Serving the Deaf & Hard of Hearing Community at Montgomery County Public Libraries

Library Services to People with Special Needs Section of IFLA
March 9, 2017

Susan F. Cohen,
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Maryland Deaf Culture Digital Library
Librarian II,
Montgomery County Public Libraries
Germantown, Maryland
MCPL Community

- The Deaf and Hard of Hearing Community
- Community Connections
- 21 library branches + Correctional Services Library
MCPL HISTORY

• 1976 - TTY donations, programs
• 1982 – Ad hoc Citizen Planning Committee
• 1985 – Librarian II staff position
• 1986 – 2006: Special Needs Library
  • Central point of contact for collection, services, and programs
  • Materials on deaf culture, history, literature, arts, hearing loss, Deaf education, parenting
  • TTY service in 99% of the library branches
• 2017: Assistant Facilities and Program Manager, Accessibility Services
REFERENCE SERVICES

• Ask A Librarian Email Reference,
• Tweet a question
• Chat Reference Service
• TTY Access

• 24/7 AskUsNow Chat Service (part of worldwide cooperative)
LIBRARY PROGRAMS AND ACCESSIBILITY
ACCESSIBILITY SERVICES

• Visual Communications contract
  • ASL & PSE interpreters
  • Close vision and tactile interpreters
  • Cued speech transliteration services
  • Communication Access Real Time Translation (CART)
  • CDI – Certified Deaf Interpreters
  • VRI – Video Remote Interpreting
• Audio loops in meeting rooms at 9 library branches
• Portable FM system via County
BOOK DISCUSSION IN ASL

Book Group Discussion in American Sign Language

10:15 a.m. to discuss

February 11, 2017
April 8, 2017
June 10, 2017
August 12, 2017
October 14, 2017
December 9, 2017

The Light Between Oceans by M.L. Stedman
Hands of My Father by Myron Uhlberg
The Glass Castle by Jeannette Walls
All the Light We Cannot See by Anthony Doerr
Deaf in DC by Vasishta Madan
Distance Between Us by Reyna Grande

Copies of each title will be distributed at each preceding book discussion meeting. For more information, email: MCPL.DeafAccess@montgomerycountymd.gov.

Germantown Library
19840 Century Blvd
Germantown, MD 20874
240-777-0110

To request sign language interpretation or other deaf/hard of hearing services for library-sponsored programs, email MCPL.DeafAccess@montgomerycountymd.gov, preferably with three business days’ notice. To request other accommodations, contact your local library.
LIBRARY PROGRAMS

Programming collaboration with organizations and community partners

• ESL for Deaf Individuals
• ASL and Cued Speech classes, bi-annually
• Annual Deaf History Month observance
• ASL and tactile interpreted programs
• ASL Storytelling (pilot)
• Coping with Hearing Changes
TECHNOLOGY
VIDEO RELAY SERVICE

• Geographically distributed at four library branches

• Customers contact video interpreters through a Relay Center to help make telephone calls

• Customers call videophone users to communicate directly in ASL
AUDIO LOOPS

• Nine library locations
• Three work day lead time for requests
• Renovated and new construction projects
• Promote awareness
  • Placard
  • Website
  • ADA statement
COLLECTIONS
PHYSICAL COLLECTIONS

At many library branches or via ILL:

• Captioned entertainment DVDs, blue ray
• ASL Language Learning DVDs
• Print books and/or DVDs - Deaf culture, history, ASL, adapting to hearing changes
• Large Type books for adults
• Braille Children’s Books
ONLINE RESOURCES

• Book Flix and Tumble Book Library (online children’s books with text)

• E-books on deaf culture, deaf history, ASL, cochlear implants, interpreting via Maryland Digital Library Consortium

• E-magazines (Flipster, Zinio)
LIBGUIDE – DEAF AND HARD OF HEARING SERVICES

http://tinyurl.com/jxqdans

- Service to the Deaf and Hard of Hearing Community
- Accessibility Services
- Reading List
- MCPL Events
- Websites
- Deaf History
- Sign Language
- Hearing Loss
MARYLAND DEAF CULTURE DIGITAL LIBRARY

• Maryland State Legislation, Section
• Funded by IMLS grant, utilizing staff resources of MCPL
• MCPL as host library in cooperation with Maryland DLDS and Maryland ODHOH
• Staffing
• Components
  • Website maintenance and development
  • Digital and non-digital collections
  • Outreach
  • Programming
  • Training
  • Partnerships
• Library Advisory Board
• Friends of the Library
MARYLAND DEAF CULTURE DIGITAL LIBRARY

Maryland Deaf Culture Digital Library
http://tinyurl.com/hntqrq3

- Updates
- About MD DCDL
- Finding Materials
- Deaf History
- Deaf Culture
- American Sign Language
- Programs
- Organizations
- Deaf Community News & Events
- Job Resources
- Library Accessibility
CHALLENGES

• Limited resources for ESOL deaf community
• Marketing audio loops to target population
USER NEEDS

- Reference service via Videophone
- Applicability of RTTs in library services
- ASL vlogs
- ASL digital displays
- Streaming ASL stories (i.e. VL2 at Gallaudet)
- Streaming videos of ASL led or interpreted library programs
- Glass enclosed elevators
- Best practice for architectural design conducive to needs of deaf and hard of hearing customers
Contact for Questions

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