons with disabilities and the elderly, and “clean” housing for environmentally sensitive persons. Distributes many titles in its report series free of charge, as well as popular titles, both free and priced. Contact the Canadian Housing Information Centre for titles, catalogues and lists. Some titles relevant to disability issues include:

*Guide to Mechanical Systems for Clean Indoor Environments*

*The Clean Air Guide*

*Technology in the Home: Consumer Guide: Helping Seniors and People with Disabilities*

*Report on Focus Group Studies*

Institute for Research in Construction

The National Research Council of Canada

Building M-20

Montreal Road

Ottawa ON K1A 0R6

Information Services and Library:

IRC conducts advanced research in building science, disseminated through its library services, publications, model building codes, and seminars — including information and research on barrier-free design.

Ontario Ministry of Labour  
Société d'habitation du Québec  
Succursale Montréal Centre de documentation  
3 Place Desjardins  
Tour du Nord, 25<sup>e</sup> Etage  
Montréal QC H5B 1B3  
Tel.: (514) 873-9611  
Fax: (514) 873-2849

The Société d'habitation du Québec serves the needs of persons with disabilities through a non-profit housing program, a subsidized housing program and a home adaptation program.

Publications available in English and French:

*La Domotique, pour le maintien à domicile: projet pilote de logement adapté intégrant la domotique*

*Home Automation: Maintaining People in Their Own Homes: Pilot Project for Adapted Housing Integrating Home Automation*

*Vivre a domicile en toute confiance : guide sur le choix d'un service de surveillance et d'aide en cas de besoin*

*Safe at Home : A Guide to Personal Response Services*

Canadian Standards Association  
173 Rexdale Boulevard  
Rexdale ON M9W 1R3  
Tel.: (416) 747-4044  
Fax: (416) 747-4149

Not-for-profit, voluntary membership association engaged in standards development and certification activities in the fields of health, safety, building, construction, and the environment. CSA standards are used by industry, commerce, and municipal, provincial and federal governments. The Association has regional branches in major cities across Canada.

Standards Council of Canada  
350 Sparks Street  
Ottawa ON K1R 7S8  
Tel.: (613) 238-3222; standards sales: 1-800-267-8220  
Fax: (613) 995-4564

The Council is the coordinating body of the National Standards System, a federation of independent autonomous organizations working towards the further development and improvement of voluntary standardization in Canada and internationally. The Council is responsible for ensuring that Canadian standards conform to the criteria and procedures established by the Council.

## 5.2 Provincial/Territorial Building Code Authorities

### ALBERTA

Alberta Labour  
Building and Fire Safety Branch  
#705 10808-99th Avenue  
Edmonton AB T5K 0G5  
Tel.: (403) 427-8265  
Fax: (403) 422-7205

### BRITISH COLUMBIA

Ministry of Municipal Affairs  
Building Standards Branch  
800 Johnson Street  
Victoria BC V8V 1X4  
Tel.: (604) 387-4010  
Fax: (604) 356-9019

### MANITOBA

Manitoba Department of Labour  
Office of the Fire Commissioner  
#508, 401 York Avenue  
Winnipeg MB R2C 0P8  
Tel.: (204) 945-3331  
Fax: (204) 948-2089

### NEW BRUNSWICK

Municipalities, Culture, and Housing  
Program Support Services  
Engineering Division  
20 McGloin Street  
Fredericton NB E3B 5C3  
Tel.: (506) 453-2845  
Fax: (506) 457-4991

### NEWFOUNDLAND

Department of Municipal and Provincial Affairs  
Government Service Centre  
5 Mews Place  
P.O. Box 8700  
St. John's NF A1B 4J6  
Tel.: (709) 729-3144  
Fax.: (709) 729-2071

#### NORTHWEST TERRITORIES

Fire Safety - Public Safety Division  
Dept. of Safety and Public Services  
P.O. Box 1320  
Yellowknife NWT X1A 2L9  
Tel.: (403) 873 7944  
Fax: (403) 873-0260

#### NOVA SCOTIA

Department of Municipal Affairs  
1601 Lower Water Street, 4th floor  
Halifax NS B3J 2M4  
Tel.: (902) 424-8046  
Fax: (902) 424-0821

#### ONTARIO

Ministry of Housing  
777 Bay Street, 17th floor  
Toronto ON M5G 2E5  
Tel.: (416) 585 7025  
Fax: (416) 585-6227

#### PRINCE EDWARD ISLAND

Department of Provincial Affairs and Attorney General  
P.O. Box 2000  
Charlottetown PE C1A 7N8  
Tel.: (902) 368 4874  
Fax: (902) 368-5526

#### QUEBEC

Ministère des Affaires municipales  
Édifice Cook-Chauveau  
20, rue Chauveau  
Québec QC G1R 4J3  
Tel.: (418) 691-2019  
Fax: (418) 643-7385

#### SASKATCHEWAN

Saskatchewan Municipal Government  
Building Standards  
3310-1855 Victoria Avenue  
Regina SK S4P 3V7  
Tel.: (306) 787-4113  
Fax: (306) 787-9273

## YUKON

Community and Transportation Services  
Public Safety Branch, M3A  
P.O. Box 2703  
Whitehorse YT Y1A 2C6  
Tel.: (403) 667-5094  
Fax: (403) 393-6249

### 5.3 Federal Government Agencies

Accessibility Office  
Architectural and Engineering Services

Public Works and Government Services Canada (PWGSC)  
(See section 5.1, “Information and Resources for Barrier-Free Design”.)

Canadian Clearinghouse on Disability Issues  
Status of Disabled Persons Secretariat  
Human Resources Development Canada  
Suite 100, 25 Eddy Street  
Hull QC K1A 0M5  
Tel.: (819) 994-7514 (National Capital Region only)  
1-800-665-9017  
TTY: 1-800-561-9706  
Fax: (819) 953-4797

Provides information on federal government programs and services and on issues that affect persons with disabilities (education, employment, training, housing, recreation, transportation, etc.). The service is available to all Canadians interested in disability-related issues.

Canadian Housing Information Centre  
Canada Mortgage and Housing Corporation  
(See section 5.1, “Information and Resources for Barrier-Free Design”.)

The Canadian Human Rights Commission  
National Office  
Director  
Communications Branch  
320 Queen Street  
Ottawa ON K1A 1E1  
Tel.: (613) 943-9100  
TTY: (613) 996-5211  
Fax: (613) 996-9661

“The Commission acts as a watchdog against discrimination in federally regulated organizations”, in administering the Canadian Human Rights Act, which “accords all persons equal access to goods, facilities, accommodation or employment, without being discriminated against for reasons including mental or physical disability.” The Commission provides information and advice concerning the Act and its own work.

Its publications include:

*Canadian Human Rights Act: Office Consolidation*  
*Canadian Human Rights Act: A Guide*  
*Filing a Complaint with the Human Rights Commission*

Justice Canada  
Communications and Consultation Branch  
239 Wellington Street  
Ottawa ON K1A 0H8  
Tel.: (613) 957-4222  
TTY: (613) 002-4556  
Fax: (613) 954-0811

“The Communications and Consultation Program provides information on programs, services and activities of the Department of Justice, as well as federal legislation...available to all Canadians to inform them of their rights, duties and responsibilities as citizens...”

Publications include:

*Canada's System of Justice* (large print and Braille)  
*Canadian Human Rights Act Amendment* (cassette, computer diskette)  
*Towards Equality* (cassette)

National Film Board of Canada  
Mercury Court  
179 Rideau Street  
Ottawa ON K1A 0M9  
Tel.: 1-800-267-7710

NFB produces and/or distributes a number of films and video cassettes on disability issues. Topics include employment, public access, women's issues, autism, education, housing, lifestyles and recreation. All of the video cassettes now being produced by the NFB are closed captioned. Contact nearest NFB office, or use the toll-free telephone number for information, to reserve films, or purchase the NFB catalogue:

*Film and Video Catalogue* (\$9.00)

The National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
Tel.: (613) 995-9481

For questions related to library services for persons with disabilities, contact the Library Development Officer, at (613) 996-7271.

The National Library has an Advisory Group on National Library Services to Persons with Disabilities that meets annually. The Advisory Group is composed of service providers, librarians and consumers who share information and advise the National Library on the

development of programs supporting the provision of library services to Canadians with disabilities.

