



*Libraries: dialogue for change*

*World Library and Information Congress*

**85th IFLA General Conference and Assembly**

**24–30 August 2019, Athens, Greece**

## Inledning

Detta är min sista IFLA WLIC som Standing Committee Member i LSN Library Services to People with Special Needs Section som arrangerades i Aten 2019.

Jag är djupt tacksam för allt stöd såväl ekonomiskt som heja på från Svensk biblioteksförening under de nio år jag haft förmånen att få delta i mid-term meetings och WLIC runt om i världen.

Nu är jag kvar som corresponding member och kommer att arbeta vidare med uppdatering av Guidelines for Accessible Libraries and Library Services for People with Disabilities tillsammans med Misako Nomura, Marie Engberg Eiriksson och Helen Chan med flera.

Denna rapport från Aten kommer att handla om tillgänglighet med LSNs arbete i focus under konferensen. Jag vill berätta om LSN och vad vi arbetar för. Tänker att ni här får några nya insikter för ett inkluderande och jämlikt samhälle.

## Mid-term meeting

Standing Committee meeting arrangerades i Sofia, Bulgarien. Goethe institutet var vår värd. Mycket bra möte i en fantastiskt fin stad. Bland annat påbörjades planeringen av Guidelines for Library Services to Refugees Migrants, nya riktlinjer i ett aktuellt och angeläget ämne.

Library Services to People with Special Needs Section anteckningar från mötet.

[https://www.ifla.org/files/assets/lsn/minutes/minutes-lsn-sofia\\_2019.pdf](https://www.ifla.org/files/assets/lsn/minutes/minutes-lsn-sofia_2019.pdf)

## LSNs Program i Aten

Rubrik

**The Uniqueness of Dialogue in Silence: Library Service to the Deaf, Hard of Hearing and Deaf Blind Community - Library Services to People with Special Needs**

Direkt citat

*"Dialogue is the basis for the freedom of expression and libraries have an important role as information providers, promoters of reading and institutions that bring innovations and*

*changes in society. We need to understand community needs better and to organize library programmes and services that meet needs of people with disabilities and offer them the same level of library services available to the general public.*

*The session will address an overview of changes in information technology, social media and library programmes and services to people who are deaf, hard of hearing, and deafblind. It will give examples of how libraries are serving this group of people and emphasize how they can benefit from library services designed for them.” slut citat*

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

LSN har tagit fram en nya riktlinjer för arbetet på bibliotek för personer med hörselnedsättning, döva och dövblinda.

Dunja Marija Gabriel presenterade upplägget, genomförandet och innehållet i riktlinjerna.

Hennes Power Point ger en god bild i ämnet. Svenska bibliotek har här mycket att lära och bli inspirerade av. Notera att biblioteksarbete mot personer som är dövblinda ingår för första gången. Snart finns riktlinjerna att läsa LSNs webbplats.

<https://www.ifla.org/files/assets/lsn/conferences/2019/presentation-gabriel.pdf>

## **Presentation**

### **Services of the Maribor Public Library for the Deaf and Hard of Hearing People**

En presentation om arbetet på folkbiblioteken i Maribor kommun i Slovenien för personer med hörselnedsättning eller som är döva. Draga Lujc skulle hållit i presentationen men blev sjuk så Dunja Marija Gabriel genomförde den. Jag kan varmt rekommendera att läsa Power Point presentationen. Den ger inspiration om hur du på ditt bibliotek kan påbörja arbetet och arbeta för personer med hörselnedsättning och eller döva.

