



# Library Services to People with Special Needs Newsletter

## Inside this issue:

## Message from the Chair—Nancy Bolt

I'm pleased to be the Chair of the IFLA Section on Library Services to People with Special Needs (LSN) for the next two years. We are an active IFLA Section, with focus on developing Guidelines for library service to our target populations. In the last three years, LSN has prepared Guidelines on Library Service to Persons with Dyslexia and Guidelines for Library Service to People Experiencing Homelessness. See the article on our Action Plan for 2020-2021 for what we are working on this coming year.

We, the members of the LSN Standing Committee, are particularly committed to actively advocating for library service to people with special needs. We also feel that libraries have both an opportunity and an obligation to assist people with challenges to succeed to the best of their ability.

There are many ways to participate in the work of LSN, support people with special needs, and discover better ways to serve this population. LSN has an active Standing Committee that volunteers to lead the work on our activities. We

have openings on our Standing Committee, and we invite people to be nominated the next time IFLA announces an election.

Each of the Guidelines we work on has a Working Committee, comprised of librarians who serve the target population. As we take on developing new Guidelines, we will be establishing Working Committees.

We also have a Facebook page where we regularly post information about libraries serving people with special needs and encourage librarians from around the world to share their programs and services (see page 5).

We hold programs at every conference that highlights the work that we do. Last year the program was on Library Service to People Who Are Deaf, Hard of Hearing and Deafblind. The year before on Library Service to People Who Are Experiencing Homelessness.

We hope to issue this newsletter periodically to share with you the work that LSN is doing. We encourage you to participate whenever you can. We are meeting in Tokyo in March to discuss our progress on all our Action Plan initiatives. We'll let you know what happens.

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Incoming chair, Nancy Bolt, incoming secretary, Helen Chan, past chair, Misako Nomura

## Upcoming Conferences

- ♦ LSN mid-term meeting, Tokyo March 3-5, 2020
- ♦ IFLA WLIC, Dublin, August 15-21, 2020
- ♦ IFLA WLIC, Rotterdam, August 19-26, 2021
- ♦ IFLA WLIC, Auckland, August 13-19, 2022

# LSN Standing Committee adopts an ambitious 2020 - 2021

## Action Plan by Nancy Bolt

LSN has taken on an ambitious group of initiatives for the next two years. Our overall mission is to: show the power of libraries in achieving the UN's Sustainable Development Goals; develop standards, guidelines, and other materials that foster best professional practice; provide excellent opportunities for face-to-face networking; provide targeted learning and professional development.

LSN has taken on five major Action Areas:

Complete our Library Service to People Who Are Deaf, Hard of Hearing, and Deafblind. This project has been in development for two years and should be completed next

spring.

Begin development of Library Service to Refugees, Immigrants, Migrants, and Asylum Seekers. We have just begun this project and, to date, have completed a survey on library service to this population. Our program at the IFLA annual WLIC in Dublin will be on this topic. These Guidelines are being supported by IFLA and the Goethe Institut.

Revise the LSN Checklist on Library Accessibility to include Guidelines and add digital accessibility.

Revise Guidelines for Library Service to People in Prison. This is being supported by

IFLA, The Goethe Institut, and UNESCO with representatives from all partners leading the Working Committee.

Continue to prepare an annual report on accessibility at the annual IFLA WLIC conference and make recommendations for improving accessibility.

The Standing Committee knows it has approved a bold plan of action for the next two years. We are only able to do it because members of the Standing Committee accepted leadership in moving forward on helping libraries do a better job of serving their users with special needs.

## LSN Annual Report by Helen Chan



Under the lead of Nancy Bolt, LSN Section chair and Misako Nomura, former section chair, in addition to the contributions of all Standing Committee Members, Correspondent Members and working groups, the IFLA Library Services to People with Special Needs Section (LSN) Annual Report 2018-2019 has been completed. The abridged version below highlights some influential achievements of LSN from September 2018 to August 2019.

