

***More Than Just Equipment:*** Internet access and participation for people with a disability in Victorian Public Libraries.

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## ICT Disability Working Group

- Vision Australia
- Com TEC
- Scope
- Baw Baw Shire
- City of Darebin
- VICLINK
- MS Society
- Vicnet
- Infoxchange
- Disabled Motorists Victoria
- DHS Disability Services
- Office for Disability

## Internet access in Victorian public libraries

Poor	<input type="checkbox"/>
Satisfactory	<input type="checkbox"/>
Good	<input type="checkbox"/>
Excellent	<input checked="" type="checkbox"/>

246 people with  
a disability

40 carers

160 public library  
staff

## Findings: people with a disability

- Booking systems for internet access
- Basic internet training
- Support from library staff
- Equipment



**Computer says NO!**

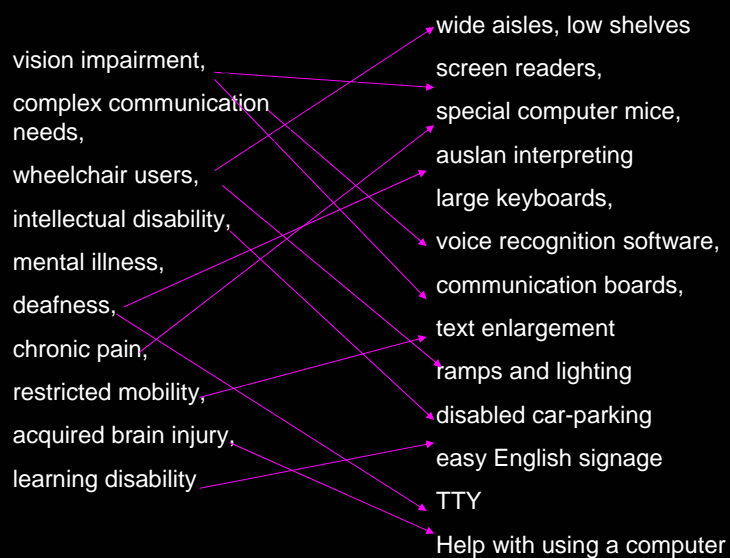


**The Built Environment**



Experiences and perceptions of customer service.....

## More than just equipment...



## Findings: libraries

- Adaptive equipment is under-utilised
- Training and support
- Time to provide help
- Disability Discrimination Act

## Knowing

Libraries knowing **who** in the community with a disability would like to use the library.

People with a disability knowing **what** library services are available.

## Recommendations

- Training & support for library staff & access to existing expertise
- Stronger community links and engagement
- Accessible websites and databases
- Funding
- Accessible buildings
- Disability Discrimination Act: plans & policies

**What's happened since?**



**I said NO!**

## **Ideas**

- Online Library Staff Disability Resource
- Accessible Building Project
- Tendering process for accessible websites & data bases (procurement pressure)
- Increasing community links

## Useful websites

Equal Opportunity Commission [www.eoc.vic.gov.au](http://www.eoc.vic.gov.au)

Vision Australia [www.visionaustralia.org](http://www.visionaustralia.org)

ComTEC <http://www.yooralla.com.au/comtec.php>

Scope <http://www.scopevic.org.au/>

Disability Discrimination Act

[http://www.hreoc.gov.au/disability\\_rights/dda\\_guide/dda\\_guide.htm](http://www.hreoc.gov.au/disability_rights/dda_guide/dda_guide.htm)

Disability Online [www.disability.vic.gov.au/](http://www.disability.vic.gov.au/)

Office for Disability <http://www.officefordisability.vic.gov.au/>