



**International Federation of Library Associations
and Institutions**

**Library Services to People with Special Needs
Section**

NEWSLETTER

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Editorial

Welcome to the December issue of the LSN Newsletter! In this issue we review the 75th World Library and Information Congress and IFLA General Conference in Milan, Italy. This year our section held a session on "Reading and literacy promotion in prison". The follow day, around twenty LSN Standing Committee members and section friends had a rare look inside an Italian prison. Read Vibeke Lehmann's account of the visit on pages 4-5.

In May this year I joined a delegation of Scottish librarians on a study tour and conference in Finland. At this Twin Cities Conference I was very interested to hear about an innovative service available from the Estonian Library for the Blind where audio books are created 'on demand' and posted out to readers. In 2008 the service won the 'Deed of the Year' Award from the Estonian Library Association. I am delighted to include an article about this service by the Librarian, Marja Kivihall (See pages 5-8).

Congratulations to Nancy Panella who has had a very informative and comprehensive article on the history of the LSN Section published in the IFLA Journal (an abstract is reprinted on page 13).

All the very best for 2010!

Margaret E S Forrest, Editor

Next copy date is 1 June 2010

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IFLA Conference Review



World Library and Information
Congress: 75th IFLA General
Conference and Council

*"Libraries create futures:
Building on cultural heritage"*

August 23rd -27th 2009,
Milan, Italy

This year the LSN Section held a session entitled, "Reading and literacy promotion in prison: model library programmes", which took place on Tuesday 25th August.

The full text of a number of the presentations is available from the IFLA Conference website at <http://www.ifla.org/annual-conference/ifla75/programme2009-en.php>

The following is an outline of the LSN session programme with abstracts, where available.

Les bibliothèques des établissements pénitentiaires en France: l'exemple de la région Rhône-Alpes

ODILE CRAMARD (Agence Rhône-Alpes pour le livre et la documentation (ARALD), Lyon, France)

En France, il est prévu que chaque établissement pénitentiaire possède une bibliothèque dont la localisation doit permettre un accès direct et régulier des détenus à l'ensemble des documents. Cependant, l'État, qui est responsable des établissements, n'a pas créé de poste de bibliothécaires pour gérer ces bibliothèques et ce sont les professionnels des bibliothèques municipales et départementales qui interviennent de façon volontaire dans les prisons. Le fonctionnement de ces bibliothèques, mais aussi leur fragilité et les difficultés rencontrés seront évoqués à partir de l'examen de la situation en Rhône-Alpes.

Les bibliothèques communales en prison à Rome

FABIO DE GROSSI (Biblioteche di Roma, Rome, Italy)

En France, il est prévu que chaque établissement pénitentiaire possède une bibliothèque dont la localisation doit permettre un accès direct et régulier des détenus à l'ensemble des documents. Cependant, l'État, qui est responsable des établissements, n'a pas créé de poste de bibliothécaires pour gérer ces bibliothèques et ce sont les professionnels des bibliothèques

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Modelos y programas de promoción de la lectura y alfabetización en los penitenciarios de España

MARGARITA PÉREZ PULIDO

(University of Extremadura, Faculty of Library & Information Science, Badajoz, Spain)

El presente trabajo parte de la base, suficientemente estudiada y documentada, de la eficacia de la lectura, y en consecuencia de la escritura, como elemento rehabilitador en entornos de población en situación de desventaja, en concreto, en centros penitenciarios. Los programas de fomento y promoción de la lectura en entornos penitenciarios son adoptados en la actualidad en todos los países, aunque su estilo, contenido y grado de aplicación difieren de acuerdo a la propia cultura y la legislación que los acoge, de ahí la importancia de presentar este análisis de lo que se realiza en nuestro país, al objeto de dar a conocer aquello más novedoso y efectivo en cuanto a nuevas técnicas y su aplicación, a la vez que se ofrece la posibilidad de realizar futuros estudios comparativos. De este modo, se identifican las mejores prácticas, se analiza la metodología, se investiga el grado de novedad e

innovación en su aplicación en estos entornos, de acuerdo a la cultura del país, a la legislación, al soporte social y a las características de la comunidad a quien va dirigido.