The National Library is responsible for CANUC:H, the Canadian union catalogue, or database listing of alternative-format materials held in Canadian libraries. It contains more than 100 000 entries for books, magazines, articles, reports and videos, on diskette, in large print, talking books, and closed or open-captioned videos. CANUC:H is available online nationwide through the AMICUS Search Service. For a descriptive brochure on CANUC:H, contact Marketing and Publishing (address below). For additional information, see section 3.9 "Resource Sharing". CANWIP (on the same database) means Canadian Works-in-Progress. It is based on publishers' reports of titles in preparation for publication in alternative formats, and often prevents duplicate production of titles.

The Large-Print Publishing Program funded up to 50 percent of the cost of publishing large-print books written by Canadians. Fifty-four Canadian works were published by 14 different publishers which, to be eligible, had to be 75 percent owned and controlled by Canadians, operating in Canada, and have previously published at least two books in large print or 4 books in regular print. To obtain a bibliography of these books contact:

Marketing and Publishing  
National Library of Canada  
Tel.: (613) 995-7969  
Fax: (613) 991-9871  
TTY: (613) 992-6969  
Internet: publications@nlc-bnc.ca

Institute for Research in Construction  
The National Research Council of Canada  
(See section 5.1, "Information and Resources for Barrier-Free Design".)

#### **5.4 Provincial/Territorial Public Library Agencies and Educational Resource Centres**

ALBERTA  
Alberta Community Development  
Libraries Branch  
3rd floor, Beaver House  
10158-103 Street  
Edmonton AB T5J 0X6  
Tel.: (403) 427-2556  
Fax: (403) 427- 0263  
Contact: Lucy Pana



## BRITISH COLUMBIA

Ministry of Municipal Affairs  
Library Services Branch  
Lower Mainland Office  
L50 - 4946 Canada Way  
Burnaby BC V5G 4H7  
Tel.: (604) 660-7344  
Fax: (604) 660-0435  
Contact: Gordon Yusko

## MANITOBA

Manitoba Culture, Heritage and Citizenship/ Culture, Patrimoine et Citoyenneté Manitoba  
Public Library Services/ Services des bibliothèques publiques  
1525-1st Street South, Unit 200  
Brandon MB R7A 7A1  
Tel.: (204) 726-6887  
Fax: (204) 726-6868  
Internet: ramage@alpha.tkm.mb.ca  
Contact: Marian Ramage

## NEW BRUNSWICK

New Brunswick Library Service/Service des bibliothèques publiques du Nouveau-Brunswick  
P.O. Box 6000  
Fredericton NB E3B 5H1  
Tel.: (506) 453-2354  
Fax: (506) 453-2416  
Internet: jthompson@gov.nb.ca  
Contact: Jocelyne Thompson

## NEWFOUNDLAND

Provincial Resource Library  
Arts and Culture Centre  
St. John's NF A1B 3A3  
Tel.: (709) 737-3946  
Fax: (709) 737-2660  
Internet: Cameron@morgan.ucs.mun.ca  
Contact: Charles Cameron, Manager

## NORTHWEST TERRITORIES

Northwest Territories Library Services  
2nd floor, Wright Centre  
62 Woodland Drive  
Hay River NT X0E 1G1  
Tel.: (403) 874-6531  
Fax: (403) 874-3321  
Contact: Suliang Feng,  
Territorial Librarian

## NOVA SCOTIA

Nova Scotia Provincial Library  
3770 Kempt Road  
Halifax NS B3K 4X8  
Tel.: (902) 424-2481  
Fax: (902) 424-0633  
Internet: [ajohn@nshpl.library.ns.ca](mailto:ajohn@nshpl.library.ns.ca)  
Contact: Andrea John,  
Coordinator, User Services

## ONTARIO

Ministry of Culture, Tourism and Recreation  
Libraries and Community Information Branch  
77 Bloor Street West  
3rd floor  
Toronto ON M7A 2R9  
Tel.: (416) 314-7611  
Fax: (416) 314-7635

## PRINCE EDWARD ISLAND

Provincial Library  
Red Head Road  
Morell PE C0A 1S0  
Tel.: (902) 961-3201  
Fax: (902) 961-3203  
Contact: Moira Davidson

## QUEBEC

Ministère des Affaires Culturelles  
Direction des arts, des bibliothèques, et des industries culturelles  
Responsable: Secteur des bibliothèques  
225 Grande Allée Est  
3e étage Bloc A  
Québec QC G1R 5G5  
Tel.: (418) 644-7201  
Fax: (418) 644-0380  
Contact: Jacques Morrier

## SASKATCHEWAN

Provincial Library  
1352 Winnipeg Street  
Regina SK S4P 3V3  
Tel.: 306 787-2984  
Fax: 306 787-2029  
Internet: sakon@provlb.lib.sk.ca  
Provincial Library Home Page: <http://www.gov.sk.ca/provlb>  
Contact: Marie Sakon,  
Public Library and Client Services

## YUKON

Public Library Services Unit  
Libraries and Archives Branch  
Government of Yukon  
P.O. Box 2703  
Whitehorse YT Y1A 2C6  
Tel.: (403) 667-5240  
Fax: (403) 393-6333  
Contact: Julie Ourom, Yukon Libraries  
Tel.: (403) 667-5321  
Fax: (403) 393-6253  
Contact: Diane Chisholm, Yukon Archives

## **Canadian Association of Educational Resource Centres for Alternate Format Materials (CAER)**

CAER is a national association of centres providing coordinating educational service for their region and province. Member centres provide alternative-format material, specialized equipment and kits to elementary, secondary and post-secondary students in their provinces. The association promotes resource sharing and common procedures and practices, encourages the use of new technology and communicates with vendors and publishers, advises educational ministries on evolving issues and maintains contact with associated organizations, provides members with professional development opportunities and the opportunity to discuss and study common points of interest.

Members

Paul Henri Buteau  
Institut Nazareth et Louis Braille (INLB)  
1255 Beauregard  
Longueuil QC J4K 2M3

Fred Poon  
Provincial Resource Centre for the Visually Impaired  
106 1750 W 75th Avenue  
Vancouver BC V6P 6G2

Francis Drake  
Atlantic Provinces Resource Centre for the Visually Impaired  
5940 South Street  
Halifax NS B3H 1S6

Judy Rannard  
Special Materials Services  
215 1181 Portage Avenue  
Winnipeg MB R3G 0T3

Mary Anne Epp  
Colleges and Institutes Library Services (CILS)  
Langara College  
100 West 49th Avenue  
Vancouver BC V5Y 2Z6

Kathryn Ribeiro  
Materials Resource Center for the Visually Impaired  
12360 142 Street N.W.  
Edmonton AB T5L 4X9

Jane Field  
Resource Services Library  
W.Ross MacDonald School  
350 Brant Avenue  
Brantford ON N3T 3J9

Bill Rudkin  
Deputy Director General  
Director of Rehabilitation  
Montreal Association for the Blind  
7000 rue Sherbrooke West  
Montreal QC H4B 1R3

Charlene Kramer  
Saskatchewan Education  
2220 College Avenue  
Regina SK S4P 3V7

Paul Thiele  
Crane Library and Resource Centre  
University of British Columbia  
1874 East Mall  
Vancouver BC V6R 4P9

## 5.5. Disability Agencies

### 5.5.1 National

Active Living Alliance for Canadians with a Disability  
1600 James Naismith Drive  
Gloucester ON K1B 5N4  
Tel.: 1-800-771-0663, (613) 748-5747  
Fax: (613) 748-5782  
e-mail: [disability.alliance@rtm.activeliving.ca](mailto:disability.alliance@rtm.activeliving.ca)

Advocacy Group for the Environmentally Sensitive (AGES)  
1887 Cahine Court  
Orleans ON K1C 2W6  
Tel.: (613) 830-5722  
Contact: Marie Laurin

Allergy and Environmental Association of Canada  
3263 Yonge Street  
Toronto ON M4N 2N3  
Tel.: 1-800-695-9271  
(Chapters: British Columbia, New Brunswick, Nova Scotia, Ontario.)

Amotrophic Lateral Sclerosis Society of Canada/Société canadienne de la sclérose latérale amyotrophique  
220-6 Adelaide Street East  
Toronto ON M5C 1H3  
Tel.: (416) 362-0414  
Contact: Jan Rodman, National Executive Director

The Arthritis Society / La Société d'Arthrite  
250 Bloor Street West, Suite 901  
Toronto ON M4W 3P2  
Tel.: (416) 967-1414  
Fax: (416) 967-7171  
Contact: Denis Morice, President and CEO

Association for the Neurologically Disabled of Canada (“AND”) / Association canadienne pour les handicapés neurologiques  
59 Clement Road  
Etobicoke ON M9R 1Y5  
Tel.: (416) 244-1992  
Contact: Robert S. Nelson, President

Autism Society Canada / Société canadienne de l’autisme (ASC)  
129 Yorkville Avenue, Suite 202  
Toronto ON M5R 1C4  
Tel.: (416) 922-0302  
Fax: (416) 822-1032  
Contact: David White, Exec. Dir.

