



Library Services to People with Special Needs Newsletter

Upcoming LSN Programs by Nancy Bolt, Chair, LSN

Library Services for People with Special Needs focuses on library service to refugees and migrants in its WLIC Program, August 18.

A New Home: Guidelines for Library Service to Displaced Populations

The IFLA Section on Library Services to People with Special Needs is pleased to offer a program at the World Library and Information Conference on our upcoming *Guidelines for Library Service to Displaced Persons*.

People become refugees, immigrants, migrants, and asylum-seekers because they are threatened by violence or war, because they have experienced a climate disaster, because they want a better life. Libraries play a key role in making these new community members feel welcome and succeed. In this session, we will present the new *Guidelines for Library Service to Displaced Populations* and hear stories of how libraries serve this clientele around the world

This program is co-sponsored by the IFLA Sections Library Services to Multi-Cultural Populations and Libraries Serving Persons with Print Disabilities and the Women, Information, and Libraries Special Interest Group. The Guidelines were prepared with financial support from

the Goethe Institut and IFLA.

Speakers at the conference include:

Despina Gerasimidou, Strategic Development Officer at IFLA and primary editor of the Guidelines. Despina will speak on: *A New Home: Helping your Library Plan Services for Displaced Populations*

Linda Bruyninckx, Librarian at the Public Library of Molenbeek-Saint-Jean in Brussels, Belgium. Linda will speak on *The Library's door Is Open to Vulnerable Young People in Molenbeek-Saint-Jean*.

Oriana Acevedo, Multicultural Consultant of Public Library Services at the State Library of New South Wales, Australia. Oriana will speak on *Refugee Health and the Role of Public Libraries*.

Virginia Vassar Aggrey is the Plaza Program Manager for Denver Public Library. Virginia will speak on *Welcome to Plaza at the Denver Public Library: Services to Displaced Populations in Denver*

Join us on August 18. Check the IFLA schedule for when the program is in your time zone. After the presentation there will be a question-and-answer session to provide more information.

Women, Information, and Libraries Special Interest Group Offers Program on Climate Change at IFLA

WLIC.

LSN is pleased to co-sponsor the program *Supporting Communities, Users, Collections, and Spaces in the Era of Climate Change* sponsored by the Women, Information, and Libraries Special Interest Group. We know that climate change influences the movement of people and can have a major impact on refugees and migrants fleeing natural disasters. Come and learn how libraries can help.

LSN and Managing and Marketing Sections Sponsor Webinar on Social Justice and Inclusion, October 28, 2021.

LSN is pleased to co-sponsor a free webinar on *Managing and Marketing Social Justice and Inclusion in Libraries*. Accessibility in libraries starts at the top with library leadership and management establishing the tone and value of accessibility for staff. Marketing the library's accessibility services reaches out to target audiences. Join us for a conversation on the role of leadership and management and how to best market a library's services.

Watch for more detail and the registration in September.

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Meet the New LSN Standing Committee

This was an election year for IFLA and LSN elected new Standing Committee members and officers.

Officers

Chair: **Maela Rakocevic Uvodic**, Librarian/Information Specialist, Zagreb City Libraries, Zagreb, Croatia

Secretary: **Janet Lee**, Dean Emerita, Regis University, Denver, Colorado, USA

Information Coordinator:

Aly Velji, Manager, Adult Services, Toronto Public Library, Toronto, Canada

New Members

Clayton A. Copeland, PhD, Faculty and Director, Laboratory for Leadership in Equity & Diversity (LLEAD), School of Information Science, University of South Carolina, Columbia, South Carolina, USA

Diego Anthoons, Head of Communications, Flemish Library for People

with Print Disabilities, Brussels, Belgium

Dr Jane Garner, Lecturer – Information and Communication Studies, School of Information and Communication Studies, Charles Sturt University, Melbourne, Australia

Tilahun Shiferaw Shibeshi, Assistant Professor of Information Science and Director for Library and Information Services, Haramaya University, Haramaya, Ethiopia