Breaking barriers with books: connecting incarcerated fathers with their children

VIBEKE LEHMANN (Library and Education Technology Consultant, Madison, USA)

This paper describes "Breaking Barriers with Books," an innovative and successful intergenerational prison literacy and reading program which has been active for fourteen years at the Oshkosh Correctional Institution in the state of Wisconsin, USA. It describes the theoretical framework for the program, developed in 1995 by Dr. Margaret Genisio, a University of Wisconsin professor of reading, as well as the various components of the program. The paper includes samples of writings by inmate fathers who have participated in the program, as well as testimony from them on the importance of this book sharing program for themselves and their children. Information is also included on other prison reading and literacy programs, and the author highlights the many factors that contribute to the success of this program.

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IFLA Conference Participants Visit Prison Library in Como

Vibeke Lehmann

About twenty LSN Standing Committee members and section friends got a rare look inside an Italian prison and its library during their visit to the Bassone Casa Circondariale in Como on 26th August. The Bassone prison is a medium security facility with a population of about 600 - both males and females. The visit was organized by LSN in coordination with the Como/Lombardy prison administration and the ABC Group (Associazione Biblioteche Carcerarie) of the Italian Library Association (AIB). The visit was planned as an added component to the previous day's LSN session, "Reading and Literacy Promotion in Prison: Model Library Programmes."

The prison administration generously provided bus transportation between Milan and the Bassone prison, and the visitors, who had passed security clearance in advance, were cordially greeted upon arrival inside the gate by Prison Director, Teresa Mazotta, and the entire administrative staff, as well as teachers, social workers, and the prison librarian, Ida Morosini.

After formal welcoming remarks by Director Mazotta and Antonio Angelo Boi, Regional Deputy Prison Commissioner, the visitors were joined in the auditorium by a group of male inmates and staff members and watched a slide presentation* prepared by Ida Morosini about the prison library and its services, as

well as other cultural programs available to the inmates. Beatrice Rumi, representing the Como regional & municipal library system of which the Bassone library is a member, explained the many cooperative programs between the prison library and the community. After these very informative presentations, several individual inmates gave enthusiastic and emotional testimonials about the important role that the library, and especially the librarian, had played during their incarceration by encouraging them to read and learn and by providing them with important resources for their return to society. After these presentations, the visitors had a chance to talk with some of the inmates, several of whom expressed their appreciation for the interest the IFLA participants had shown by coming to visit.



After refreshments in the canteen, the visitors toured the prison and the library (there are two separate library locations - one for males and one for females). The collection consists of about 12,000 items, both fiction and non-fiction. The materials are obtained mainly through donations, but the library also has a modest budget for new purchases. There is

high demand for popular materials in many different languages, since the inmate population includes a high percentage of non-Italians. The materials are fully cataloged, and the librarian can request additional titles through the regional online catalog. Computers (not connected to the Internet!) are available for accessing a variety of reference resources, but they are primarily used as part of a 90-hour training program that educates inmates in a wide range of library tasks and functions, enabling them to assist the volunteer-librarian in managing the library. This training also provides the inmates with many skills that can help them find jobs after release from prison.



Recent Italian justice legislation places great emphasis on the role the prison plays in the rehabilitation of prisoners and the resources provided to assist them with successful reintegration into the community. The Bassone library plays an important role in this regard and offers many community, job, and health related materials. An important library project is the recently published e-book on HIV/AIDS, developed by the inmates. The inmates also have produced, as a community service,

audio-recordings of fairytales which are distributed to sick children in hospitals.

