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## **Inverclyde Libraries Accessibility Policy**

## **1. Position Statement**

Inverclyde Libraries is committed to providing an inclusive and accessible service across all sites. We provide access to a wide range of resources in our role as an information provider, promoting educational, recreational and lifelong learning opportunities in Inverclyde's communities.

Access is provided within our 6 branches and via our website, catalogue and mobile app. We aim to ensure that any barriers which prevent or hinder access to our services are removed or minimised and to train our staff in order to increase awareness of the variety of access requirements our users have. A key and fundamental part of this access is to ensure that it is as inclusive as possible.

As a department within Inverclyde Council, Inverclyde Libraries ensures compliance with Equality legislation as a statutory minimum, and seeks to exceed this expectation wherever possible.

## **2. Physical Access**

There are 6 library branches situated across Inverclyde's communities. All branches are fully wheelchair accessible. All recent and any future site improvements include compliance with Equality legislation, and aim to make spaces more flexible and accessible. We will make intelligent use of space and environment and work with partner organisations to ensure the libraries can be enjoyed by all.

In addition, we provide outreach services for both adults and children and young people in order to reach those who may have difficulty, for a variety of reasons, in accessing one of our 6 branches.

Funded by the Attainment Challenge, we augment our provision with 6 "pop up" libraries containing resources specifically for children and young people in various nurseries and family centres across the authority. The Attainment Challenge also funds an Outreach Librarian who works with children and families across Inverclyde to assist with accessing library provision, and promoting and supporting reading for pleasure and the joy of books.

## **3. Digital Access**

Inverclyde Libraries offers a suite of 82 PCs across our branches which are free to use and facilitates digital inclusion and participation, along with free learning opportunities and staff support. Staff are trained to provide informal IT support to users who may require this. More formal IT sessions are also run for those with varying skill levels who would like to improve their digital capability.

All branches are Wi-Fi enabled facilitating free digital access for those using their own device and we can provide iPads to support those attending learning sessions and for individual use within the library.

Working with partners, we support digital access for Universal Credit, with staff trained to signpost claimants for additional support and advice where appropriate.

The library catalogue is available at <https://inverclyde.spydus.co.uk/cgi-bin/spydus.exe/MSGTRN/OPAC/HOME> and library members can access and manage their library accounts in the library, remotely, or through our mobile app, which is available for download on both Apple and Android platforms.

### 3.1 Adaptive Technologies

Inverclyde Libraries provides a selection of adaptive equipment in all branches for users requiring additional support to use IT. Please ask staff within the branch for details of equipment available, and/or advice about the accessibility options available on library computers.

### 3.2 Libraries Website

As part of Inverclyde Council, Inverclyde Libraries' website is part of the overall corporate site and can be accessed at: <https://www.inverclyde.gov.uk/libraries>

Within the website, there are a number of accessibility options allowing users to use Access Keys and change the background colour. The website also meets W3C web standards for XHTML 1.0, CSS and Double A conformance. It also functions using BrowseAloud software, as well as other text reading programmes.

### 3.3 Digital Library

eBooks, eAudiobooks and eMagazines are free to borrow and provide a variety of accessibility options for those who require them. Library staff can offer support, guidance and signposting where requested.

## **4. Reading Resources and Programmes**

Inverclyde Libraries provide a wide range of reading material for users. To facilitate inclusion, we offer a number of special collections. We have signed up and are fully committed to the Six Steps Promise (see Appendix 1) which sets out the experience that people with sight loss and other print disabilities should have through public library services.

### 4.1 Formats

All Inverclyde Libraries offer a range of Large Print titles and Audio titles, with the full range accessible through the Library Catalogue, the reservation process, and assistance from trained and knowledgeable staff.

eBooks and eAudiobooks are free and available to borrow and can be transferred to a PC, Mac, mobile phone, tablet and eReaders (with the exception of Kindle) with associated accessibility options. Library staff can offer support, guidance and signposting to assist with access, where required.

### 4.2 Additional Support Needs

We provide quick reads, books for a variety of literacy levels including emerging, and books for those with dyslexia. For children and young people, we stock multi-sensory, tactile, and a range of dyslexia-friendly books.

All staff are Dementia Friendly trained by Alzheimer Scotland.

We provide dedicated autism-accessible afternoons supported by trained staff. Each branch is equipped with a wide range of specialist resources and equipment to support children and young people with autism.

## 5. Outreach

Through our Books on Wheels service we provide a delivery of resources to those who are unable to access any of our libraries, either short or long term. This is done through the selection of resources by library staff and delivery direct to their homes.

We work with HMP Greenock to provide a deposit collection to encourage reading for pleasure, learning, and literacy amongst prisoners. We include HMP Greenock in some of the wider Inverclyde Libraries programme of events.

## 6. Contact

Any comments, queries or complaints regarding the accessibility of Inverclyde's libraries, or the contents of this policy, should be addressed to:

Team Leader – Libraries  
Inverclyde Libraries HQ  
Wallace Place  
GREENOCK  
PA15 1JB  
Tel: 01475 712330

Email: [library.central@inverclyde.gov.uk](mailto:library.central@inverclyde.gov.uk)

**THIS POLICY CAN BE PRODUCED IN OTHER FORMATS/LANGUAGES ON REQUEST.**

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