Sanjica Faletar Tanacković, Professor, Department of Information Sciences, University of Osijek Osijek, Croatia

Caroline Smith, Inclusive Services Consultant, South Carolina State Library, Columbia, South Carolina, United States

Laia Vidal Serrano, Easy to Read Specialist, Easy to Read Association, Barcelona, Spain

Miguel Ángel Rivera Donoso, Coordinator of the Prison Libraries Plan, Ministry of Cultures, Arts and Herit-

age, Santiago, Chile

Maria Isabel Abalo, Professor of Librarianship National University of Litoral, Argentina

Adamu Bashiru, Founder, Dream Again Prison and Youth Federation, Nigeria

Corinna Haas, Head of Library, The German Centre of Gerontology, Germany

Returning Members elected for a second term

Dolores D. Carungui, Chief Librarian, National Library of the Philippines, Manila, Philippines

Ingrid Källström, Senior Advisor Children and Young Adults, Swedish Agency for Accessible Media, Malmö, Stockholm, Sweden

Lisa Krolak, Chief Librarian, UNESCO Institute for Lifelong Learning, Germany

Samira Zahra, Head of Information and Library Services, Goethe-Institut Ukraine, Kiev, Ukraine

Janet Lee Named 2021 John Ames Humphry/OCLC/Forest Press Recipient



Presenting at Adama Science & Technology University in Adama, Ethiopia

Janet Lee, Information Coordinator for LSN, has been named the 2021 recipient of the American Library Association (ALA) International Relations Committee's John Ames Humphry/OCLC/Forest Press Award, which is presented to a librarian or person who has made significant contributions to international librarianship.

The award, sponsored by OCLC/Forest Press, consists of \$1,000 and a plaque that was presented virtually (via Zoom) at the ALA Annual Conference in Chicago, Illinois, USA. OCLC/Forest Press donated the cash award.

The ALA Press Release <<https://www.ala.org/news/press-releases/2021/07/janet-lee-receives-2021-john-ames-humphryoclcforest-press-award>> chronicles her professional achievements, starting with her Peace Corps experience in southern Ethiopia and multiple return

visits to set up libraries and conduct workshops. It includes references to professional organizations such as the Colorado Association of Libraries, the American Library Association, and the International Federation of Library Associations and Institutions. Her accomplishments include serving on committees, delivering presentations, editing journals and newsletters (both print and electronic), publishing, being awarded small grants, and monitoring related social media.

In her acceptance speech, she acknowledged the great impact that her Peace Corps Ethiopia experience and multiple trips back “home” to Ethiopia had on her. She dedicated the award to “the students of Axum” where she lived for nearly a year as a Fulbright Scholar. She intends to use the monetary award for further projects in libraries and literacy in Axum.

Annual Report Library Services to People with Special Needs (LSN) 2020-2021

by Nancy Bolt, Chair, LSN

In 2020-21, LSN identified five focus areas on which to concentrate our efforts. Work on all of the focus areas were impacted by COVID19, slowing our ability to accomplish all that we wanted. Still, within the limitations of COVID, LSN had a highly successful year. LSN has a broad mission, serving people with physical, emotional, and cognitive disabilities as well as people experiencing homelessness, displaced populations, people in prisons, and people in hospitals and nursing homes. LSN is known for its guidelines on library services to these special groups. This year was no exception. Here are our five focus areas for 2020-21.

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

Guidelines for Library Service to People Who Are Deaf, Hard of Hearing, and Deafblind are in draft form, waiting for a final editing. You can read more about the process to develop these Guidelines in an article in this newsletter by Maela Rakoccevic Uvodic, Chair of the Guidelines Working Committee, and the new incoming Chair of LSN. The goal is that the Guidelines will be published later this year.

Focus Area 2: Improve Accessibility at IFLA WLIC.