For those who attended IFLA WLIC 2019, you might join the LSN program entitled, "The Uniqueness of Dialogue in Silence: Library Service to the Deaf, Hard of Hearing and Deaf Blind Community", at the Megaron Athens International Conference

Centre, Athens on Aug 26, 2019.

Thank you very much for the inspiring presentations from the speakers of the session. The sharing of the honorable speakers, including Dunja Marija Gabriel and Riitta Vivolin-Karen, got a big round of applause from the participants. The live captioning of the event made it more accessible. Thank you for the great support from Hiroshi Kawamura to make the LSN program such a great success.

LSN works closely with IFLA to increase accessibility at IFLA conference and on the IFLA website. In addition to a report on accessibility at the Kuala Lumpur conference, a checklist was also sent to IFLA and posted on the LSN website. The important documents come to be the tools for member of the Conference Planning Committee in selecting the right place for the annual WLIC.

We are grateful for the opportunity of the LSN Standing Committee (SC) members working with UNESCO on developing a book on library services to persons in prison. The book, *Books beyond bars: The transformative potential of prison libraries* 9 <http://>

[uil.unesco.org/adult-education/books-beyond-bars-transformative-potential-prison-libraries?](http://uil.unesco.org/adult-education/books-beyond-bars-transformative-potential-prison-libraries?fbclid=IwAR0sb2K8iLYEh6pfZNYDOtoUf-8qoXb6e-TFVLxqswHCaK6MB6b_WF3f1F4)

[fbclid=IwAR0sb2K8iLYEh6pfZNYDOtoUf-8qoXb6e-](http://uil.unesco.org/adult-education/books-beyond-bars-transformative-potential-prison-libraries?fbclid=IwAR0sb2K8iLYEh6pfZNYDOtoUf-8qoXb6e-TFVLxqswHCaK6MB6b_WF3f1F4)

[TFVLxqswHCaK6MB6b\\_WF3f1F4](http://uil.unesco.org/adult-education/books-beyond-bars-transformative-potential-prison-libraries?fbclid=IwAR0sb2K8iLYEh6pfZNYDOtoUf-8qoXb6e-TFVLxqswHCaK6MB6b_WF3f1F4)), was written by Lisa Krolak, one of the new Standing Committee Members of the IFLA Library Services to People with Special Needs Section. It is the first UNESCO publication on prison libraries. News on the book was shared via the IFLA Listserv, social media and various UNESCO channels. By October 2019, 500 printed copies were distributed and another 500 copies were requested for printing. In addition, with tremendous contributions from Gerhard Peschers and Erlend Ra, the working group of prison libraries joined the IFLA poster session in Athens and distributed the new books on-site. The booth was visited by numerous visitors.

We are always proud of the significant contribution of every Standing Committee Member and Corresponding Member of the LSN section in the field.

# Summary of LSN Minutes 2019 by Helen Chan

The IFLA Library Services to People with Special Needs Section (LSN) Standing Committee Meetings were held on Aug 24, 2019 (Sat) at the Athens College (HAEF) and Aug 28, 2019 (Wed) at the Meragon Athens International Conference Centre. There were 44 participants of these important annual meetings, including 12 Standing Committee Members - including Misako Nomura (Outgoing Chair), Nancy Bolt, Helen Chan, Erlend Ra, Heidi Carlsson Asplund, Ingrid Källström, Anne Sieberns, Dunja Gabriel, Maria Isabel Gutierrez Sanchez, Samira Zahra, and Marie Engberg Eiriksson in addition to Gerhard Peschers (Corresponding Member) and 31 observers from different countries. Congratulations and best wishes to Nancy Bolt, who was elected chair unanimously, and also Helen Chan, who was elected secretary unanimously in Athens. We are grateful for the enormous support of the professional participants around the world to make the LSN Standing Committee Meetings in Athens so fruitful and successful.

LSN Minutes Athens 2019 consolidated the key achievements of LSN from September 2018 to August 2019 in the meetings. Many discussion items were listed in the meeting agenda. One of the most eye-catching agenda

items was the ongoing and new projects. Due to the limited space, exciting projects are selected to be mentioned here.

