



**Library Services to People with Special Needs Minutes for
the Officers and Action Team Leaders Meeting**

Oct 8, 2020 (Thu)

Location:

Zoom Meeting

Members present:

Nancy Bolt, Chair (The United States of America)

Helen Chan, Secretary (Hong Kong (China))

Janet Lee (The United States of America)

Misako Nomura (Japan)

Lisa Krolak (Germany)

Ingrid Källström (Sweden)

Samira Zahra (Germany)

Maela Uvodic (Croatia)

Apologies

Erlend Ra

Anna Sieberns

Marie Engberg Eiriksson

Maria Isabel Gutierrez Sanchez

Dolores Carungui

Corresponding members

Lisa Gieskes (The United States of America)

Felicity Benjes (New Zealand)

Heidi Carlsson Asplund (Sweden)

Aly Velji (Canada)

Observers

Gerhard Peschers (Germany)

1. Welcome and Introduction

Chair Nancy Bolt welcomed the Standing Committee. She introduced Aly Velji as the manager of the Social Development, Toronto Public Library. People went around and introduced themselves. Helen used attendance report in the zoom meeting for taking attendance.

2. Chair's Report

2.1. Documents including LSN Minutes for the Mid-Year Meeting of Mar 24 2020, LSN Minutes for the Mid-Year Meeting of May 6 2020, and the biography of Aly Velji were sent to SC and Corresponding members before the meeting.

2.1.1. Approval of minutes for the Mid-Year Meeting of Mar 24 2020

2.2. Due to the increasing number of people in different countries are being affected in the pandemic, IFLA's office was closed from Mar 16 until a safe return from the official notices of the Dutch government. Lots of IFLA's work have already taken place online.

2.3. IFLA is evolving the governing board, including reducing the overall size of the Board, and effective delegation of matters to the Regional and Professional Councils. Nancy responded to some restructure changes of IFLA in Division III. IFLA aims at creating stronger regional representation. A new Regional Council, directly supporting the Governing Board.

2.4. To put the health of our members, volunteers, hosts, exhibitors, sponsors and staff first, IFLA cancelled the IFLA WLIC 2020 under the effects of COVID-19. Nancy particularly concerned about the accessibility of a series of IFLA webinars in replacement of IFLA WLIC. LSN will discuss the continuation of the accessibility evaluation of the WLIC as mentioned in the LSN Action Plan, even moving online.

3. Discussion Items

3.1. The status of each set of Action Plan Items

3.1.1. IFLA Conference Accessibility:

IFLA tried to improve accessibility at the Athens Conference by opening a ramp to avoid the entrance stairs, better signage, and a staffed accessibility table. However, accessibility was hampered by the building itself which was inaccessible in many areas due to basic, if unintentional, design.

Due to COVID-19, all IFLA activities go online. IFLA provides virtual event guidelines for planning webinars, meetings, workshops and conference. LSN was invited to provide information on online accessibility. Helen and some other members had their input on it. LSN will form a committee with LPD section to put the awareness of IFLA virtual accessibility guidelines into practice.

3.1.2. Deaf Guidelines:

Dunja Gabriel sent Nancy and Maela the unedited deaf guidelines. The editor of the guidelines, Sanja, who is a deafblind person, is still waiting for all chapters. She edited the first 5 chapters and was waiting for the rest. Rosa, the author of the other 2 chapters will finish her writing in October, 2020. Maela understood that Sanja could handle the editing fast once receiving all the chapters. A good draft of the guidelines was expected to send to IFLA in December 2020.

3.1.3. Refugee Guidelines

Despina Gerasimidou will provide the draft of the Refugee Guidelines by the end October, 2020. Everything was done according to the revised timeline. Nancy will send it the refugee committee for review. Ingrid invited Nancy to write some of the sections, including the Introduction.

3.1.4. Prison Guidelines

Lisa Krolak reported that a timeline was created for the Prison Guidelines. Everything is on time. The draft will be ready by August, 2021. The final guidelines will be ready for IFLA in two years. A small working group was formed.