Before COVID19, LSN was preparing a report on accessibility at the August IFLA WLIC conference. Over the four years we prepared this report, we saw an increase in the services offered to people with disabilities, with an accessibility desk at the last in-person WLIC in Athens, Greece. Then COVID19 caused the 2020 WLIC to be cancelled and all IFLA services moved online. As IFLA and the rest of the world learned to “zoom,” online accessibil-

ity for people with disabilities also evolved. IFLA made a real effort to train IFLA members to make their programs accessible, and to explore ways to caption programs in multiple languages. The 2021 WLIC will be entirely online and for the first time, there is extensive information on the IFLA website on accessibility services. We feel LSN can claim some credit for the increased emphasis on accessibility at IFLA.

Focus Area 3: Increase Physical and Digital Accessibility in Libraries and Library Services

In 2005, LSN published *Access to Libraries for Persons with Disabilities: A Checklist*. While still valuable in basic advice, much has happened in the library community and in services to people with disabilities in the last 16 years. The Guidelines are currently being revised as *Accessible Libraries and Services for People with Special Needs: A Checklist*. These Guidelines are in draft form and will be sent to an editor this fall. Watch for publication by early next year.

As part of this Focus area, we also conducted a survey on library services to people during COVID 19. The report on the results of that survey is elsewhere in this newsletter. Another aspect of this Focus Area is a workshop on Managing and Marketing Library Services to People with Disabilities to be held online this October, a cooperative program of LSN and the Managing and Marketing Section of IFLA.

Focus Area 4: Library Service to Displaced Persons

The development of these Guidelines began with a survey of how libraries currently serve refugees,

migrants, immigrants, and asylum seekers. Building on this data, our consultant Despina Gerasimidou developed Guidelines now in draft form and also the topic of the LSN WLIC program at this year's online conference. See more information elsewhere in this Newsletter. The Guidelines were funded jointly by IFLA and the Goethe Institut.

Focus Areas 5: Library Service to People in Prisons

During 2020-21, work began on *Guidelines for Library Service to Prisons* by establishing a Working Committee and applying for funding. The Guidelines will be jointly funded by IFLA, UNESCO, and the Goethe Institut. These Guidelines will be published in 2021-22.

Conclusion

Your new LSN Standing Committee will be developing the 2021-22 Action Plan this Fall.

Guidelines for Library Services for People who are Deaf, Hard of Hearing, or Deafblind: Status Report

by Maela Rakocevic Uvodic, member, LSN

It has been quite a journey for IFLA LSN Guidelines for Library Services for People who are Deaf, Hard of hearing or Deafblind since the first discussion at the LSN meeting in Berlin, 2016. It felt necessary to update the 1991 Guidelines to people who are Deaf and hard of hearing because of recent progress in information technology and growth of social media. This allows for new solutions, adjustment and planning of library programmes, service, and information for Deaf and hard of hearing persons.

A Working Committee was created, and an early decision was that the new Guidelines would address the needs of deafblind persons as well as their communication and mobility needs, something not included in the 1991 guidelines. This is a historical moment for a Deafblind community because many Deafblind live in deprivation and isolation. Expanding and enriching library services will decrease this isolation and enable deafblind persons to participate in library programmes and services. It will also allow them to participate in creating content. We were proud our main consultant and editor was Sanja Tarczay, Ph.D., the president of the European Deafblind union and a deafblind person herself.

In 2017, at the LSN meeting in Washington, a workshop was held to share experiences and obtain

suggestions on what should be included in the new and updated guidelines. A draft outline of the chapters was agreed on. It included a description of the target populations, deaf culture, a human rights perspective, communicating with people who are Deaf, hard of hearing, or deafblind, policies, space design, staff, partnerships, funding, advocacy, public relations, and definitions.

The Guidelines will contain results of a survey on library programmes and services for people who are Deaf, hard of hearing, and deafblind. The survey was conducted in 2018 to gather examples of modern-day practices in library programs and services that meet needs of people who are Deaf, hard of hearing or deafblind.