Några ledord

- samarbeten med organisationer, professionella och brukare
- avgiftsfritt
- kontinuerlig fortbildning av personal
- anpassning av bibliotekstjänster

## **Resultat:**

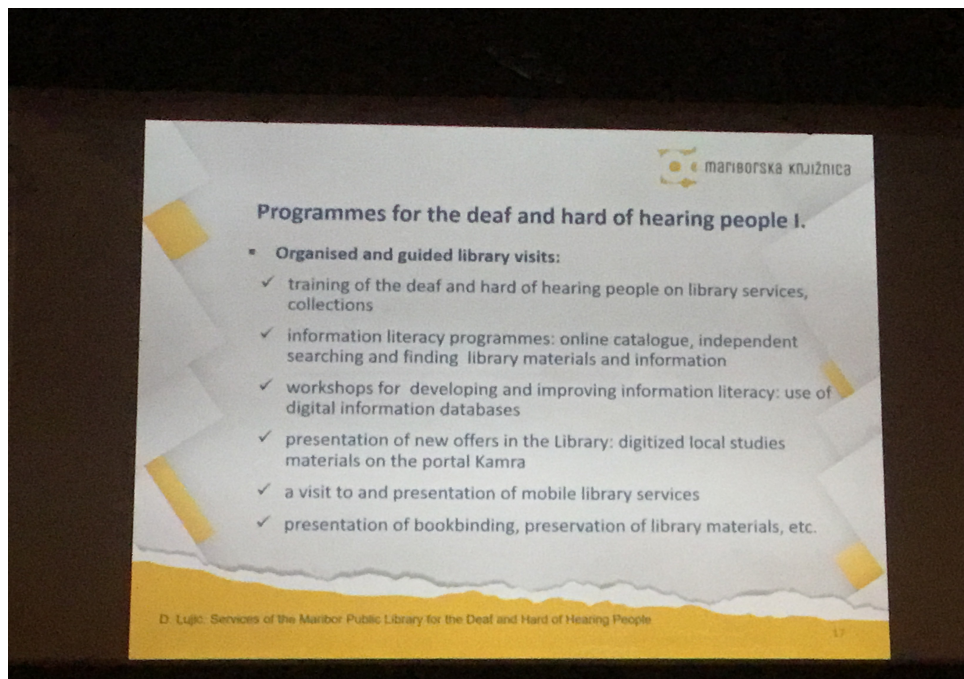
”Before training:

- the deaf and hard of hearing people were poorly acquainted with the Library and its services
- they rarely visited the Library on their own
- library materials were borrowed through other people

After training:

- the deaf and hard of hearing people visit the Library in their local community more often
- they prefer to visit the Library in organised groups

- they like to participate as performers at the Library events”



<https://www.ifla.org/files/assets/lsn/conferences/2019/presentation-lujic.pdf>

## Dövblindhet

Presentation om dövblinda av Sanja Tarczay som själv är dövblind, en målgrupp vi inte vet något om på biblioteken i Sverige. Vi ser Sanja på bild men rösten är någon annans.

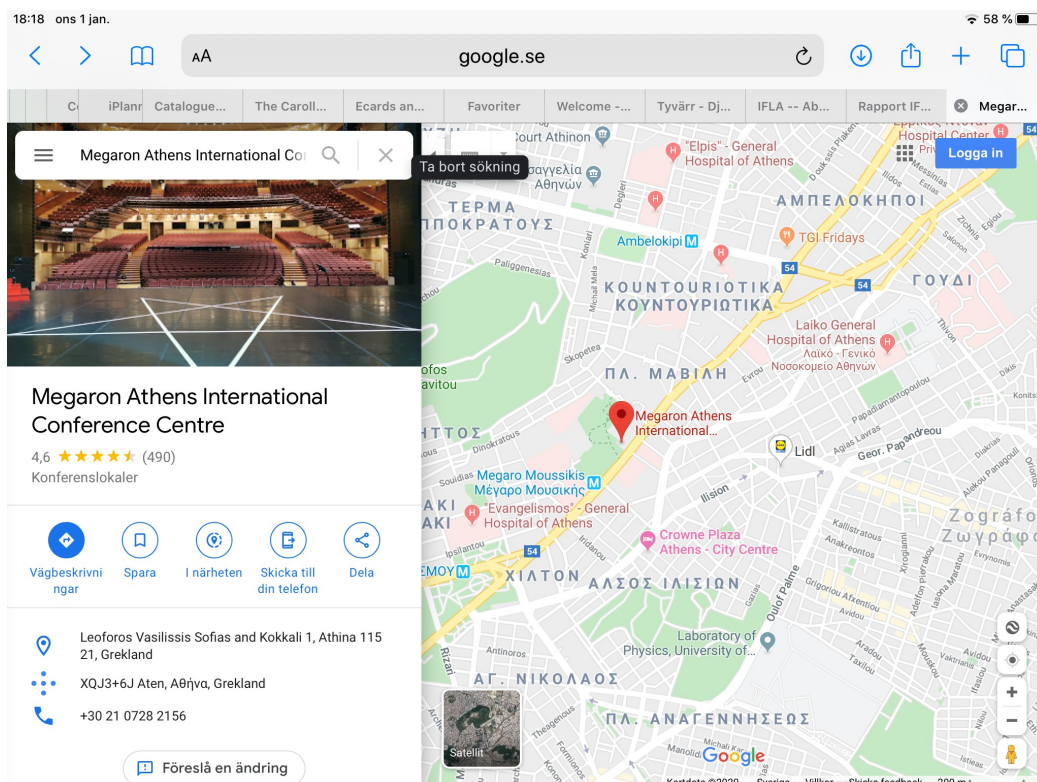
I videopresentationen får vi veta vad dövblindhet är, hur det är att leva som dövblind och hur man kommunicerar med någon som är dövblind.