3.1.5. Library Accessibility Guidelines

As Marie was unable to attend the meeting, Misako reported the progress of the Library Accessibility Guidelines. Marie was unable to continue to be the leader of the project but she would like to contribute her writing on some parts of the guidelines. A new timeline is needed for the guidelines. The guidelines are expected to be finished by August 2021. Misako will meet Heidi about the guidelines after the SC meeting. Helen had submitted her part to Marie before. She will submit her part to Misako and Heidi again. Helen, Maela, Misako and Heidi will form a group to discuss the library accessibility both physically and virtually for the guidelines. Nancy invited Misako and Heidi to be co-leaders of the group and would schedule an online meeting for the new committee of the guidelines.

3.2. **Budget report and requests**

No money request for Conference Accessibility and Library Accessibility Guidelines. Regarding the Deaf guidelines, the project has run for three years. 500 euro (€ 500) is waiting to go to the editor as long as LSN has the document for the reimbursement from IFLA. The Refugee Guidelines are jointly funded by Goethe Institute and IFLA. LSN consultant, Despina Gerasimidou, has been paid last year. The Prison Guidelines asked for 2500 euro (€ 2500). It is jointly funded by Goethe Institute, UNESCO and IFLA. Regarding the Action Plan Focus Area 3 Increase physical and digital accessibility in libraries and library services. The captioning company was paid \$299.25.

3.3. Report on the joint webinar

Helen, the co-leader and coordinator of joint webinar, reported the joint webinar of LSN and Information Literacy Section, "Using Universal Design to Enhance Information Literacy Program". Helen expressed her thankfulness to Misako, the co-leader of the project for her support, and Nancy for looking for the world class speakers and live captioning company. The team work made the webinars happen on Sept 16 and 23, 2020. It was aired live twice in opposite time zones to accommodate 974 registrants from over 75 countries/ regions in different parts of the world. 434 participants joined the webinars. Totally six world class speakers were presented in the two webinars, including Dr. Gihan Mohamad, Ms. Caroline Smith, Ms. Renee Grassi, Dr. Kim M. Thompson, Dr. Clayton A. Copeland, Prof. Carli Spina. This 60-minute webinars are in English and was live captioned. Lots of positive feedback were received from IFLA headquarter, panelists and participants. YouTube videos of the zoom webinars, PowerPoint slides of speakers and reference materials were uploaded to the LSN event webpage by Janet with the tremendous support from the IFLA Professional Support Officer, Megan Price. Helen specially expressed her gratitude to Megan who guided her handling the webinar-involved technology. Megan invited Helen to recap her experiences on the webinar for her to perfect the virtual handbook. Helen will recap the experiences and send it to Megan for reviewing the IFLA Virtual Event Handbook.

3.4. Action Plan for 20-21

3.4.1. New initiative on accessibility

Focus Area 1: Improve Library Service to People Who Are Deaf, Hard of Hearing, and Deafblind

Dunja and Maela will take the lead of the project "Improve Library Service to People Who Are Deaf, Hard of Hearing, and Deafblind". The first draft of Guidelines is expected to be done by the end of 2020.

Focus Area 2: Improve Accessibility at IFLA WLIC

Nancy suggested to change it to "Improve Accessibility at IFLA WLIC online and in-person". A committee will be set up with IFLA LPD. Helen, Lisa Gieskes and Heleen showed their interest in joining the committee.

Focus Area 3: Increase physical and digital accessibility in libraries and library services

Misako and Heidi will lead the project on "Increase physical and digital accessibility in libraries and library services".

Focus Area 4: Improve library service to refugees, immigrants, migrants, and asylum seekers (Joint publication with the Goethe-Institut)

Nancy will take the lead with Ingrid in this project. Despina Gerasimidou will be Consultant. The project is on track to meet the deadline of presenting the guidelines in IFLA WLIC 2021 and distributing it widely afterwards.

Focus Area 5: Library Service to People in Prisons

Samira Zahra, Lisa Krolak, and Gerhard Peschers are in the leading team. The whole project will be finished by the end of 2021.

Nancy will send out the Action Plan (2020/2021) for final approval after contacting LPD for forming accessibility committee. The due date for sending the Action Plan (2020-2021) to IFLA is oct 31, 2020.

3.4.2. Funding requests

There is no funding request from anyone.