There were lots of ups and downs in finding authors who have experience in providing library services for people who are Deaf or hard of hearing, and particularly difficult in services to deafblind persons. We are incredibly grateful to Sanja Tarczay for the enormous help and guidance she provided. These Guidelines are specific in suggesting ways to meet the needs in serving three similar yet different populations.

Hard of hearing refers to people with hearing loss ranging from mild to severe. People who are hard of hearing usually communicate

through spoken language and can benefit from hearing aids, cochlear implants, and other assistive devices as well as captioning.

Deaf people have profound hearing loss, which implies little or no hearing. They often use sign language for communication.

Deafblind is a term that describes people with a distinct condition that combines, in varying degrees, both hearing and visual impairment. Two sensory impairments multiply and intensify the impact of each other creating a severe and unique disability. In addition to added difficulties in communication, there are also difficulties with movement without a guide.

Unfortunately, the COVID-19 pandemic and massive earthquakes in Croatia where the two co-chairs live, caused a delay in completing the Guidelines.

We are back on track now and hopefully we will welcome our very much needed and expected Guidelines for Library Services for People who are Deaf, Hard of hearing or Deafblind by the end of 2021.

New UNESCO Publication Highlights the Importance of Prison Libraries

by Lisa Krolak, Member, LSN

The UNESCO Institute of Lifelong Learning published a comprehensive literature review on prison education, *Education in Prison: a Literature Review*, written by Cormac Behan (117 p.) The publication is available open access:

<https://unesdoc.unesco.org/ark:/48223/pf0000378059>. The importance of well-resourced prison libraries is mentioned throughout the publication and the following recommendation is made:

An adequately resourced prison library staffed by accredited library professionals is central to educational activities. In prisons with a large foreign population, books in various languages should be made available (p. 91).

A whole chapter is focusing on libraries in prison, stating that:

“Libraries are an essential educational resource for educators and learners alike. The UNESCO Public Library Manifesto (IFLA and UNESCO, 1994) recognizes that:

[t]he public library is the local centre of information, making all kinds of knowledge and information readily available to its users. The services of the public library are provided on the basis of equality of access for all, regardless of age, race, sex, religion, nationality, language or social status.

As public libraries are not accessible to people in prison, it is important that each prison be equipped with a professionally run and well-stocked library. Prison libraries play a vital part in encouraging self-directed learning, reading, writing and recreational activities. As Rule 64 of the Mandela Rules states: “Every prison shall have a library for the use of all categories of prisoners, adequately stocked with both recreational and

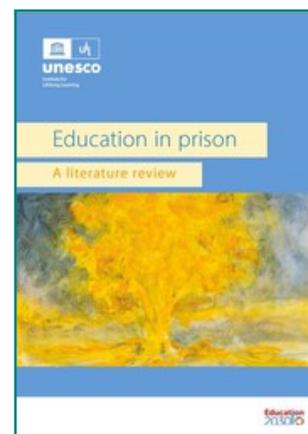
instructional books, and prisoners shall be encouraged to make full use of it”. In acknowledging the importance of educating the “whole person” through a holistic adult education approach, Education in Prison (Council of Europe, 1990, p. 4) notes the crucial role of independent study, creative and cultural activities, and social education. It recommends that people in prison “should have direct access to a well-stocked library at least once a week”.