As reported by Misako Nomura and Hiroshi Kawamura, the WLIC 2019 IFLA LPD/LSN Satellite Meeting, entitled “Equitable library services for everybody including persons with print disabilities” (<https://sites.google.com/view/ifla2019lpdlsn/>) was held in the Bibliotheca Alexandrina, Egypt, from Aug 20 and 21, 2019. There were 22 speakers from 11 countries attended the splendid event. It aims at increasing the understanding of print “disabilities” and barriers including illiterate, different languages, and languages without a printed alphabet. People can access all the information of the satellite meeting by clicking the link (<https://sites.google.com/view/ifla2019lpdlsn/>).

Regarding the accessibility of the IFLA Conferences, Nancy Bolt provided two reports to IFLA on accessibility at IFLA conferences with suggestions for how it might be improved. With the grants from IFLA and Goethe-Institute for developing the Guidelines for Library Service to Refugees, Immigrants, and Migrants, LSN joined the

Working Committee and started working with four other sections. They are Libraries Serving Persons with Print Disabilities Section, Library Services for Children and Young Adults’ Section, Library Services to Multicultural Populations Section, and Public Libraries Section. The Guideline are expected to be completed in spring 2020. In addition, Checklist for Library Services to People Experiencing Homelessness and a book on Library Service to People Experiencing Homelessness are under process.

It is expected that our work can 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. With all Standing Committee Members, Corresponding Members and working groups’ devoted joint efforts in the delightful section, we are looking forward to reporting the fruitful results of the LSN’s ambitious Action Plan at the IFLA WLIC Standing Committee Meetings in Dublin.



## LSN Program in Athens by Misako Nomura

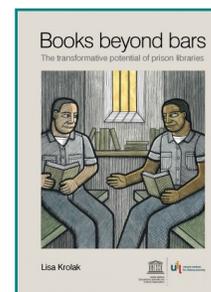
The LSN program was held with the theme of "The Uniqueness of Dialogue in Silence: Library Service to the Deaf, Hard of Hearing and Deaf Blind Community".

It was a good opportunity for more than 150 participants to understand the library services to meet the needs of those target people and best practices for them.



## Poster Session at IFLA WLIC 2019 by Lisa Krolak

During the poster sessions at IFLA WLIC 2019, Lisa Krolak and Gerhard Peschers launched the publication [\*Books beyond bars: The transformative potential of prison libraries\*](#) through a poster and corresponding leaflets that were accessible throughout the conference. Both presenters had interesting conversations with about 50 people. The 90 printed copies of the publication that were available free of charge were taken quickly.



## Accessibility for the LSN Program: Captioning by Misako Nomura

The remote captioning services were provided and very useful to help all participants understand the presentations, especially for people with hearing impairment but also for those whose native language is not English.

Video with captions and sign language will give a great impact on the participants in understanding about

deaf-blind people and their needs.

[https://www.dropbox.com/s/gmozssa8e7jkh6u/Libraries-%20Dialogue%20for%20Change\\_Tarczay.mp4?dl=0](https://www.dropbox.com/s/gmozssa8e7jkh6u/Libraries-%20Dialogue%20for%20Change_Tarczay.mp4?dl=0)

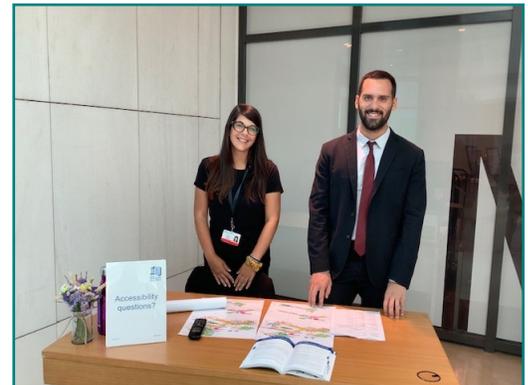
# Accessibility at IFLA WLIC Conferences – Athens in 2020