After having toured the library facilities which, while quite small, are bright and welcoming spaces with colorful decorations, the IFLA visitors were treated to a delicious lunch in the prison garden where there was ample opportunity for conversation with the prison staff. The prison bus then carried the visitors back to Milan after a day filled with new experiences, especially for those who had never "been in prison" before.

For more information about the Bassone prison library, visit its website

<http://bibliobassone.altervista.org>

*Slides available from SlideShare at <http://www.slideshare.net/bibliobassone/evento-ifla-26-08-2009>

Articles

Estonian Library for the Blind

Marja Kivihall, Librarian

The Estonian Library for the Blind, set up in 1947 in Tallinn, is the largest library to serve blind and other print disabled people in Estonia. In Soviet times the library functioned as part of the blind people's enterprise and later as a foundation. In 2004 it became the branch of the Repository Library of Estonia being administered and

funded by the Ministry of Culture. The library staff consists of 11 people, 4 of whom are visually impaired.

The main activities include editing and publishing Braille materials, recording audio books and journals, cataloguing and lending literature. Library holdings cover audio books (2350 titles), Braille materials (650 titles) and tactile books (60 titles). Besides literature in Estonian we also have books in Russian, English, German and Finnish.



The Estonian Library for the Blind is the biggest publisher of talking and Braille materials in Estonia, producing approximately 100 audio and 70 Braille titles a year. Literature in Estonian and Russian is also acquired through book exchanges with the Finnish, Latvian, Lithuanian and Russian libraries for the blind. Audio books produced in Russian at our library are also sent to Norway, Sweden and Australia.

In partnership with the Norwegian Library of Talking Books and Braille, the Russian-language audio books produced in mp3 format at our library are transformed in Norway into DAISY books for their own use. One

copy of each DAISY book is returned to us for making as many copies for our readers as required.

The services of the Estonian Library for the Blind are used by more than 400 people ranging from schoolchildren to retired people. The library also has a number of Estonian patrons living in Canada, who were forced to leave their homeland during the World War II. The majority of patrons are visually impaired, only some have other impairments (e.g. dyslexia, intellectual disability).

The Estonian Library for the Blind provides the following services:

- lending literature at the library;
- lending books, newspapers and magazines by mail;
- sending electronic newspapers by e-mail;
- interlibrary lending;
- access to the system for reading electronic texts.

Patrons can borrow 5 audio, 5 Braille and 2 tactile books at a time. In the last few years the number of library visits and loans has considerably increased, having reached close to the total of 1800 visits and 10 000 loans per year in 2008.

Sixty patrons use the electronic newspaper service providing them with texts of the three main Estonian daily newspapers 6 times a week by e-mail.

Interlibrary lending is a convenient way to borrow books, especially for people living in the countryside. Literature is delivered to patrons

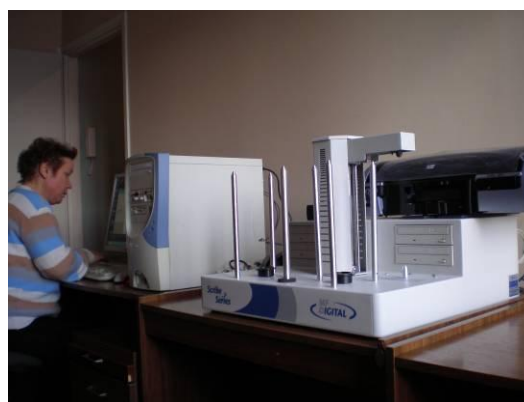
through 10 public libraries in different parts of Estonia.

In January 2009, blind and partially sighted people in Estonia were, for the first time, given access to electronic texts via computer which was enabled through a partnership project of the Institute of the Estonian Language, the North-Estonian Society of the Blind and the Estonian Library for the Blind. Currently only Estonian language news is available in synthesized speech, but future access will extend this to magazines, newspapers and books. The Estonian Library for the Blind administers the service and is responsible for adding new texts.