Drawing on Krolak’s work in *Books Beyond Bars: The Transformative Potential of Prison Libraries* (2019), UIL stipulates that “the role of prison libraries needs to be recognized in relevant policy regulations”. Prison libraries, according to UIL, must have qualified library staff, sufficient budget, and resources. They should “provide an attractive, safe, friendly and welcoming” space and “contribute to a literate environment that encourages inmates to develop, enhance, and sustain literacy skills” (UIL, 2020, p. 4). Hence, a well-stocked library must be managed by qualified staff to ensure that prisoners have the same level of provision as citizens outside the prison context. Lehman (2000, p. 1) found that the “most vital link in the operation of such libraries is having competent, well-trained, enthusiastic, and patient library staff equipped with the special human skills” needed for dealing with prisoners and working in a penal environment. At the same time, a prison library must foster prisoners’ development more broadly. According to Finlay and Bates (2018, p. 125), the prison library is not merely a book-lending service; instead, it “offers a space where visitors can pursue their own recreational or educational reading interests”. The authors found that many prison libraries provide informal learning programs, such as book discussion groups, creative writing classes and family literacy schemes. In an analysis of data gathered from Australian prisoners, Garner (2017) determined that people in prison experi-

enced a form of escape through reading and when using their libraries, and that this was a highly valued experience. In her comparative study of literacy in prisons, Margarita Pérez Pulido (2010) further emphasized the importance of libraries, concluding that reading and writing are vital tools for the “rehabilitation of disadvantaged population groups, including incarcerated people” (2010, p. 131). Krolak (2019, p. 13) summed up the world that libraries open up:

Prison libraries play an integral role in their function as educational, informational and recreational centers for the entire prison community. They are places in which people can gather to read, borrow books and carry out research, take part in organized activities, or simply enjoy the company of other people in a relaxed and safe environment. It is a space abounding with possibilities, all of which lend themselves to constructive ways of spending what all inmates have: time.

Her summary encapsulates the potential of prison libraries. Based on the public library model and staffed by professional librarians, prison libraries give learners the opportunity to innovate and take charge of their own learning. Within the constraints of confinement, the library space is an essential component of the scaffolding of education in prison (pp. 71 – 74”).



Serving People with Special Needs During COVID-19: Stories from around the World

by Nancy Bolt, Chair, LSN; Aly Velji, LSN

Editor's note: This article was simultaneously published in International Leads, June 2021 (35, n.1) with permission.

The Library Service to People with Special Needs (LSN), a Section of the International Federation of Library Agencies (IFLA), is committed to helping libraries develop and improve services to people with physical, cognitive, sensory disabilities, people in nursing homes, and people experiencing homelessness or displaced and seeking to live in a new country. It is a challenging mission in the best of times and COVID19 made it even more difficult.

When COVID19 emerged, libraries closed, and our users found their access to library resources and services severely limited. To our profession's credit, librarians quickly ramped up their expertise and extended or created new services to serve people online. However, our most vulnerable populations were left behind. Prisons in libraries closed and their users did not have the luxury of just going online to get information. People experiencing homelessness who used the library for its air conditioning or heat, its safety, its charging outlets, and online access were left outside, perhaps huddling by doors to use the wi-fi at a distance. Refugees, immigrants, migrants, and asylum seekers who used the library to stay in touch with family or get information about navigating a new country, had to go elsewhere. Visits to nursing homes were curtailed.

One benefit of moving resources online, was many libraries realized how inaccessible their services were to some populations. In the fall of 2020, LSN conducted a survey to get examples of how libraries were reaching out to marginalized populations to continue services during the virus. The survey was not scientific; it was sent to IFLA members and Sections, asking them to share stories.

Examples

We received forty-nine responses. Only nine respondents indicated they were doing nothing, which is not surprising since we were asking for stories of services that were provided. Most library who responded yes were simply making their resources available online. Some, however, were making more intense efforts to serve marginalized populations. Below are some examples to these efforts.

Services to Children with Disabilities

Vancouver Public Library, Canada: The children's department is offering sensory story times livestreams daily, done remotely, which are more accessible than in-person story times since the viewer can access the livestream on a variety of technologies. The public's response has been very positive. "People who participate in these programs are thrilled to be able to access programs in a new, and often more accessible, way. For families with children on the autism spectrum or with physical challenges, livestreaming has been a gamechanger and families and individuals have asked to continue livestreamed programming even if in-person programming can resume."