Balance (formerly, Blind Adults Learning about Normal Community Environment)  
4920 Dundas Street West, Suite 302  
Etobicoke ON M9A 1B7  
Tel.: (416) 236-1796  
Fax: (416) 236-4280  
Contact: Sue Archibald, Exec. Dir.

Canadian Association for Community Living / Association canadienne pour l’intégration communautaire  
(formerly: Canadian Association for the Mentally Retarded)  
York University Kinsmen Building  
4700 Keele Street  
Downsview ON M3J 1P3  
Tel.: (416) 661-9611  
Fax: (416) 661-5701

Canadian Association of the Deaf / Association des Sourds du Canada  
2435 Holly Lane, Suite 205  
Ottawa ON K1V 7P2  
Tel.: (613) 526-4785  
Contact: James Roots, Exec. Dir.  
(27 affiliates.)

Canadian Braille Authority  
1931 Bayview Avenue  
Toronto ON M4G 4C8  
Tel.: (416) 480-7580  
Fax: (416) 480-7677  
Contact: Dr. Euclid Herie, Pres.

Canadian Council of the Blind / Conseil canadien des aveugles  
396 Cooper Street, Suite 405  
Ottawa ON K2P 2H7  
Tel.: (613) 567-0311  
Fax: (613) 567-2728  
Contact: Corry Stuve, Exec. Dir.

Canadian Deaf and Hard of Hearing Forum  
31 Karen Street  
Thornhill ON L4J 5L5  
Tel.: (905) 736-5968  
Fax: (905) 736-5146  
Contact: Dr. David Mason, Pres.; Al Bowden, Vice-Pres.

Canadian Deafblind and Rubella Association / Association  
canadienne de la surdicécité et la rubéole  
747-2nd Avenue, Suite 4  
Owen Sound ON N4K 2G9  
Tel.: (519) 372-1333  
Fax: (519) 372-1334  
Contact: Sandra Maitland, Exec. Dir.; Stan Munroe, Pres.  
(Chapters in the provinces.)

Canadian Disability Rights Council / Conseil canadien des droits des personnes handicapées  
428 Portage Avenue, Suite 208  
Winnipeg MB R3C 0E4  
Tel.: (204) 943-4787  
Fax: (204) 949-1223  
Contact: Jerome Di Giovanni, Pres.; Sue Williams, Acting Exec.-Dir.

Canadian Hard of Hearing Association / Association des malentendants canadiens  
2435 Holly Lane, Suite 205  
Ottawa ON K1V 7P2  
Tel.: (613) 526-1584  
Fax: (613) 526-4718  
TDD: (613) 526-2692  
Contact: Ian Fraser, Exec.; Marilyn Dahl, Pres.  
(Numerous branches across Canada.)

Canadian National Institute for the Blind / Institut national canadien pour les aveugles (CNIB / INCA)

1929 Bayview Avenue

Toronto ON M4G 3E8

Tel.: (416) 480-7580

Fax: (416) 480-7677

Contact: Dr. Euclid J. Herie, Pres. and CEO  
(Divisions across Canada.)

CNIB National Library Division:

Rosemary Kavanagh, Exec. Dir.

Tel.: (416) 488-7520

Fax: (416) 480-7700

Canadian Rehabilitation Council for the Disabled / Conseil canadien pour la réadaptation des handicapés (CRDC)

45 Sheppard Avenue East, Suite 801

Toronto ON M2N 5W9

Tel.: (416) 250-7490

Fax: (416) 229-1371

TDD: (416) 250-7490

Contact: Henry J. Botchford, Nat. Exec. Dir.

Canadian Cerebral Palsy Association

see under names of provinces

Canadian Diabetes Association / Association canadienne du diabète

15 Toronto Street, Ste. 1001

Toronto ON M5C 2E3

Tel.: (416) 363-3373

Fax: (416) 363-3393

Contact: Jim O'Brien, Nat. Exec. Dir.

Canadian Mental Health Association / Association canadienne pour la santé mentale

2160 Yonge Street, 3rd Floor

Toronto ON M4S 2Z3

Tel.: (416) 484-7750

Fax: (416) 484-4617

Contact: Edward J. Pennington, Gen. Director

(Provincial and territorial divisions; 150 chapters across Canada.)



Canadian Paraplegic Association / Association canadienne des paraplegiques  
1101 Prince of Wales Drive  
Ste. 320  
Ottawa ON K2C 3W7  
Tel.: (613) 723-1033  
Fax: (613) 723-1060  
Contact: Eric Boyd, Managing Director  
E-mail: eboyd@cyberplus.ca

Christian Record Services Inc.  
1300 King Street East, Suite 119  
Oshawa ON L1H 8N9  
Tel.: (905) 436-6938  
Fax: (905) 436-7102  
Contact: Patricia Page, Exec. Dir.  
(Lending library of alternative-format reading materials.)

Council of Canadians with Disabilities / Coalition des organisations provinciales, ombudsman  
des handicapés  
Formerly Coalition of Provincial Organizations of the Handicapped (COPOH)  
294 Portage Avenue, Suite 926  
Winnipeg MB R3C 0B9  
Tel.: (204) 947-0303  
Fax: (204) 942-4625  
Contact: Laurie Beachnell, National Coordinator; Francine Arsenault, National Chair

Disability Information Services of Canada / Le Service d'information pour les personnes  
handicapées du Canada (DISC)  
501-18 Avenue, Suite 304  
Calgary AB T2S 0C7  
Tel.: (403) 244-2836  
TTY: 229-2177  
Fax: (403) 229-1878  
Contact: Diana Brent, Coord.

Institut Nazareth et Louis Braille  
Jean-Claude Provost, Président d'Administration  
1111 rue Saint-Charles ouest  
Longueuil QC J4K 5G4  
Tel.: (514) 463-1710; 1-800-361-7063  
Fax: (514) 463-0243

L'Institut Roeher Institute  
Kinsmen Building  
York University  
4700 Keele Street  
North York ON M3J 1P3  
Tel.: (416) 661-9611  
Fax: (416) 661-5701  
TDD: (416) 661-2023

("Canada's National Institute for the Study of Public Policy Affecting Persons with an Intellectual Impairment and Other Disabilities.")

John Milton Society for the Blind in Canada / Société John Milton pour les aveugles du Canada  
40 Street Clair Avenue East, Suite 202  
Toronto ON M4T 1M9  
Tel.: (416) 960-3953  
Contact: Joanne Gunn, Exec.Dir.; Kenneth Holmes, Pres.  
(Distributes free materials in alternate formats.)

Learning Disabilities Association of Canada / Troubles d'apprentissage- Association canadienne  
Pauline Mantha, Executive Director  
Maison Kildare House  
323 Chapel Street, Ste. 200  
Ottawa ON K1N 7Z2  
Tel.: (613) 238-5721  
Fax: (613) 235-5391  
(Provincial chapters also.)

Neil Squire Foundation / Fondation Neil Squire  
Suite 220, 2250 Boundary Road  
Burnaby BC V5M 4L9  
Tel.: (604) 473-9363  
Fax: (604) 473-9364  
e-mail: nlf@mindlink.bc.ca.  
Contact: Gary Birch, Exec. Dir.  
(Research and development of innovative technology. Regional offices as well.)

VOICE for Hearing Impaired Children  
124 Eglinton Avenue West, Suite 402  
Toronto ON M4R 2G8  
Tel.: (416) 487-7719  
Fax: (416) 487-7423  
Contact: Rosemary Pryde, Exec.Dir.; Vicki Robinson, Chair  
(Several chapters in other provinces.)

### 5.5.2 Provincial and Regional

Provincial chapters of national organizations are not listed. National organizations with chapters in every province are so identified.

Alberta Rehabilitation Council for the Disabled  
400-10909 Jasper Avenue  
Edmonton AB T5J 3L9  
Tel.: (403) 429-0137  
Fax: (403) 429-1937  
Contact: James Killick, Exec. Dir.

British Columbia Coalition of People with Disabilities (BCCPD)  
456 West Broadway, Suite 204  
Vancouver BC V6M 2K9  
Tel.: (604) 875-0188  
Fax: (604) 875-9227  
Contact: Margaret Birrell, Exec. Dir.; Margo Massie, Pres.