In recent years the development of our library has mostly involved technical aspects to improve the quality and quantity of production, as well as making services more accessible to patrons. Since 2006 the following innovations have been implemented:

- production of audio books on CDs in mp3 format instead of cassettes;
- making tactile graphics for the Braille textbooks;
- digitization of old talking books;
- developing the Internet based electronic catalogue;
- implementing the on-demand lending system;
- providing access to the system for reading electronic texts;
- DAISY book production.

One of the recent innovations involves on-demand lending of books, i.e. an audio book is personally made for and sent to a patron by mail without the request of returning it. The main reason for implementing such service was the fact that as of January 2008 the Estonian Library for the Blind had to start paying for the postal services for the readers while until then it had been free. The library adopted the similar system as used at Celia Library for the Visually Impaired in Finland.



Valentina Borissenko and the CD duplicator

In spring 2008, the CD duplicator was purchased from the USA, followed by the installation and testing period in summer. First on-demand audio books were sent to the patrons in September last year.

The on-demand lending system has been warmly welcomed by library users. Until March, literature was sent to patrons once a week, now once in two weeks. Such change is caused by the increased cost of postal services for the library and its reduced budget. Each patron can borrow 5 titles at a time for one month and the loans are registered in the electronic catalogue. The

number of loans has notably increased within a year. In September 2008 the figure was close to 200, in the first months of 2009 it ranged between 400 and 600 and in October 700 loans were registered. The user-friendly service has become popular and patrons' satisfaction with the library has grown significantly.

The selection of on-demand audio books broadens all the time representing mostly fiction, both in Estonian and Russian. When on-demand books were first available, patrons could choose from around 300 titles. Currently, there are more than 900 books but this is still less than half of the whole audio book collection. Such limited selection is caused by the character of recordings which has to be digital and comply with copyright law. We can lend on-demand only our own productions, as well as the audio books published by those producers with whom we have come to agreements.

To our great surprise our efforts of starting the on-demand lending system were noticed by the Estonian Librarians Association in October 2008 when the award "Deed of the year" was given to the Estonian Library for the Blind for the effective and remarkable action in the category of special libraries.

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Exposition « Lire à l'hôpital : les médiathèques de l'Assistance Publique-Hôpitaux de Paris »

Claudie Guérin

Souvent symbole d'exclusion et de huis clos, l'hôpital est pourtant un lieu singulier de transmission culturelle dans lequel le livre et la lecture trouvent un écho particulier. A travers le regard du photographe Eric Garault, ces instants de lecture, captés patiemment au fil des rencontres, témoignent de l'offre développée chaque jour par le réseau des médiathèques de l'Assistance Publique-Hôpitaux de Paris.



Immergé pendant plusieurs jours dans les chambres, salles d'attente, chambres stériles, médiathèques et services de soins, le photographe suggère l'échappée belle que procure la lecture. « J'ai découvert de vrais lieux de vie : des lectures groupées, des passages rapides, de longs moments face aux postes Internet, une fébrile recherche ou d'étonnantes postures de lecture.

L'activité soutenue du personnel contraste avec le calme du lecteur. C'est à cet entre-deux et dans le silence de la lecture, juste ponctué par le déclenchement incongru de mon gros boîtier 6X6, que je me suis accroché pour réaliser ces images». Dans cette évocation délicate du corps dans son rapport au livre, Eric Garault joue avec les reflets, les superpositions, les matières, les cadrages... En y regardant de plus près par le prisme culturel, il propose une autre approche de l'hôpital, plus sensible et plus humaine.