Services in prisons

New Zealand: A NZ prison collaborated with other affected staff on a weekly activity booklet for prisoners. "Each booklet included puzzles, guided meditation, in-cell Sunday services, origami instructions, Te Reo & sign language guides, workouts, and was 40pages/10 A4 sheets long. We used the tools on hand - we took over the printer and set up a manual 'conveyer belt' to assemble and fold 1100 booklets each week and relied on word of mouth for feedback on what content was wanted. We produced enough for every one of our 1100 prisoners to receive one each week, a total of 13,200.

People with dyslexia and visual disabilities

Listening Point Library, Belgium: "We had a nice project with a publisher of youth books who made our audio version accessible for everyone, we did an extra effort on promoting our services to associations of target groups (elderly, elderly homes, health insurance funds, MS association, ...). We also sent more books to our patrons because we did not know if we could stay open."

Immigrants

Greeley Public Library, Colorado, USA: The library sponsors citizenship courses and, unable to hold the citizenship ceremony in the library, the arranged to hold it in a local park. The library was "able to provide iPads for each of our community members at our Naturalization ceremony, so they could watch/listen to the recorded speakers for the event with the assistance of subtitles/screen readers."

<https://www.greeleytribune.com/2020/07/04/photos-greeley-welcomes-new-citizens-in-annual-naturalization-ceremony-at-centennial-village-museum/> July 2, 2020

Featured Library: Toronto Public Library, Canada

The Toronto Public Library, Canada described a multitude of services to different marginalized groups. *Deaf and Disability Community Resources:* TPL developed a list of online resources about COVID-19 from organizations supporting people who are Deaf or have disabilities in the Toronto area. This resource was posted on the library's website in HTML and PDF formats for public access and staff referral. The goal was

Continues on page 7

Serving People with Special Needs (continued from page 6)

to provide reliable information, maintain and build connections with community organizations, and help connect individuals with those organizations. In the month of June, the resource had 192 unique page views and was highlighted in several community organization newsletters. TPL also published blog posts to highlight the streaming movie and TV collections with closed captions and American Sign Language and provide information on how to learn American Sign Language from home using e-learning collections. TPL offers a dedicated phone and email service point to receive and respond to questions and feedback from people with disabilities and people who are Deaf. TPL continued to provide support and assistance with staff working from home while branches closed.

Visual and print disabilities: TPL offers Accessible Collections in a range of accessible formats, through a partnership with the Centre for Equitable Library Access (CELA), a national organization that provides accessible reading materials to Canadians with print disabilities through public libraries. TPL published a blog post to provide information about Accessible Collections, as well as accessibility tips for using e-books, to promote reading options for people with disabilities and people who could not access print collections due to temporary branch closures.

Refugees and immigrants: Library Settlement Partnerships (LSP) is federally funded by Immigration, Refugees and Citizenship Canada. TPL works with seven settlement agencies to provide multilingual, one-on-one information and referral, in addition to programs for newcomers. The partnership has been in place for over a decade. During the pandemic, settlement services are still being provided at customers' level of needs through phone or via email. Relevant and useful programs shifted to online. TPL updated the information page to include settlement workers' contact information so that newcomers can connect directly with the workers. Service has been promoted through Library's

New to Canada blog, social media channels, and e-newsletters. Library staff delivered library information sessions along with settlement workers. Accessible e-resources and free online programming are shared with the agency staff who help the families resettle. In addition, TPL donated over 300 new children and teens books to sites where asylum seekers are staying temporarily. Additional reference help has been provided to settlement/agency staff who assist families, adjusting to their new country and learning a new language. Virtual library information sessions were delivered to private sponsors, international students, and newcomers, sharing the e-resources and other relevant services.

Online resources: To direct customers to services without the need for internet or phone access, the library provided a list of resources online: community health services; shelter, respite and housing supports; food banks; operating community Drop-in center; accessing COVID-19 assessment centers; government services; social distancing information; and COVID-19 Health advice.