3.4.3. Annual Report 2019-2020

Nancy invited all Standing Committee members to review the Annual Report 2019-2020 before submission to IFLA. The report includes the results of the joint webinar, refugee survey and accessibility survey. There are almost 200 responses to the accessibility survey and an article on International Refugee Day. Janet has done two newsletters. A YouTube channel was created with support from Megan Price, the IFLA Professional Support Unit Officer. Lisa Krolak has finished the document about prison library status under pandemic. She has started the IFLA work group and related policies. Helen is working on the translation of the LSN brochures into multiple languages after the joint webinars. The coming LSN newsletter will be focused on the Annual Report 2019-2020.

3.4.4. Communication Report

3.4.4.1. Webinar Event Webpage

All information about the joint webinars were posted on the LSN event page. Website. Two newsletters were posted on the LSN website. Janet worked with Megan, in creating the YouTube Channel for LSN and uploading the webinar YouTube videos. Janet suggested to have a LSN Logo for the YouTube area and Newsletters and a shorter title of the section. Nancy will find out the logo designed by LSN in 2016 and see whether the SC members agree to use it. Maela suggested to upload the video of the keynote speaker from Athens to the LSN YouTube Channel. Megan will add the link of the LSN YouTube channel to the IFLA webpage.

3.4.4.2. Facebook

Regarding the two LSN Facebook pages, Samira explained that one is Facebook Group for public to upload content and the other is Facebook Page for IFLA SC LSN to upload content. Only Facebook Page represents LSN. Samantha suggested to change the name of the Facebook Group. Nancy will ask Marie for the running of the Facebook Group (2554 followers) and Facebook Page (139 followers). Maela suggested to merge two together. LSN can keep the Group and rename it or merge the Group to the Page. Nancy

suggested to enrich the Page with everyone assigned a month to post messages twice a week on the Page or upload the messages about the latest development of different project to activate the Page. LSN will abandon the Group as it does not represent LSN. Nancy suggested to set up a Facebook working group with Janet as the leader to coordinate the Facebook matter. 8 postings per month. Janet will send out a list of who responsible for which month. Nancy will send out message to invite members to join the group. Aly suggested to use other social media for communication, such as Twitter, Instagram. Lots of professionals use Twitter. Facebook is only a showcase. Posts on Facebook can also automatically go to Instagram.

3.5. Plans for IFLA online conference in 2021

3.5.1. Program

All LSN SC members agreed to continue the focus on the guidelines for refugee in IFLA WLIC 2021 even if WLIC goes online. The progression of the guidelines has been postponed due to COVID-19.

3.5.2. Satellite Meeting

The satellite meeting which aims at promoting accessibility to library services, was planned with cooperation with IFLA Management and Marketing Section. Helen and Misako will take the lead. Same as the WLIC program on guidelines for refugees, the satellite meeting was originally planned in-person. However, it was changed to go online after the joint meeting. The satellite meeting will be in summer or early fall 2021. The Management and Marketing Section will handle the logistics of the satellite meeting. LSN will responsible for inviting speakers.

3.6. Mid-term meeting in spring 2021

Lisa Krolak stated that the coming mid-term meeting will be held virtually in March 2021 due to pandemic. Lisa Krolak welcome members, including Helen, to have gathering in Hamburg later when situation allows to do so. Gerhard, expressed his gratefulness for joining the meeting. He shared a poem from a Germany poet to express his feeling about the impediment from pandemic to the in-person meetings. He asserted that though the coming mid-term meeting will be held online, we can meet in small groups if situation allows.

3.7. Report on the LSN Brochure Translation

The LSN Brochure has been translated into 10 languages. Helen understands the difficulties of some translators to handle the translation in this uncertain time. She is still waiting for more translations from some SC members and will send out the

revised version for the translators' review before passing them to Janet for the online publication.

3.8. Special arrangement in Nov 2020

Nancy will have a hip replacement surgery on November 11, 2020. Currently, Nancy works hard to finish her job before that. She will need approximately three weeks for the recovery. Helen, as LSN secretary, will handle anything that is urgent during this period of time.

3.9 Appointment of new Corresponding member

SC Members voted for Aly Velji of Toronto Public Library, Canada as the new corresponding member of LSN section. Lisa Krolak moved to approve. Helen seconded. It was passed unanimously.