Le photographe Eric Garault collabore régulièrement avec la presse, des institutions et des entreprises. La question de la lecture occupe également une place particulière à travers des portraits d'écrivains et des reportages au Salon du livre de jeunesse et de la presse de Montreuil.

www.ericgarault.com

Cette exposition, constituée de 28 photographies, sera présentée dans les établissements hospitaliers qui en feront la demande. Elle fait

également partie du catalogue des expositions itinérantes de la Bibliothèque publique d'information du Centre Georges Pompidou afin de circuler dans les bibliothèques municipales et départementales de prêt (http://site.bpi.fr/fr/professionnels/expositions_itinerantes/catalogue/lire_a_l_hopital.html). L'accueil de cette exposition dans les bibliothèques municipales rentre dans le cadre d'un travail de sensibilisation sur l'importance de la lecture à l'hôpital, en vue de susciter des projets et des partenariats entre les institutions culturelles et de santé.

Le réseau des médiathèques de l'Assistance Publique-Hôpitaux de Paris, à l'origine de cette commande faite à l'artiste, mène depuis de nombreuses années une politique de lecture publique dynamique, soutenue par le Ministère de la culture. Dans 20 groupes hospitaliers, les patients et les personnels peuvent emprunter gratuitement livres, revues, CD, films et disposent d'accès internet en libre accès. Véritables lieux de vie, de création et d'échanges, les médiathèques organisent régulièrement des rencontres littéraires et artistiques permettant ainsi de susciter ou de poursuivre une activité culturelle à l'hôpital, facteur essentiel d'humanisation du séjour et d'accompagnement du patient.

Chiffres-clés 2008 : 345 170 documents mis à disposition, 22 883 agents inscrits, 432 100 documents empruntés par les patients et

personnels, 200 évènements
culturels organisés.

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Légende des photos :
Hôpital Beaujon, passage du chariot
de livres dans les chambres des
patients
Hôpital Robert-Debré
©Photothèque numérique AP-HP,
Eric Garault

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English translation
by Catherine Forrest

“Reading in the Hospital: Multimedia
Libraries in the Assistance Publique-
Hôpitaux de Paris”: An Exhibition

Though often seen as symbols of
exclusion and of a “behind closed
doors” attitude, hospitals are in fact
unique sites of cultural transmission,
in which books and reading have a
special resonance. Through the eyes
of photographer Eric Garault,
moments of reading, which he has
patiently captured on film in the
course of encounters in the hospital,
highlight the services developed
every day by the network of
multimedia libraries at the
Assistance Publique-Hôpitaux de
Paris [a central Parisian hospital].

Immersed for several days in wards,
waiting rooms, sterilisation rooms
and libraries, the photographer
identifies the gift of a beautiful
moment of escape through reading.

“I have discovered real sites of life:
group readings, brief library visits,
lengthy periods sitting at Internet
points, nervous research or
surprising reading positions. The
constant activity of the staff contrasts
with the readers’ calm. It is this
pause and the silence of reading,
punctuated only by the somewhat
incongruous sound of my big 6X6
camera, that I chose for creating
these images”. In his delicate
evocation of the relationship
between the body and the book, Eric
Garault plays with reflections,
superimposition, materials,
compositions... By looking more
closely through society’s distorting
lens, he suggests a different
approach to hospitals, one which is
more sensitive and humane.

Photographer Eric Garault regularly
works with the press, as well as with
institutions and businesses. The
concept of reading also holds an
important place in portraits of writers
and in reports on the Salon du livre
de jeunesse [a literary organisation
for young people], and on the
Montreuil press.
(www.ericgarault.com)

This exhibition, made up of 28
photographs, will be shown in
hospitals on request. It is also one of
the touring exhibitions of the
Georges Pompidou Centre’s
Bibliothèque publique d’information
[Public Information Library] aiming to
travel around local public libraries
http://site.bpi.fr/fr/professionnels/expositions_itinerantes/catalogue/lire_a_l_hopital.html

A road-show of this exhibition in public libraries contributes to a campaign to raise awareness of the importance of reading in hospitals, in order to encourage projects and partnerships between cultural and health-related institutions.