Wi-Fi access: TPL supported digital access in the city by providing 1000 Wi-Fi Hotspot and 200 Internet Connectivity Kits (laptops and Wi-Fi Hotspots) to low income families. TPL worked with the city to provide Wi-Fi connectivity in community spaces (such as parks) through bookmobile (Wi-Fi in the park).

People experiencing homelessness: Working with the local shelter system, TPL donated over 1500 withdrawn books to 20 shelters, and provided remote services to help shelter residents find jobs or housing. TPL also worked with a local partner to open 12 temporary food banks in branches across the city to help support the existing network of food banks. TPL provided books for children and teens in food hampers/baskets offered to families.

Older Adults & Seniors: Older adults and seniors are the demographic

hardest hit by the virus. As of July 12, 2020, seniors aged 70 and older represented about 24% of all COVID-19 cases in Toronto and about 87% of all deaths. In addition to increased health vulnerability, social isolation and challenging access to service supports were experienced by many seniors. Lack of digital literacy and access compounded and exacerbated these issues. Working with older adults, TPL staff conducted remote outreach presentations to community agencies regarding recreational use of online collections and a suite of virtual programming addressing health, personal finance, government service navigation (income and disability supports) and legal issues regarding seniors' safety. TPL staff developed a multi-component outreach program in consultation with Toronto Community Housing, the largest senior low-income housing provider, and Toronto's Seniors Active Living Centers. Components include telephone digital literacy/device support; a seniors' library registration campaign conducted in centers and residences, as allowed by public health guidelines; and an enhanced selection of seniors' high-interest online programming. Lastly, in order to help reduce social isolation, TPL staff connected with isolated seniors to perform wellness checks.

Conclusion

These libraries show how marginalized populations can continue to be served in a time of crisis. They are models other libraries can follow.

Need of Accessibility of Online Information

by Priya Rangra, Research Scholar

Information is considered as the fourth necessity of humans after food, cloth, and shelter. Information is valued when it reaches people at the right time without any noise. Access to quality information is a significant challenge for people with disabilities. Libraries were the primary source of information in the pre-internet era, as much of the information was in print. It was a challenging period for people with disabilities to access the information due to several reasons: first, they must travel to reach the library; second, many times, not all libraries have the facilities to access all sections of the libraries; third, the libraries do not have the sources and tools for accessing the print information.

However, many libraries adopted accessibility policies, procured assistive devices, and provided special services to people with disabilities. The post-internet era, especially the development of the worldwide Web, emerged as an inclusive era, with the model of access of information by anyone anywhere at any time. Now people do not have to travel for a long distance and do not have to wait for the library to be opened. One can easily access the information by sitting at home or any other location in the night or early morning.

Seeing the many advantages of internet and web technologies, libraries digitized the content and implemented various tools to provide easy access to the digital resources. But it seemed that the term “anyone” does not include all people with disabilities who still have difficulty accessing digital resources on the WWW. The people with disabilities like eye and ear were still facing the issue of accessibility to information.

World Wide Web Consortium (W3C), formed by Tim Berner Lee, released the accessibility guidelines to overcome this challenge. There are two versions of these standard guidelines. The initial version was called WCAG1.0, and the latest one is WCAG2.0.

Few Web-based services have designed or implemented WCAG guidelines. Many online courses on web development are available on different platforms like NPTEL, Coursera, EdX, Udacity, etc. Still, none of the courses discuss the accessibility of content for people with disabilities. Interestingly, popular Web-based open-source software like WordPress, Drupal, Django, Joomla comply with accessibility guidelines as per WCAG standards and have separate plugins. It shows a lack of awareness of WCAG guidelines among the Web’s administrators and developers.