[https://www.dropbox.com/s/gmozssa8e7jkh6u/Libraries-%20Dialogue%20for%20Change\\_Tarczay.mp4?dl=0](https://www.dropbox.com/s/gmozssa8e7jkh6u/Libraries-%20Dialogue%20for%20Change_Tarczay.mp4?dl=0)

Här hittar du alla presentationerna

<https://www.ifla.org/node/92560>

## Megaron Athens International Conferens Centre



**LSN Library Services to People with Special Needs Section** har sammanställt en checklista för att göra IFLA WLIC tillgängliga. Checklistan erbjuder IFLAs huvudkontor inför framtida konferenser.

Målet är ta bort hinder för rörlighet och delaktighet som hindrar WLIC deltagare att delta fullt ut och bekvämt i alla aspekter av WLIC.

LSN har de senaste åren uppvaktat IFLAs huvudkontor om att använda de av LSN framtagna riktlinjer för en tillgänglig konferens. Till vår glädje skall de nu användas.

Det är intressant att se vad som står på Megarons webbplats om tillgängligheten och jämföra med hur deltagarna har uppfattat denna. Megaron fokuserar på personer som har svårt att röra sig och missar därmed andra funktionsnedsättningar.

Från Megarons webbplats:

## “Facilities for disabled people

We like to think that we have demonstrated the appropriate sensitivity to the needs of We like to think that we have demonstrated the appropriate sensitivity to the needs of people with disabilities. There is easy access to the Concert Hall for the disabled, and there are specially designed restrooms on all levels, as well as trolley bars.

If you are arriving from Vas. Sofias St., use the ramp at the entrance to access the ticket office and foyer. From here you can take the lift to stalls entrances 2 and 3 if you are attending an event in the Christos Lambrakis Hall, or the internal lift to entrance 1 if your event is in the Dimitris Mitropoulos Hall. Both these venues have a specially designated space to accommodate three wheelchairs.

If you are attending an event in the Alexandra Trianti Hall, Nikos Skalkotas Hall or Banquet Hall, or if you wish to visit the exhibition area, conference facilities or Lilian Voudouri Music Library, there is a ramp at the

new entrance on Vas. Sofias St., leading to the main foyer, from where there are ramps and lifts to all areas. To get to the Alexandra Trianti Hall you will take the internal lift at entrance 5, which brings you to stalls entrance 1, where there is a specially designated area for 3 wheelchairs. In the Nikos Skalkotas Hall there is space for 2 wheelchairs, while the Banquet Hall has a level floor and no fixed seats. If you come to the Concert Hall by car, you can park in the special disabled parking places on all three levels of the Concert Hall parking facility. Then follow the special signs to the lifts, from where you can access all areas of the Concert Hall.

There is also access to the gardens of the Concert Hall and the Fuga restaurant, either from V. Sofias St. or from Kokkali St.

When you book tickets for an event at the Concert Hall, please let the booking office staff know if you have a disability, so that they can seat you appropriately in the auditorium.