The multimedia library network of Assistance publique-Hôpitaux de Paris, which commissioned the artist, has pursued a dynamic public reading policy for many years, supported by the Ministry of Culture. In 20 hospital groups, patients and staff can borrow books, magazines, CDs and films for free, and enjoy free access to the Internet. Real sites of life, creation and exchange, the libraries regularly organise literary and artistic meetings and in this way allow people to commence or continue a cultural activity in hospital, an essential factor in a humanisation of the hospital stay and care of the patient.

Key figures 2008: 345 170 documents available, 22 883 employees, 432 100 documents borrowed by patients and staff, 200 cultural events organised.

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Photographs:
Beaujon Hospital, the book trolley
moving through the wards
The Robert-Debré Hospital

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Book Review

Grandin, Temple. *The way I see it: a personal look at Autism and Asperger's*. Arlington, Texas: Future Horizons Inc., 2008. xxxi, 260 p. (Dedicated to All Individuals in the Autism Spectrum.)

Reviewed by Nancy Panella

In her latest book, Temple Grandin, who has a high-functioning form of autism, provides an instructive and compelling account of autistic disorder, its affects on and challenges for the individual so diagnosed, and ways for the person's family, friends, teachers - and by extension, librarians - to help compensate for it. The book's unstated premise is that, once autism is diagnosed and, more importantly, understood, ways can often be designed to enable the person with autism to learn, grow, and realize a better degree of socialization.

The book is a compilation of short papers Grandin previously wrote and published in autism journals. Written in what has been termed her 'no-nonsense' style, she has organized the essays in chapters that include: the importance of early diagnosis and intervention; how adjustments in teaching can help; the sensory "overload" people with autism experience and the subsequent behavior they use to try to adapt for it; understanding nonverbal autism; and behavior issues and social functioning. There is a separate section on the place of medications

and biomedical therapy in treating autism.

Because it is a series of independent essays of varying lengths, Grandin's book can be read in pieces or sections. Regardless of length, each essay is highly informative; all provide unique insight into the challenges autism presents.

Autism is a developmental disorder estimated to affect 35 million people worldwide. It appears to be increasing globally, although it is unclear whether that statistical increase is due to better diagnostic tools or to an actual increase in occurrence.

It is neurologically-based and typically manifests itself in the early years of a child's development. It adversely affects the brain in three major areas of functioning: social interaction; verbal and nonverbal communication; and behaviors/interests, which often are specific, consistent and repetitive.

Autism is now diagnosed on a spectrum (Autism Spectrum Disorder, or ASD) from severe to mild: those at the lower-functioning end of the spectrum may be nonverbal and profoundly unable to break out of their own world, and they may be diagnosed as having autism; those at the higher-functioning end, e.g., those with Asperger's Syndrome, can be extremely intelligent, with good verbal language and may be able to lead independent lives but may still be awkward in social interactions.

Throughout Grandin's book, the diversity seen in people with ASD is emphasized: "Every person with autism is unique, with a different profile of strengths and challenges. No two individuals manifest the same characteristics in the same degree of severity".

Autism usually affects a person's ability to communicate, to form relationships with others, and to respond appropriately to the environment. Although people with autism have different symptoms and different degrees of deficits, they all share certain social, communication, motor and sensory problems that affect their behavior in predictable ways. Grandin describes her own struggle with communication "I can remember the frustration of not being able to talk. I knew what I wanted to say, but I could not get the words out, so I would just scream."

Grandin further writes: "Children and adults with Autism Spectrum Disorders, be they mildly or severely challenged, have one or more of their senses affected to the extent that it interferes with their ability to learn and process information from the world around them. Often, the sense of hearing is the most affected, but vision, touch, taste, smell, balance (vestibular), and awareness of their body in space (proprioception) can all function abnormally in the person with autism."

Grandin, who earned a doctorate in animal science from the University of Illinois in 1989, was diagnosed with autism when she was three years

old. She credits early supportive intervention with enabling her to begin talking in her early years (age four) and to progress in learning.