Padamshree Dr. SR Ranganathan in Five Laws of Library Science quoted for use and access of books which many famous scholars later cited in the context of information/web as:

1. Web resources are for use.
2. Every user has their web resource.
3. Every web resource has its user.
4. Save the time of the user.
5. The Web is a growing organism

These laws are relevant in this digital era too. These five laws failed, if a person with a disability cannot access the information on the Web or the Web-based services provided by the libraries. There is a need for awareness of WCAG guidelines among educators, teachers, web developers, li-

brary professionals, etc. The courses curriculum to be revised and must have tutorial on the development of accessible content.

Priya Rangra is a Research Scholar at the Department of Library and Information Science, Central University of Himachal Pradesh, Shahpur

Farewell Wishes from Departing Officers

Farewell My Friends

by Nancy Bolt, Chair, LSN

After over 20 years in IFLA, I am taking a short break as I end my term as Chair of LSN. For eight years I served as a member then Chair of the Government Libraries Section. Then two years on the IFLA Governing Board. And finally, eight years in LSN. It is hard to express my gratitude to IFLA and to all of the dedicated people I have worked with for educating me about libraries, their countries and cultures, and living in a diverse and adventurous world. I have wonderful memories of the countries I have visited for WLIC and midterm meetings, libraries I have visited, and new friends I have made.

The best of those have been the last few in LSN as we worked together to help people with special needs receive library service by developing Guide-

lines for library services. The pandemic was devastating for many and especially for people with disabilities. One of the few silver linings has been a growing awareness of the need for more online accessibility for all, including those with disabilities. IFLA has taken huge steps, increasing its awareness of need and taking steps to meet these needs. I believe our strong advocacy for increased accessibility at conferences had an impact.

I want to thank the staff at IFLA for managing a large and complex international organization in a way to serve libraries with multiple needs and issues. I want to thank my colleagues in LSN for trusting me to be

your chair these past two years. It has been my pleasure to serve you.

Next year will be the first August in a long time when IFLA will not govern my travels. However, I hear Ireland is beautiful that time of year!

My best to you in your future endeavors.

Farewell on My LSN Secretary Year

by Helen Chan, Secretary, LSN

I share here with gratitude and respect, for the final time as the Secretary of Library Services to People with Special Needs Section (LSN). My tenure as LSN Secretary has come to an end and my successor has been named. It's my pleasure to hand over my work to Janet Lee as the new LSN Secretary, and start

another new journey as one of Professional Division Committee Chairs in IFLA. I would like to take this opportunity to express my gratitude for all the good times I have had in the section over the last two years as the Section Secretary and another two years as a Standing Committee member. Special thanks go to Nancy Bolt, Section

Chair, and Misako Nomura, Former Section Chair, whose valuable guidance and support, are important for broadening my horizon in the field. Thank you all LSN Standing Committee Members for every opportunity of letting me serve more people in the world.



Old board greets new members in zoom meeting

New Book, “The Hong Kong School Libraries under Reading @2.0 Era”

by Helen Chan, Secretary, LSN



To spread out the beliefs of IFLA Library Services to People with Special Needs Section, and let more people understand how to cater the reading and learning needs of the digital generation, I have written a book entitled “The Hong Kong School Libraries under Reading 2.0 Era. To ensure “Information access for all” the roles of school libraries in serving students with different abilities and parent education are very important for success of school education.

Library Services to People with Special Needs



Chair: Nancy Bolt
Past Chair: Mitsako Namura
Secretary: Helen Chan
Information Officer: Janet Lee
Standing committee:
<https://www.ifla.org/standing-committee/09>

MISSION

The Section for Library Services to People with Special Needs provides an international forum for the discussion of ideas, sharing of experiences and development of tools designed to promote and improve the effectiveness of library and information services to special needs groups, and the promotion of national and international cooperation at all levels.

These groups include, but are not limited to, people who are in hospitals, nursing homes, and other care facilities; people in prisons; people who are experiencing homelessness; people with physical disabilities; people who are deaf, hard of hearing, or deafblind; people with dyslexia; and people with cognitive and mental disabilities.

We are on the web: <https://www.ifla.org/lsn>



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