Calgary Action Group of the Disabled  
426-8th Avenue South East  
Calgary AB T26 0L7  
Tel.: (403) 262-5400  
Contact: Mary-Lee Sipps, Coord.

Cerebral Palsy Association in Alberta / Association de la paralysie cérébrale en Alberta (CPAA)  
706-5920 MacLeod Trail S.  
Calgary AB T2H 0K2  
Tel.: (403) 253-5955; (800) 363-2807  
Fax: (403) 258-0812  
Contact: A. Johansen, Pres.

Cerebral Palsy Association of British Columbia  
4423 Boundary Road  
Vancouver BC V5R 2N3  
Tel.: (604) 431-3833; (800) 663-0004  
Fax: (604) 431-3822  
Contact: Beth Lawrence, Exec. Dir.; Greg Malisz, Pres.

Cerebral Palsy Association of Manitoba  
825 Sherbrook Street  
Winnipeg MB R3A 1M5  
Tel.: (204) 774-9427  
Fax: (774) 786-0860  
Contact: Laura Schnellert, Exec. Dir.

Cerebral Palsy Association of Prince Edward Island  
161 Street Peter's Road, Second Level  
Sherwood Park Shopping Centre  
Charlottetown PEI C1A 8C3  
Tel.: (902) 892-9694

Community Involvement of the Disabled  
295 George Street, Suite 304  
Sydney NS B1P 1J7  
Tel.: (902) 564-9817  
Fax: (902) 564-9817  
Contact: Patricia Flynn, Pres.

Consumer Organization of Disabled People of Newfoundland and Labrador  
P.O. Box 422, Stn C  
St. John's NF A1C 5K4  
Tel.: (709) 722-7011  
Contact: Mary Ennis, Exec. Dir.; Job Goudie, Pres.

Halifax Regional Cerebral Palsy Association  
P.O. Box 33075  
Halifax NS B3L 4T6  
Tel.: (902) 423-8345  
Fax: (902) 423-8345  
Contact: Lloyd Samson, Contact

Low Vision Association of Ontario  
(Formerly Low Vision Association of Canada)  
263 Russell Hill Road  
Toronto ON M4V 2T4  
Tel.: (416) 921-6609  
Contact: Bill Carroll, Exec. Dir.

Manitoba Speech and Hearing Association (MSHA)  
985 Pembina Highway, Suite 321  
Winnipeg MB R3L 2E1  
Tel.: (204) 453-4539  
Contact: Jerri Hall, Admin. Sec.

Montreal Association for the Blind / Association montréalaise pour les aveugles  
7000 Sherbrooke Street West  
Montreal QC H4B 1R3  
Tel.: (514) 489-8201, ext. 233  
Fax: (514) 489-3477  
Contact: Dr. J.A. Simms, General Director

Newfoundland Society for the Physically Disabled  
P.O. Box 1403  
St. John's NF A1C 5N5  
Tel.: (709) 754-1970  
Fax: (709) 754-3116

Northwest Territories Council for Disabled Persons  
P.O. Box 1387  
Yellowknife NT X1A 2J1  
Tel.: (403) 873-4124  
Contact: Lydia Bardak

Ontario Federation for Cerebral Palsy / Fédération ontarienne pour les paralysés cérébraux (OFCP)  
1630 Lawrence Avenue West, Suite 104  
Toronto ON M6L 1C5  
Tel.: (416) 244-9686  
Contact: Clarence Meyers, Exec. Dir.

Ontario March of Dimes  
10 Overlea Boulevard  
Toronto ON M4H 1A4  
Tel.: (416) 425 3463, ext. 213  
Fax: (416) 425-1920  
Contact: Judy Lytle, Provincial Coordinator, Post-Polio and Information Services

Parkinson Foundation of Canada / Fondation canadienne du Parkinson  
710-390 Bay Street  
Toronto ON M5H 2Y2  
Tel.: (416) 366-0099  
Fax: (416) 366-9190  
Contact: Trevor Williams, National Exec. Dir.

Prince Edward Island Council of the Disabled  
P.O. Box 2128  
Charlottetown PE C1A 7N7  
Tel.: (902) 892-9149  
Contact: Anne Lie-Nelson, Exec. Dir.

Saskatchewan Deaf and Hard of Hearing Services  
2341 Broad Street  
Regina SK S4P 1Y9  
Tel.: (306) 352-3323; (800) 565-3323  
Fax (306) 757-3252  
Contact: George Thomas, Exec. Dir.; Dale Burling, Pres.

Société pour les enfants handicapés du Québec / Quebec Society for Disabled Children  
2300 boulevard René-Lévesque Ouest  
Montréal QC H3H 2R5  
Tel.: (514) 937-6171  
Fax: (514) 937-0082  
Contact: Diane Tétreault, Directrice générale

Society for Manitobans with Disabilities Inc.  
825 Sherbrook Street  
Winnipeg MB R3A 1M5  
Tel.: (204) 786-5601; (800) 282-8041  
TTY: (204) 774-2861  
Fax: (204) 783-2919  
Contact: David Steen, Exec. Dir.; David Hargrave, Pres.  
(Affiliated with Canadian Rehabilitation Council for the Disabled; has five regional offices in the province.)

Speech and Hearing Association of Nova Scotia (SHANS)  
P.O. Box 775, Halifax Central CRO  
Halifax NS B3J 2V2  
Tel.: (902) 423-9331  
Fax: (902) 423-0981  
Contact: J. Schmidbauer, Pres.

## 5.6 Electronic Resources

### 5.6.1 Canadian World Wide Web Sites

National Library of Canada Web Service  
<http://www.nlc-bnc.ca>

The National Library's web site provides information about the National Library and its services and collections. Many links to Canadian information, including governmental.  
Recommended: "Cooperative Programs"

Disabled Peoples' International Home Page  
<http://www.dpi.org/>

"The purpose of DPI is to promote the Human Rights of People with Disabilities through full participation, equalization of opportunity and development."  
Recommended: "Disability Links - A list of disability related web and gopher sites"

University of Toronto Adaptive Technology Resource Centre  
<http://www.utoronto.ca/atrc>

The purpose of ATRC "is to develop and share creative solutions to the challenges faced by users of adaptive technology, to foster the effective use of adaptive technology in education, to promote the integration of alternative-access systems throughout the information technology infrastructure and to bring together the collective skills and resources of the University to ensure

that information technology is accessible to all students, staff and faculty.”

Recommended: “Adaptive Technology Glossary”

The Integrated Network of Disability Information and Education (INDIE)

<http://indie.ca>

Objective is to “maintain a comprehensive directory of Internet based information resources related to disability... in French and/or English.”

### 5.6.2 Other World Wide Web Sites

EASI: Equal Access to Software and Information

<http://www.rit.edu/~easi/>

EASI’S mission is to provide information and guidance in the area of access-to-information technologies by individuals with disabilities

Recommended: “Information Technology and Disabilities (Quarterly Journal)”

Also see EASI’s “Other Internet Resources”:

<http://www.rit.edu/~easi/otherweb.html>

Evan Kemp Disability Resources on the Internet

<http://disability.com/cool.html>

Many categories of disability related internet links offered here.

The National Library Service for the Blind and Physically Handicapped

<http://lcweb.loc.gov/nls/nls.html>

Bibliographies of Braille and talking books available.

National Center for Supercomputing Applications, NCSA Mosaic Access Page

<http://bucky.aa.uic.edu/>

A resource for those interested in how people with disabilities can use the Internet and the World Wide Web.

Recording for the Blind and Dyslexic (RFB & D)

<http://www.rfb.org/>

American national non-profit organization that provides educational materials in recorded and computerized formats.

Trace Research & Development Center

<http://www.trace.wisc.edu/>

The Trace Center’s goal is to improve the accessibility of computers and information systems to individuals with disabilities through research and development, and education.

WebABLE!

<http://www.webable.com/>

WebABLE is an information repository for people with disabilities and accessibility solution providers.

Yahoo

[http://www.yahoo.com/text/society\\_and\\_culture/disabilites](http://www.yahoo.com/text/society_and_culture/disabilites)

More disability-related links.

### 5.6.3 Discussion Lists

**BIBCANLIB-L:** a library-related discussion list from the National Library.

To subscribe send an e-mail message to [listserv@infoserv.nlc-bnc.ca/](mailto:listserv@infoserv.nlc-bnc.ca/), put nothing into the subject line, and in the first line of the message type the command: SUBSCRIBE \_listname\_ \_yourname\_

**AXSLIB:** a discussion list on the problems and opportunities for libraries to become more accessible for persons with disabilities.