For the librarian, an understanding of how people with autism think and what causes them to behave in certain ways is central to being able to provide effective library materials and services. It is here that Grandin's essays will prove extremely helpful, because they describe autism and its various challenges from the perspective of one who has dealt with them throughout her lifetime.

The Way I See It includes chapter-specific bibliographies and also a relatively detailed text index.

IFLA Journal Article

The Library Services to People with Special Needs Section of IFLA: an historical overview

This article, written by Nancy Panella, is published in IFLA Journal, 2009; **35**(3): 258-271

Abstract

The Library Services to People with Special Needs Section of IFLA was founded in 1931 as the Sub-committee on Hospital Libraries. It was the first sub-committee IFLA formed for a special user group, that is, hospitalized people who could not use external libraries. The young sub-committee soon saw, however, that due to a range of disabilities often secondary to the cause of hospitalization, some patients required special reading aids, for

example, sensory or mobility aids. Those needs also became evident among community members, confined or not. Wanting to address them, the sub-committee expanded its focus overtime to include people who, for whatever reason, could not use conventional libraries, materials and services. This paper traces the sub-committee's evolution from subcommittee, to committee, to sub-section, and finally section that today promotes library resources and services for a broad range of special needs people. Its growth in part reflects the expansion of the Federation itself.

Keywords: Library Services to People with Special Needs Section, IFLA; hospital library services; patient library services; library services for disabled people; library services for disadvantaged people

IFLA Journal is available online at <http://www.ifla.org/publications/ifla-journal>

News

Astrid Lindgren Memorial Award

The Library Services to People with Special Needs Section has been nominated for the 2010 Astrid Lindgren Memorial Award! This award scheme seeks to promote the best in contemporary children's and young adult literature from all over the world. Candidates have been nominated by experts from many different countries and include authors, illustrators, oral storytellers and promoters of reading, working in various literary traditions and

languages. The LSN Section is listed under the name "Libraries for the Disadvantaged (IFLA)".

The winner(s) of the 2010 Astrid Lindgren Memorial Award will be announced at an event at the birthplace of Astrid Lindgren in Vimmerby, Sweden on March 24th. For further information, visit <http://www.alma.se/en/>

New Resources

Although the following new resources relate to specific US legislative mandates, they will also be of interest to people in other countries concerned with accessibility issues...

Vibeke Lehmann

New Video for Employers on Employment of Persons with Disabilities

The US Justice Department has recently announced the release of a new video aimed at educating employers about the employment provisions of the Americans with Disabilities Act. *Ten Employment Myths: Information about the Americans with Disabilities Act* uses a question-and-answer format to express common misconceptions, fears and false assumptions that many employers have about employees with disabilities. The video refutes these unfounded myths, explains the ADA in common sense terms and highlights the advantages of hiring qualified persons with disabilities. "With more students with disabilities attending colleges and universities

than ever before, employers should update their thinking about this highly qualified labor pool. *Ten Employment Myths* will help employers understand how unfair it is when employees with disabilities are denied jobs because of employers' misconceptions and unfounded assumptions," said Thomas E. Perez, Assistant Attorney General for the Civil Rights Division.

This fully accessible seventeen-minute video can be used for ADA training, as well as for presentation to local Chambers of Commerce, Rotary Clubs, merchants associations, and similar organizations. Single copies in DVD format can be ordered through the toll-free ADA Information Line at 800-514-0301 (voice) or 800-514-0383 (TTY). An online streaming version will be available soon on the ADA Web site at <http://www.ada.gov/>

The new video is a companion to *Ten Small Business Mistakes*, which is also available at the ADA website. It dispels common misunderstandings that many small businesses have about title III of the ADA. Both videos were produced for the Justice Department's ADA Technical Assistance Program.

In the United States, the ADA guarantees individuals with disabilities equal access to employment, state and local government services [including libraries], and services that businesses provide to the public.

Source: US Department of Justice press release 30th Oct 2009.

**Library Services to People with Special Needs Section
Standing Committee 2009/10**

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