The Concert Hall has a special wheelchair and attendant available to help those with impaired mobility.

Please telephone before your visit to make arrangements with the Public Areas Department.

You can call the Department on 210 7282324. They will be happy to provide any information or clarification you require.



The Concert Hall was the recipient of a Helios award (public buildings category) from the European Commission, in recognition of its provision for the disabled.”

<http://www.megaron.gr/default.asp?pid=69&la=2>

## **A Checklist for a Successful ILFA WLIC Conference**

I sammanställningen har deltagare med funktionsnedsättning gett sin syn på konferenscentret Megaron ur tillgänglighetssynpunkt.

Worddokument framtaget av LSN hösten 2019



# **A Checklist for a Successful ILFA WLIC Conference**

## **Prepared by the Library Services to People with Special Needs Section**

**Goal: Remove mobility and inclusiveness barriers that prevent WLIC attendees from participating fully and comfortably in all aspects of WLIC.**

As IFLA plans future WLICs, we suggest that the following questions be asked:

- If I have mobility issues, what would help me participate in and gain more from the conference?
- If I have hearing issues, what would help me participate in and gain more from the conference?
- If I have visual issues, what would help me participate in and gain more from in the conference?
- If I have trouble with languages other than my own, what would help me participate in and gain more from the conference?

The Accessible Design Foundation of Japan in their *Meetings for Everyone*, says: "If the needs of people who experience difficulty participating in meetings can be accommodated, they can be more active in discussions and new ideas will become possible. It is important to consider all measures that are necessary to make meetings more accessible for a wider range of people."

### **Before the Conference**

**NOTE: We completed this checklist to the best of our experience and knowledge. We welcome corrections if we are mistaken.**

<b>Recommendation</b>	<b>Discussed or completed</b>	<b>Comments</b>
Make sure the website with registration information is accessible for everyone. To accomplish this, test the conference web site content and pages using assistive technologies including screen reader and magnification software, text recognition software, and dictation software.	Partially implemented	On the post conference survey, people reported difficulties using the website and the conference ap
Ask in advance on the conference registration form if people have mobility hearing or visual issues.	Fully implemented in Athens	
Ensure that <u>ALL</u> programs are held in rooms accessible to people with mobility issues. Avoid rooms with stairs unless	Not implemented in Athens	The conference center was basically inaccessible to people in wheelchair and very difficult for anyone with mobility issues

there is an easily accessible flat area with reserved seating.		
Include in the conference program a page on accommodations for people with mobility, hearing, or visual issues.	Partially implemented in Athens	
Indicate what public transportation is available for people with disabilities such as trains, trams, etc.	Not implemented in Athens to our knowledge	On the post conference evaluation, people reported difficulties in transportation, particularly to the cultural evening.
Ask speakers to provide their power point slides in advance and post on the IFLA library website (require in subsequent years).	Not implemented in Athens	
Train volunteers to look for people with accessibility issues and offer to help them. Explain WLIC accommodations (special seating in plenary sessions, rest areas in the exhibit area, where to get help, etc.)	Partially implemented in Athens	We received mixed responses. Some conference attendees praised the volunteers for their assistance. Others reported that the volunteers could not guide them to accessible paths.
Ask hotels close to the convention center to set aside a certain number of rooms for people with mobility issues and indicate these in the registration information.	Implemented in Athens	
Ask planners of satellite and off site meetings to choose accessible sites and inquire from attendees if what accommodation they might need.	Not implemented in Athens to our knowledge	
Investigate if scooters for the convention center can be arranged. Notify people in advance that they are available and allow them to reserve them.	Not implemented in Athens to our knowledge	
Share this checklist with the host site and determine the degree to which they can meet these needs.	Unknown if implemented	

## During the Conference

Recommendation	Discussed or completed	Comments
Place a sign at the registration desk or information desk that says:	Fully implemented	This was very well received and praised in comments.