To subscribe, send email to [listserv@sjuvm.stjohns.edu](mailto:listserv@sjuvm.stjohns.edu)

No subject but one line of text:

sub axslib-1 "Firstname Lastname"

**DSSHE-L:** Disabled Student Services in Higher Education Discussion Group

To subscribe, send a message to [listserv@ubvm.cc.buffalo.edu](mailto:listserv@ubvm.cc.buffalo.edu)

Leave the subject line blank. The body of the message must contain the following text: (substitute your name for "Your Name")

Subscribe DSSHE-L Your Name

**EASI:** a general discussion list on adaptive computing.

To subscribe: send email to [listserv@sjuvm.stjohns.edu](mailto:listserv@sjuvm.stjohns.edu)

Include no subject but do include one line of text:

sub easi "Firstname Lastname"

**Information and Technology for the Disabled Listserv**

To subscribe send the following message to [LISTSERV@SJVVM:BITNET](mailto:LISTSERV@SJVVM:BITNET):

SUBSCRIBE INTD-JNL your-first-name your-last-name

### 5.6.4 Databases

**CANUC:H,** National Library of Canada

The National Library is responsible for CANUC:H, the Canadian union catalogue, or database listing of alternative-format materials held in Canadian libraries. It contains more than 100 000 entries for books, magazines, articles, reports and videos, on diskette, in large print, talking books, and closed or open captioned videos. CANUC:H is available online nationwide through the AMICUS Search Service. For a descriptive brochure on CANUC:H, contact Marketing and Publishing (See address listed on next page. For additional information, see section 3.9, "Resource Sharing".)

**CANWIP** (on the same database) means Canadian Works-in-Progress. It is based on publishers' reports of titles in preparation for publication in alternative formats, and often prevents duplicate production of titles. (Many publications in alternative formats are not received on legal deposit.)



Marketing and Publishing  
National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
Tel.: (613) 995.7969  
Fax: (613) 991-9871  
TTY: (613) 992-6969  
Internet: publications@nlc-bnc.ca

## ABLEDATA

ABLEDATA is an extensive and dynamic database listing information on assistive technology available both commercially and non-commercially from domestic and international manufacturers and distributors. Contact the ABLEDATA Office for more information about ABLEDATA search service, purchase of the ABLEDATA database, or other ABLEDATA products:

ABLEDATA  
8455 Colesville Road, Suite 935  
Silver Spring MD 20910-3319  
Tel.: 1-800 227-0216  
VTT: (301) 588-9284

### 5.7 Adaptive Technology Vendors

Acrontech Inc.  
2 Thorncliffe Park Drive, Unit #32  
Toronto ON M4H 1H2  
Tel.: (416) 467-6800  
Toll-free: 1-800-245-20-20  
Fax: (416) 467-1994

Acrontech is “a Canadian company setting new world standards in independence products for people with Low Vision and Blindness”. Products include various types of video magnifiers (closed-circuit televisions), computers equipped with large-print and commercial software, large computer monitors and printers, text-to-speech conversion, reading systems (OCR). They have service facilities for their own products as well as for some CNIB products.

Aroga  
1611 Welch Street  
North Vancouver BC V7P 3G9  
Tel.: (604) 986-7999  
Fax: (604) 986-7070

Vendors of Braille printer and display units, screen enlargement software, the OsCaR optical character recognition systems, voice recognition and voice output systems, nonverbal devices, Telesensory Systems, and more.

Betacom Systems for the Disabled  
2370 Sabourin  
St. Laurent QC H4S 1M2  
Tel.: (514) 332-7000  
Fax: (514) 332-7500  
Internet: info@Betacom.com  
World Wide Web: <http://www.Betacom.com>

Betacom /Bridges  
2999 King Street West  
Inglewood ON L0N 1K0  
Tel.: (905) 838-1411  
Fax: (905) 838-1487

Aroga (on previous page) is an affiliate of Betacom.  
Betacom offers a wide variety of technological aids for persons with physical disabilities, closed-circuit televisions in portable, black and white and colour models, optical character recognition systems, speech, large-print and Braille computer access systems, and many other devices. Canadian distributors for Telesensory Inc., Pulse Data International, Blazie Engineering, IBM, Words Plus and more. Aroga offers technical support and full service for their products.

Canadian National Institute for the Blind Technical Aids  
1929 Bayview Avenue  
Toronto ON M4G 3E8  
Tel.: (416) 488-7675  
Vendor of Reading Edge scanner and low-tech items. Adaptive technology showroom. By appointment only; every first Thursday of the month is an open house. Will provide over-the-telephone information on vendors and technology.

Entering Your Ear Systems  
657 Goulding Street  
Winnipeg MB R3G 2S3  
Tel.: (204) 775-1789  
Toll-free: 1-800-722-6825 or 1-800-SCANTALK  
Fax: (204) 783-0055  
World Wide Web Home Page: [eyes@www.pangea.ca](mailto:eyes@www.pangea.ca)  
Vendor of Arkenstone Reader (OCR), Braille production equipment and related software, large-print programs and speech packages for DOS, Windows and Windows '95, Braille and talking personal information organizers, and the Talking Dictionary.

Frontier Computing  
250 Davisville Avenue  
Suite 205

Toronto ON M4S 1H2

Tel.: (416) 489-6690

Fax: (416) 489-6693

Vendor of wide range of products and services for speech, large print, Braille, optical character recognition, Braille transcription, and support and training.

Octopus Audio Visual

Box 1120

Barry's Bay ON K0J 1B0

Tel.: (613) 756-3938

Fax: (613) 756-2560

Vendor of the Arkenstone Reader, an optical character recognition system, and the Optelec closed-circuit television system.

Sudata Consulting

33 Laird Avenue

Toronto ON M4G 3S9

Tel.: (416) 696-9590

Fax: (416) 469-5278

Vendor of alternative output devices and software.

Syntha-Voice Computers Inc.

#304-800 Queenston Road

Stoney Creek ON L8G 1A7

Tel.: 1-800-263-4540

Fax: (905) 662-0568

e-mail: [help@synthavoice.on.ca](mailto:help@synthavoice.on.ca)

Manufacturer and vendor of speech synthesizers, Braille displays, and large-print technology.

Visuaide Inc.

841 boulevard Jean-Paul Vincent

Longueuil QC J4G 1R3

Tel.: (514) 463-1717

Fax: (514) 463-0120

VisuAide is a Canadian corporation dedicated to the development of innovative high technology products adapted to the needs of blind and visually impaired people.

## 5.8 Sources for Alternative-Format Library Materials

Bibliothèque Jeanne-Cypihot  
101 Boulevard Roland-Therrien, Suite 300  
Longueuil QC J4H 4B9  
Tel. and Fax: (514) 646-9250

“La seule Bibliothèque pour aveugles au Québec”.

Collection of French books on electronic text from French publishers in Quebec, accessible with adaptive technology and available on interlibrary loan . Catalogued on CANUC:H . Also provides reference service and documentation in format of users’s choice. An official channel for adapted electronic newspaper distribution.

British Columbia Library Services  
AudioBook Program  
Gordon Yusko, Manager  
Lower Mainland Office  
L50 - 4946 Canada Way  
Burnaby BC V5G 4H7  
Tel.: (604) 660-7344  
Fax: (604) 660-0435

Sells restricted talking books. Distributes AudioLink, an annotated list of new audiobooks on 2-track cassette, published four times per year, which is accompanied by a printed list of corresponding titles in large print.

Canadian National Institute for the Blind / Institut national canadien pour les aveugles (CNIB / INCA)  
1929 Bayview Avenue  
Toronto ON M4G 3E8  
Karen Taylor, Manager of Sales  
Tel.: (416) 480-7692; 480-7580  
Fax: (416) 480-7677

Distributor for Blackstone and Tangled Web audiobook publishers; producer and distributor of restricted talking books; producer of some Braille books; its National Transcription Service provides alternative-format service for any kind of document.

CNIB Library for the Blind  
Rosemary Kavanagh, Exec. Dir.  
Tel.: (416) 488-7520  
Fax: (416) 480-7700  
Victoria Owen, Director of Library Services  
Tel.: (416) 480-7632

Braille and talking books available for interlibrary loan (cost recovery fees).

INCA Division du Québec / CNIB Quebec Division  
Bibliothèque  
3622 rue Hochelage  
Montreal QC H1W 1J1  
Tel.: (514) 529-2040  
Fax: (514) 529-4662

Crane Resource Centre  
1874 East Mall  
Vancouver BC V6T 1Z1  
Tel.: (604) 822-6111  
Fax: (604) 822-6113

A disability resource centre that sells restricted talking books.