by Nancy Bolt

For the third year in a row, LSN has evaluated accessibility at IFLA conferences and over the years IFLA has increased its efforts to make the conference accessible. For the first time, IFLA established a desk for Accessibility Questions. Those staffing the desk were extremely helpful and in helping people with mobility and other challenges. This was particularly crucial at this conference because Athens was a substitute venue for WLIC, and this event center is not designed for a conference such as IFLA. Despite the

accessibility issues, attendees who provided information to LSN praised IFLA's efforts on their behalf (and, of course, asked for more changes such as captioned plenary sessions).

The 2019 report of the Athens conference and a checklist for future conferences can be found on the LSN website at <https://www.ifla.org/lsn>



## The Satellite meeting 2019 by Misako Nomura

The Joint Satellite Meeting of IFLA/ LPD and LSN with the theme of Equitable Library Services for Everybody Including Persons with Print Disabilities was held on August 21 at the Alexandria Library in Egypt in cooperation with local organizers. It was a successful event with the participation of 120 librarians and related people and promoted the implementation of Marrakesh Treaty and accessible materials in local areas and the neighboring countries.

More information at <https://sites.google.com/view/ifla2019lpdlsn/>



## Keep up with LSN by Marie Engberg Eiriksson

If you want updates on the projects, programmes and publications LSN works on, as well as other news about accessible library services you have ample opportunity.

**For information** about the meeting and publications by LSN visit our webpage. <https://www.ifla.org/lsn>

**For news on accessible library services** follow us on facebook <https://www.facebook.com/>

[IFLALSN/](https://www.facebook.com/groups/ifla.lsn/)

**To engage and discuss** join us and 2500 other library professionals in our facebook group

<https://www.facebook.com/groups/ifla.lsn/>

**Meet us at conferences and events**

You can always meet us at the WLIC at our business meetings and

programmes

In our newsletter and on social media we also highlight other opportunities to meet and engage with members of the section at events around the world.

# Library Services to People with Special Needs Call for Papers for WLIC in Dublin

## IFLA Library Services to people with Special Needs (LSN)

**Theme: A New Home: Library Services to Refugees, Immigrants, Migrants, and Asylum Seekers.  
Dublin, Ireland, August 14 – 20.**

The Library Services to People with Special Needs (LSN) Section is developing Guidelines on Library Services to Refugees, Immigrants, Migrants and Asylum Seekers. We have already completed a survey on library services to this target group and the results of this survey will also be presented at this program.

### LSN is now inviting presenters:

**from a variety of libraries and organizations and from a wide range of countries to speak on how library services, programs, projects, and activities support refugees, immigrants, migrants and asylum seekers.**

Under this topic, presentations might cover but are not limited to:

- Services to a specific group of refugees, immigrants, migrants, or asylum seekers
- Services to adults, families, or unaccompanied minors in the target population
- Description of different services offered to the target population
- How staff are trained to best serve the target population
- Methods of cooperation with other agencies serving the target population
- Method of evaluation of the services and results
- Legal and ethical perspectives of serving the target population

Proposals dealing with multiple topics above and other approaches to serving this population will receive priority.

Please submit an abstract of your presentation to [nancybolt@earthlink.net](mailto:nancybolt@earthlink.net) by April 3. The abstract should be no more than 300 words and include: your library's name and country; speaker contact information and title; your presentation title; a brief description of your services to this target population, and indicate that can be in Dublin to make the presentation.

Final selection will be made by May and the full paper due on June 1.

**Please note: We do not have funds to support travel to Dublin. Please be reasonably confident that you have funding for the Dublin conference if you are selected to make a presentation and state this in your proposal.**

## Library Services to People with Special Needs



## 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.

Chair: Nancy Bolt

Past Chair: Mitsako Namura

Secretary: Helen Chan

Information Officers:

Marie Eiriksson

Janet Lee

Standing committee:

<https://www.ifla.org/standing-committee/09>



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