“Accessibility questions.” This does not need to incur any additional costs. The IFLA staff are excellent at answering all kinds of questions from attendees and solving problems. The sign simply indicates that IFLA cares about accessibility for everyone.	in Athens	
Ensure there is sufficient space for wheel chairs, scooters, and people with walkers and that there are no obstacles to access and movement throughout the facility and particularly in the exhibit area.	Not implemented in Athens	There were numerous complaints about crowded and uncomfortable rooms at the off-site meeting location room and in the Megaron.
Elevators and accessible toilet facilities should be clearly marked and numerous. All toilets should have some designated fully accessible stalls to accommodate electric wheelchairs or there should be signs to accessible toilets.	Partially implemented in Athens.	Signage seemed clear to elevators and toilets but received complaints that some did not have accessible stalls with handlebars.
There should be automatic doors or accessibility buttons to open doors at all entrances or at least all major entrances.	Not implemented in Athens	The main entrance was downstairs. There was a ramp that was open. If the doors opened automatically the sign that made that happen was not clearly visible.
Stairs and downward slopes should be clearly marked and have hand rails (increasingly important for older people with or without mobility issues.) Large glass surfaces should be marked in some way.	Partially implemented in Athens	There was a ramp that was open when requested, then close by venue staff, then opened at the insistence of IFLA staff.
Ensure the speaker’s platform is accessible to people with mobility issues or have a moveable ramp available.	Not implemented in Athens	
Ensure that as many rooms as possible, particularly rooms in which plenary sessions are held, have an audio induction loop or alternative system. (Email from participant:	Unknown if implemented in Athens.	We received no comments about this at the Athens conference.
Provide a captioning system for plenary sessions.	Partially implemented in Athens	This was available for the LSN program that focused on library serviced to the deaf, hard of hearing, and deaf/blind. It was not implanted at any other sessions but requested.



Add audio explanations to IFLA video presentations.	Partially implemented in Athens	Some of the videos shown included both audio and visual presentation of text. Others did not.
Set aside seats in the major auditorium for people with disabilities and arrange early admission for people who need extra time.	Not implemented in Athens.	Only limited help seemed available to people with mobility issues.
Place warning signs on entrances to rooms where flashing lights are used.	Not implemented in Athens.	
Plan accessible transportation to any offsite conference activities such as the cultural evening. Plan a way for attendees to ask for transportation and allocate funds to repay them any costs.	Not implemented in Athens	There were buses to take conference attendees to the cultural evening but no special accommodations for people with mobility issues.
Ensure there are alternative food options, clearly labeled, at all conference planned events that include food	Implemented in Athens	
Design a method to track requests for assistance to inform planning for future conferences.	Unknown if implemented	

## After the Conference

Recommendations	Discussed or completed	Comments
Include questions about the degree to which the conference met the needs of people with mobility, hearing, visual, or other challenges to full participation in the IFLA conference.	Implemented in Athens	
At the conclusion of each conference, evaluate accessibility using this checklist.	Implemented by LSN	We welcome comments that correct our assessment

Based on the analysis above, we calculate that 44% of the checklist was fully or partially implemented and 44% not implemented. It is unknown whether 11% was implemented.