Durkin Hayes Publishing Ltd.  
3375 North Service Road, Unit B7  
Burlington ON L7N 3G2  
Tel.: (905) 335-0393  
1-800-263-5224  
Fax: (905) 332-3008  
Best selling books on cassette.

Institut Nazareth et Louis Braille  
1111 rue Saint-Charles ouest  
Longueuil QC J4K 5G4  
Tel.: (514) 463-1710; 1-800-361-7063  
Fax: (514) 463-0243  
Braille collection, including European produced Braille books.

La Magnétotheque  
1030 rue Cherrier  
Bureau 304  
Montreal QC H2L 1H9  
Tel.: (514) 524-6831  
Fax: (514) 524-5828

Books on cassette for persons unable to read traditional print (a catalogue is available); a service reading newspapers and magazines provided through FM frequency on the radio and through cable services across Canada. Users can choose which titles they require. Priority is given to study and work needs.

National Library of Canada's Large Print Publishing Program  
(See section 5.3, "Federal Government Agencies".)

To obtain the *List of Books Available in Large Print* contact:

Marketing and Publishing  
National Library of Canada  
395 Wellington Street  
Ottawa ON K1A 0N4  
Tel.: (613) 995-7969  
Fax: (613) 991-9871  
TTY: (613) 992-6969  
Internet: publications@nlc-bnc.ca

S & B Large Print and Special Lines Ltd.

4132 Dundas Street West

Toronto ON M8X 1X3

Tel.: (416) 234-5015

Fax: (416) 234-8781

Distributor of Canadian publishers such as Breton Books, Brick Books, Coteau Books, ECW Press, Fitzhenry and Whiteside, Lone Pine Publishing, Reference Press, Éditions Saint-Martin, Theytus Books and Thistledown Press (all of which published books with the aid of the National Library of Canada's Large-Print Publishing Program), and large print and audiobook publishers outside of Canada: Chivers, Cover to Cover, G.K. Hall, Isis, Thornedike, Walker, Thomas T. Beeler Publishing, and New Portway Large Print Booklist from Britain.

Ulverscroft

Ms. Rudi Denham

P.O. Box 80038

Burlington ON L7L 6B1

Tel.: (416) 637-8734

Fax: (416) 333-6788

Distributor of large-print books: Magna, Mills and Boon, Niagara (North American Imprints), Seryane (French imprints from France) and audiobooks: Magna Storysound.

Canadian material lists available upon request.

---

---

---

---

---

NOTES

## 6.0 BIBLIOGRAPHIES

*For additional information on addresses and other ordering information, please consult section 5.0 "Resource Lists".*

### 6.1 Barrier-free Codes and Standards

#### 6.1.1 National Standards

*Accessibility Evaluation Guide.* [Ottawa]: Accessibility Office/Technology, Public Works Canada [1992]. (Minister of Supply and Services Canada, Cat. No. W63-29/1992E; ISBN 0-662-19476-4.)

[Clearly presented specifications for barrier-free buildings, with evaluation checklist.] Copies plus extra copies of the checklist are available from the Documentation Centre, Public Works and Government Services Canada.

*Barrier-Free Design: A National Standard of Canada.* Rexdale, Ont.: Canadian Standards Association, 1990. (CAN/CSA-B651-M90); 2nd ed., 1995. (B651-94)  
Available from the publisher.

Champagne, Jean-Rémi. *Liste de vérification de la conformité aux critères d'accessibilité des édifices à bureaux.* Ottawa: Conseil national de recherches Canada, Institut de recherches en construction, c1986. 38 p.

———. *Conformance to Barrier-Free Design Criteria: Accessibility Compliance Checklist for Office Buildings.* Ottawa: National Research Council Canada, Division of Building Research, 1985. (ISSN 0-701-5216)

Council of American Building Officials.

*Accessible and Usable Buildings and Facilities: American National Standard.* Falls Church, Va.: Council of American Building Officials, 1992. (CABO/ANSI A117.1-1992)  
78 p.

#### 6.1.2 Provincial Standards

Alberta

*Barrier-Free Design Guide.* Technical Services, Client Services Division, Alberta Labour. Edmonton: Alberta Labour, [n.d. 1993?].  
Available from Client Services Division, Alberta Labour.

British Columbia

*The Building Access Handbook: Building Requirements for Persons with Disabilities from the British Columbia Building Code 1992 Including Illustrations and Commentary.* Victoria, B.C.: Ministry of Municipal Affairs, [1995]. (Previously published as Section 3.7 Handbook, 1984.) ISBN 0-772-625352.

## New Brunswick

*Barrier-Free Design: Access to and Use of Buildings by Physically Disabled People = Aménagement pour accès facile: accès facile aux immeubles et leur utilisation par les personnes handicapées.* Fredericton: Supply and Services New Brunswick, Building Division = Division des édifices, Approvisionnement et services Nouveau-Brunswick, 1991.

[Technical standard for new and existing provincial buildings in New Brunswick.] Available from: Supply and Services, Province of New Brunswick, P.O. Box 6000, Fredericton NB E3B 5H1.

## Nova Scotia

Section 3.7, *Barrier-Free Design: Provincial Building Code.* [Halifax]: Nova Scotia, Dept. of Municipal Affairs, [1993].

Issued also in large print, in Braille, and as computer file.

## Ontario

*Barrier-Free Design Kit.* [Toronto]: Ontario Ministry of Labour, Handicapped Employment Program, 1987.

*Designing for the Physically Disabled.* [Prepared by Architectural Services in Conjunction with the Special Education Branch of the Ministry of Education.] [Toronto]: Ontario Ministry of Education, 1986. 31 p.

*Guide and Illustrations for Section 3.7 of the Ontario Building Code.* Toronto: Ontario Buildings Branch, [1986?].

## 6.2 Other Publications for Accessibility Planning

### 6.2.1 Books, Reports and Pamphlets

*Aids to Independent Living: Breaking Through the Barriers.* Ottawa: Human Resources Canada, 1995. CAT / MP80-1/3-1995EQ

“Information on aids and devices to facilitate independent living for persons with disabilities and older adults.” New edition of “The New Independent Series.” “Reaching Aids” (pp. 107-109) is useful for libraries as well as private homes; “Reading Aids” (p. 110-113) suggests devices for persons with various forms of disability.

*Alternative Formats: Access for All.* [Ottawa: Government of Canada], 1993.

“...available in other alternative formats.”

Available from Public Works and Government Services, Cat. No. BT53-6/1993-L; ISBN 0-662-59895-4.

*Civic Programs & Services: For Persons with Disabilities.* [Calgary]: City of Calgary, Social Services Dept., 1993.



*Directory - Federal Programs and Services: Persons with Disabilities.* Human Resources Development Canada. [Ottawa]: Government Services Canada, 1995. (Cat. No. S2-204/1995E; ISBN 0-662-23018-3 (for French ed. Title: *Répertoire des programmes et service fédéraux: personnes handicapées*; ISBN 0-662-99765-5).

*Directory of Provincial Government Services and Programs for Persons with Disabilities.* [Halifax: Nova Scotia Department of Community Services, Disabled Persons Commission], 1993.  
Available from Head Office, Department of Community Services, P.O. Box 695, Halifax, NS B5A 4B4, (902) 742-0741.

*Directory of Services Offered to Persons with Disabilities in New Brunswick.* [Fredericton, N.B.]: Premier's Council on the Status of Disabled Persons, 1992- .

*Effective Empowerment: Strategies for Making Education Possible for Persons with Disabilities.* By Ilanna Yuditsky. Toronto: Canadian Rehabilitation Council for the Disabled, 1991. ISBN 0-86500-036-0.

*Focus Groups to Examine Barrier-free and Adaptable Housing Design.* Prepared by Hickling Corporation, RBO Architecture, Société Logique. [Ottawa]: Canada Mortgage and Housing Corporation, 1994. (PE 0163).

*Highlights: Disabled Persons in Canada.* [Ottawa], Minister of Regional Industrial Expansion, 1990. (The Health and Activity Limitation Survey. Cat. no. 82-602; ISBN 0-660-54223-4).

*How to Provide Alternative Formats.* [Ottawa], 1993. Cat. No. BT53-7/1993-L; ISBN 0-662-59900-4.

*A How-to Manual on Municipal Access.* Federation of Canadian Municipalities, National Action Committee on Municipal Access. Ottawa: The Federation, n.d.

*Improving Social Security in Canada: Persons with Disabilities: A Supplementary Paper = La Sécurité sociale dans le Canada de demain. Personnes handicapées, un document d'information.* Human Resources Development Canada. [Hull, Quebec]: Govt. of Canada, c1994.  
Text in English and French.

*Interdepartmental Working Group on Alternate Formats (Canada). Doorway to Information / Portes ouvertes à l'information.* Report of the Interdepartmental... Chair, Margo Wiper. Ottawa: National Library of Canada, 1992.  
Text in English and French; issued also in Braille and on sound cassette.

*A Modification Checklist: Accessibility using RRAP for Disabled Persons.* [Ottawa]: Canada Mortgage and Housing Corporation, 1986, revised 1991. (NHA 5895)  
Available as printed booklet and in alternative formats from CMHC/SCHL and its regional offices.

*Les municipalités et l'intégration sociale des personnes handicapées.* Québec: Ministère des Affaires municipales, c1993. ISBN 0-662-589858.  
(418) 691-2019.

Nova Scotia. "Guidelines for Contemporary Communications." [cited in *CLA Guidelines*]

*Orientation and Wayfinding in Public Buildings: An Overview.* By Paul Arthur [and] Newton Frank Arthur. [Ottawa]: Public Works Canada, 1988. (AES/SAG 1-4:88/17)  
Measures to promote environmental communication to all users of public buildings: signs for those with visual and aural impairments; greater use of universal symbols; plain language on all signs and electronic devices; reliable and consistent locating of signs; accessible telephones and TDD units at entrances; devices to make alarm systems intelligible to all, etc.  
Issued in French under title: *Orientation et points de repère dans les édifices publics.*  
Sound cassette available under title: *Orientation and Wayfinding.*

*Persons with Disabilities: A Supplementary Paper.* [Hull, Quebec: Minister of Human Resources Development, 1994.] (Improving Social Security in Canada: Supplementary Paper)

*Le Pouvoir des mots: conseils généraux et guide terminologique pour une représentation adéquate des personnes ayant une déficience.* Ottawa: Secrétariat de la condition des personnes handicapées, Secrétariat d'État du Canada, c1991. [French-language edition of *A Way with Words.*]

*Step by Step: An Overview of the 1992 Omnibus Bill and Previous Legislative Changes Aimed at the Full Participation of People with Disabilities.* [Ottawa]: Department of the Secretary of State of Canada, c1992. (Cat. No. 52-229/1992; ISBN 0-662-58985-8.) (pamphlet)

*Trace Resource Book: Assistive Technologies for Communication, Control and Computer Access, 1991-92 Edition.* Berliss, J.R., Borden, P.A., and Vanderheiden, G.C. [Available from Trace R & D Center/Reprint Service.]  
S-151 Waisman Center  
1500 Highland Center  
Madison, Wisconsin, U.S.A.

*A Way With Words: Guidelines and Appropriate Terminology for the Portrayal of Persons with Disabilities.* Human Resources Development Canada. [Ottawa]: Supply and Services Canada, 1991. (Cat. No. S2-216/1991E; ISBN 0-662-18713/X.)  
"...is intended to encourage fair and accurate portrayal of persons with disabilities";  
"...primarily designed for print and broadcast media professionals writing and reporting about issues of concern to persons with disabilities." (p. 2)

## 6.2.2 Journal Articles

Begley, Lorraine. "How Canada Legislates Accessibility". *Rehabilitation Digest*, v. 23, no. 4 (March 1993), p. 6-8.

Brehl, Robert. "Access Called the Key to Information Highway Canadians". *Toronto Star* (Aug. 30, 1995), p. A1.

"A Checklist for Caring (Ideas for Making University Campuses More Accessible to the Disabled)." *University Affairs*, v. 35, no. 5 (May 1994), p. 6-7.

Hill, Jennifer. "Accessibility: Students with Disabilities in Universities in Canada." *Canadian Journal of Higher Education*, v. 22, no. 1 (1992), p. 48-83.

Nessner, Katherine. "Profile of Canadians with Disabilities." *Canadian Social Trends*, no. 18 (Autumn 1990), pp. 2-5.

"New Attitudes: The Changing Lives of People with Disabilities." *Globe and Mail* (Nov. 17, 1995), p. A17.

"No Bars Hold: Brad McCannell Wants to Introduce You to 30% of Your Future Customers. If Only They Could Get in the Door." *B.C. Business Magazine*, v. 21, no. 1 (Jan. 1993), p. 15-18. [Barrier Free Design is a consulting company in Vancouver that holds seminars to educate managers to the importance of the disabled as consumers and employees, and sets up design committees composed of persons with various forms of disability to review plans for new buildings or renovations.]

"Panel Orders Wheelchair Ramp; Ruling Sends Strong Message to Landlords, Human-rights Lawyer Says." (Robert Eidt & Tanys Quesnel case). *Globe & Mail Metro Ed.* (April 11, 1995), p. A7.

Stubel, Daryl. "Ryan vs. Ripplinger: What Happened? What Next!" *Rehabilitation Digest*, v. 25, no. 2 (Oct. 1994), p. 10-12.

### 6.2.3 Videorecordings

*All Ways Open* (video and supporting documents). Ontario Ministry of Tourism and Recreation.

## 6.3 Planning for Accessible Library Services

### 6.3.1 Books, Reports and Pamphlets

Association of Research Libraries, Office of Management Services. *Library Services for Persons with Disabilities*. SPEC Kit 176. Washington, DC: Association of Research Libraries, 1991.

*Audio Book Breakthrough: A Guide to Selection and Use in Public Libraries and Education*. Preston Hoffman and Carol H. Osteyee. Westport, CT; London: Greenwood Press, 1994. ISBN 0-313-28690-6.

Berryman, Jennifer. *Into the Mainstream: Public Library Services to People with Visual Disabilities*. Canberra: National Library of Australia, 1992. ISBN 0-642-10526-X.

- Bordon, Peter A., ed. [et al]. *TRACE ResourceBook: Assistive Technologies for Communication, Control & Computer Access*. Editors, Madison, WI: Trace Research and Development Center, c1993.
- Canadian Library Association. Draft Canadian Guidelines on Library and Information Services for People with Disabilities. 1994.
- Crispen, Joanne, ed. *The Americans with Disabilities Act: Its Impact on Libraries: The Library's Response in Doable Steps*. Chicago: American Library Association, 1993.
- A Directory of Adaptive Technologies to Aid Library Patrons and Staff with Disabilities*. Chicago and London: Library and Information Technology Division, American Library Association, 1994. [By] Dennis A. Norlin et al. (LITA Monographs 5) ISBN 0-8389-7754-5.
- Foos, Donald, and Nancy Pack, eds. *How Libraries Comply with the Americans with Disabilities Act*. Phoenix, AZ: Oryx, 1992.
- Hagemeyer, Alice Lougee. *The Legacy and Leadership of the Deaf Community: A Resource Guide for Librarians and Library Programs*. Chicago: Association of Specialized and Cooperative Library Agencies, American Library Association, 1991. 36 p.
- Hayward, Pat. *Audiobook Services to the Print-Handicapped Population in British Columbia: A Report*. Submitted to Library Services Branch, Ministry of Municipal Affairs, Recreation and Housing. [Victoria, B.C.]: The Branch, 1992.
- Hébert, Françoise. *The Production and Distribution of Alternate Format Materials for Print-Handicapped Canadians*. [Sound recording]. Ottawa: National Library of Canada, 1990.  
2 sound cassettes; analog.  
French title: *La production et la distribution de documents sur supports de remplacement pour les personnes atteintes d'incapacité visuelle*.
- Infras, Inc. *Etude sur les besoins des personnes handicapés en matière de services de bibliothèques publiques du Québec: Rapport final au Ministère des affaires sociales*. Réalisé par Infras Inc.; Marcel M. Giner, Jean Pierre Nadeau, [et al]. [Montréal]: Infras, 1991.
- International Yearbook of Library Services for Blind and Physically Handicapped Individuals*. Compiled by Friends of Libraries for Blind and Physically Handicapped Individuals in North America, Inc. Munchen; New Providence: G.K. Saur, 1993- .
- Janik, Sophie. *Les Personnes handicapés et le rôle des bibliothécaires: communication présentée au 20e Congrès annuel de la Corporation des bibliothécaires du Québec tenu au Mont Ste-Anne, les 25-28 mai 1989*. [Montréal]: la Corporation, [1989?]. [pamphlet]