**LSN and LPD are willing to help with all these accommodations in any way we can.**

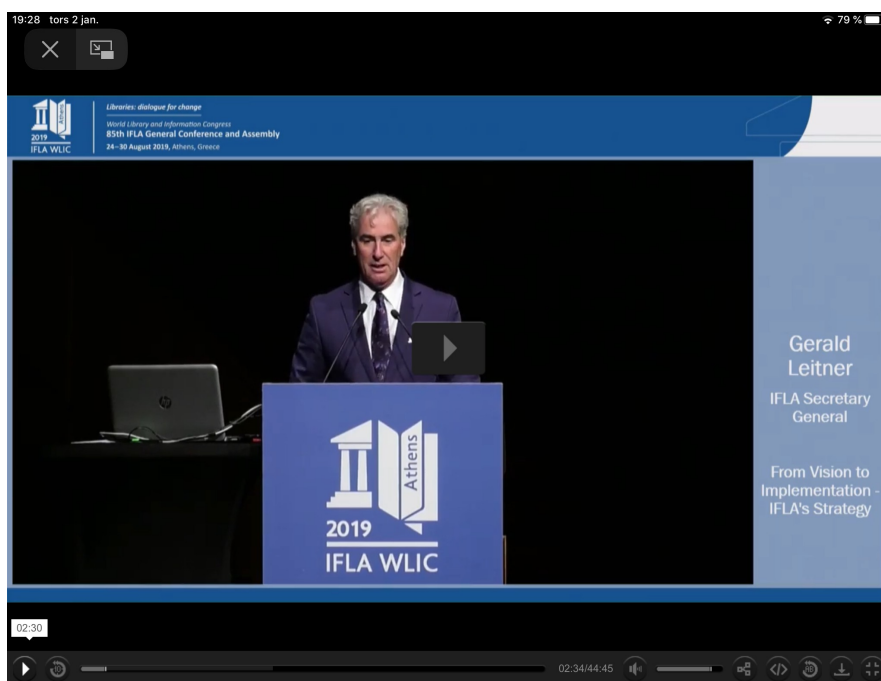


## Sektionsmöte

Foto från första sektionsmötet på lördagen. Det hölls off-site på Athens Högskola. Lokalen var för liten och bristfälligt ventilerad. Den var dessutom ljudstörd från omgivningen. Många observatörer fick vända i dörren på grund av platsbrist.

## From Vision to Implementation – IFLA's Strategy

Building on the Global Vision discussion – the biggest and most inclusive conversation ever in the history of our field – IFLA now has a new five year Strategy.



Se gärna IFLAs generalsekreterare Gerald Leitners presentation av IFLA och om arbetet med The IFLA Global Vision

Han berättar bra om IFLAs förändrade arbetssätt, där alla aktiva medlemmar och biblioteksföreningar världen över deltagit i framtagandet av en strategi. Från vision, strategi och till aktion. Hur vi sedan skall arbeta för att stärka bibliotekens roll globalt. Totalt har 30 000 personer deltagit i arbetet. Jag är en av dem. Känns härligt.

IFLA har nu i demokratisk ordning sju officiella språk. Texter skall översättas till de sju språken.

Världen förändras, biblioteken förändras och även IFLA förändras som Gerald Leitner säger.

Bill Gates foundation har donerat medel till IFLA som bland annat använts till att arrangera workshops runt om i världen. Hela Gerald Leitners presentation kändes nästan som ett väckelsemöte. Han är mycket stolt och glad.

Det tar ett tag innan något händer när du börjar titta men att titta rekommenderas varmt.

[https://www.youtube.com/watch?v=ics\\_nALBvzY](https://www.youtube.com/watch?v=ics_nALBvzY)

## **Nordic Causus**

Varje år arrangeras ett möte för de nordiska deltagarna och i år stod Finlands biblioteksförening för värdskapet. Mötet handlade på biblioteksprofessionen, förändring och motivation var några av budskapen som fördes fram.

En stor undersökning bland bibliotekspersonal om synen på arbetet och professionen nu och i framtiden presenterades. Mycket givande och intressant.

Vi fick också en visning av det fantastiska biblioteket Oodi i Helsingfors. Finland vågar förnya och tänka stort.

## **Sektionsmöte för LPD Libraries Serving Persons with Disabilities**

Jag har alltid besökt LPDs sektionsmöten som observatör. Denna gång bjöd LPD in alla närvarande till en workshop för att få input och synpunkter på det fortsatta arbetet inom LPD. En bra form för sektionsmöten.

Mötet var mycket välbesökt.

Ute i vimlet träffade jag Karin Linder och vi hade en trevlig pratstund.

## **Avslutning**

Jag avslutar med ett foto över utsikten från taket på vårt fina hotell. Poolen kom inte med på bild. Första dagen promenerade jag till Megaron. Det gjorde jag bara en gång. Så långt, så varmt och så många bilar.

Jag är mycket nöjd med årets WLIC i Aten. Tacksam över att fått delta. Känner sorg över att lämna posten som Standing Committee Member men jag har valt det själv. Är glad över att fortsätta ett tag till som Corresponding member,



Tack Svensk biblioteksförening.

Tusen tack för mig!

Heidi Carlsson Asplund