- Lazzaro, Joseph. *Adaptive Technology for Learning and Work Environments*. Chicago: American Library Association, 1993.
- Libraries Are for Everyone: Library Accessibility Checklist*. [North Terrace, Adelaide, South Australia]: Libraries Board of South Australia, 1992.
- Library Services for Disabled Individuals*. [Compiled by] Rashelle S. Karp. Boston: G.K. Hall, 1991. ISBN 0-8161-1927-9.  
Complements Velleman by concentrating on needs of persons with learning disabilities, print handicaps, and deafness.
- Library Services for People with Disabilities: A Guide to Materials, Services and Physical Accessibility in the Public Libraries of Metropolitan Toronto*. [Toronto: s.n.], 1994.
- Library Services for the Disabled: A Guide to Materials, Services and Physical Accessibility of Public and Academic Libraries in the Ontario Library Services, Escarpment Area*. Hamilton, Ont.: OLS-Escarpment, 1988.
- Library Services to the Handicapped in the Province of Alberta: A Comparison of Present Service and Future Needs: Final Report*. Prepared for Alberta Library Services to the Handicapped [by] the Levy-Coughlin Partnership. Toronto: The Partnership, 1983.
- Lovejoy, Eunice G. *Portraits of Library Service to People with Disabilities*. Boston: G.K. Hall, 1990.
- McNulty, Tom and Dawn Suvino. *Access to Information: Materials, Technologies, and Services for Print-Impaired Readers*. Chicago: American Library Association, 1993. (LITA Monographs)
- Massis, Bruce E.; Vitzansky, Winnie; Eds. *Interlibrary Loan of Alternative Format Materials: A Balanced Sourcebook*. New York: Haworth, c1992.
- Mates, Barbara T. *Library Technology for Visually and Physically Impaired Patrons*. Westport, CT: Meckler, c1991. (Supplements to Computers in Libraries.)
- Murray, Janet R., comp. *Equity and Excellence: A Select Bibliography on Resources for the Training of Library Staff in Serving People with Disabilities*. Canberra: National Library of Australia, 1992.
- New York Library Association. *Guidelines for Libraries Serving Persons with a Hearing Impairment*. Prepared by the Roundtable for Libraries Serving Special Populations. New York: New York Library Association, 1987. ISBN 0-93165-821-7.
- Preparing Staff to Serve Patrons with Disabilities: A How-To-Do-It Manual for Librarians*. Courtney Deines-Jones and Connie Van Fleet. Neal-Schuman Publishers, 1995. ISBN 0-55570-234-3.  
[Scheduled for distribution 1995 from: Ontario Library Association Publications, 303-100 Lombard Street, Toronto ON M5C 1M3.]

Spear, Judith C. *A Study of Library Services for Blind, Visually Impaired and Physically Disabled Persons of New Brunswick: Final Report*. Submitted to Canadian National Institute for the Blind, New Brunswick Division and Government of the Province... [Fredericton]: J.C. Spear, 1988.

*Symbols and Interlibrary Loan Policies in Canada*. Ottawa: National Library of Canada, 1994- . (annual) 1996 ed. Catalogue no. SN13-2/2-1996. Sold by Canada Communication Group - Publishing, Ottawa K1A 0S9 (819) 994-1498.

Toronto Public Library. *Library Services for Special Needs*. Toronto: Toronto Public library, [1986]. [pamphlet]

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

Wright, Keith C. and Judith F. Davie. *Library and Information Services for Handicapped Individuals*. 3rd ed. Englewood, CO: Libraries Unlimited, 1989.

—-. *Library Manager's Guide to Hiring and Serving Disabled Persons*. Jefferson, N.C.: McFarland, c1990.

### 6.3.2 Journals

*Focus: Library Service to Older Adults, People with Disabilities*. Focus, Michael Gunde, 216 N. Fredrick Avenue, Daytona Beach, FL, 32114. (monthly)

*Library Access: Service for People with Disabilities*. Institute for the Study of Development Disabilities, Attn: OID, 2853 E. Tenth Street, Bloomington, IN 47405.

*Newsletter / Library Services for Persons with Disabilities: A Guild of the Ontario Library Association*. Toronto: Library Services for Persons with Disabilities, [1991]- . (semi-annual)

*Newsletter of the CLA Interest Group on Library Services for Persons with Disabilities*. [Winnipeg, etc.]: The Interest Group, [198]- . (irreg.)

### 6.3.3 Journal and Newspaper Articles

Barlow, Cara. *On My Mind: Don't Just Serve People with Disabilities — Hire Them*. *American Libraries*, v. 26, no. 8 (Sept. 1995), pp. 772-773.

Beck, Susan Gilbert. "A Galaxy of Rustling Stars: Places on the WEB and Other Library and Information Paths for the Deaf." *Library Hi Tech*, Issue 52, v. 13, no. 4 (1995), pp. 93-100.

—-. "Technology for the Deaf: Remembering to Accommodate an Invisible Disability." *Library Hi Tech*, Issue 49/50, v. 13, no. 1/2 (1995), pp. 109-122.

- Berliss, Jane R. "Boon or Bust? Access to Electronic Publishing by Individuals Using Adaptive Computer Technology." *Journal of the American Society for Information Science*, v. 45, no. 10 (Dec. 1994), pp. 753-759.
- . *Checklists for Making Library Automation Accessible to Disabled Patrons*. [Internet]
- Bishop, B.A. and R.J. Beadles. "Interviewing under the ADA: What Librarians Should Know." *College and Undergraduate Libraries*, v. 2, no. 1 (1995), pp. 69-79.
- Cantor, Alan. "The Problem: A Surfeit of Technological Choice." *ITD Journal*. (Available on the Internet (ITD-JNL@STUVM.STJOHNS.EDU); slated for publication in *Library Hi-Tech*, 1996.
- Deines-Jones, Courtney. *Access to Library Internet Services for Patrons with Disabilities: Pragmatic Considerations for Developers*. 16 pp. [Internet: rit.edu/easi/easijrnl/itdv]
- Deines-Jones, C. *Opening New Worlds of Information: Library Technology and Internet Access for Users with Disabilities. Proceedings of CAIS/ACSI 95, the Proceedings of the 23rd Annual Conference of the Canadian Association for Information Science*. Ed. by Hope A. Olson and Dennis B. Ward. University of Alberta, School of Library and Information Studies, 1995, pp. 188-197.
- Dixon, Judith M. *Levelling the Road Ahead: Guidelines for the Creation of WWW Pages Accessible to Blind and Visually Handicapped Users*. [Internet]
- Edwards, Alistair D.N. *The Rise of the Graphical User Interface*. [Internet: rit.edu/easi/easijrnl/itdv]
- Farb, Sharon E. *Universal Access and the ADA: A Disability Access Design Specification for the New UCLA Library On-Line Information System*. [Internet.]
- Graubert, Marilyn. *Enhancing Library Service for Patrons with Disabilities through Staff Sensitivity Training and Specialized Bibliographic Instruction*. 7 pp. [Internet: rit.edu/easi/easijrnl/itdv02n4]
- Krivel, Peter. "Libraries Lend a Hand to Sightless Borrowers." *Toronto Star* (July 13, 1995), p. BR4.
- Lenn, Katy. "Climbing the Mountain: The Americans with Disabilities Act and Libraries." *Wilson Library Bulletin*, v. 68, no. 4 (Dec. 1993), p. 36-39.
- Mendle, J. "Library Services for Persons with Disabilities." *Reference Librarian*, nos. 49/50 (1995), pp. 105-121.
- New York Library Association. "Guidelines for Libraries Serving Persons with a Hearing Impairment." *Library Trends*, v. 41, no. 1 (Summer 1992), pp. 164-172.

“Ten Commandments for Communicating with People Who Have Disabilities.” *The Unabashed Librarian*, no. 93 (Dec. 1992), p. 1; reproduced from Wabash Valley Notes (9/92), Wabash Valley Library Network.

#### 6.3.4 Videorecordings

“Access for All.” Chicago: ALA Video, 1993. 47 min.

“Bridging: A Series of three videos about ‘The Accommodating Library’.” Produced by the Greater Vancouver Library Federation for the National Library of Canada, 1988. [Barriers faced by people with disabilities in libraries, with suggestions for improvement.] Issued also in French with title: “Jéter des ponts”.

Contents:

“Access: Serving Disabled Persons in the Library”.

“A Place Where I Belong: Serving Disabled Children in the Library”.

“Connections: Serving Older Persons in the Library”.

Distributed by the National Film Board of Canada (Order No. 0188016)

“People First: Serving and Employing People with Disabilities.” Chicago: ALA Video, 1990. 40 min.