

**IS Disability Services Steering Group
Meeting to be held on 19 September 2017**

MINUTES

Present: Jackie Knowles (Chair and Minutes), Alice Bennett, Linda Brosnan, Katie Emsley, Mike Dunn, Kirstyn Radford, Anthony Sinnott, Isabel Benton, Simon Harrison, Chris Taylor

1. Apologies were received from Tony Wilson, Adrian Young, Steve Chapman and James Browne
2. Minutes of meeting held on [23 May 2017](#) and actions - with one minor amendment these were approved as a true record of the meeting.

Matters arising and open actions:

- Support workers to be given equivalent status so they can book single study rooms

Survey of use of room has not been pursued due to lack of time and staff changing roles. Study room bookings should now be available to support workers. Demand for accessible lockers has increased.

Action - Jackie to pursue installing some more accessible lockers

- Jackie to speak to Liz Waller about providing a "noisy" accessible study room in the Fairhurst

Small room off LFA 104 is now set up with appropriate desks and should be on the booking system and advertised shortly.

Action - Jackie to chase the last stages of setup and promotion of this new room

- Sensus website

Anthony has asked for the site to be loaded on our web site. Kirstyn has checked the wording. Once the page is live we can request some promotion.

Action - Jackie and/or Anthony to liaise with the marketing team about a comms plan for a soft launch of Sensus. Waiting for page to be live.

- Web Page Review

LASM approval to make changes to these pages as agreed and as per [Mike's slides](#). Group discussed possibility of doing some user testing with YUSU but

given timing, difficulties in getting contacts established and start of term being imminent we thought that we didn't have time to do this now. We can always make further amendments and tweaks if we get feedback.

Action - Mike and Alice to check the prepared text over and liaise with Marketing to arrange for the pages to be updated in line with suggestions.

- Needs of carers

Alice Bennett had written a [paper](#) on this issue which had been approved and complimented by LASM. Alice is now working on some consultation with carers as to what we can offer and what they might expect and has drafted sets of questions to gather information. Going to use contacts supplied via Nicola Browne. Next steps will be decided once that feedback is gathered.

3. [Issues Log](#) Update

4. 'Customer Journeys' - a regular slot for guests or members to share feedback from disabled customers

- Online store - feedback from software provider

Jackie reported on recent engagement with Finance Systems about the accessibility of the online store. Response as received from them pasted below

Work recently completed on the Payment Gateway is designed for accessibility, so we have rewritten a number of the views so they should be defined in the mark-up to be interpreted correctly by a screen reader. The intention is to do similar for the Online Store as we don't have this in place yet. We have just started an initial project which will allow us to do this in the future. Though this will take a while to do we are committed to accessibility for the Online Store like the Payment Gateway.

Action - Linda to alert the University e-accessibility forum to this item

- Accessible laptop service

Group discussion about the usefulness and need for a dedicated accessible laptop service. Feeling was that most disabled users will have their own laptops with their specific needs catered for. Main issue is height and physical ability to get into some of the drawers. We can offer assistance via staff if asked. Noted that lack of access to headphones has been an issue for disabled users wanting to use screen reader software. We discussed options of making one of our

behind the scenes loan laptops a dedicated accessible one, for when users need to send theirs for repair etc. This will be investigated.

Added note: Since the meeting Jackie has checked and a future upgrade of the existing cabinet software should allow us to programme in some options to only offer certain cabinets to certain types of user and we will explore this once the upgrade happens.

Action - Jackie to progress a review availability of headphones at the Help desk
Action - Alice to talk to ITSO about one of the behind the scenes loan laptops being a dedicated accessible one.

5. Scanning process update

We have been surprisingly quiet with scanning work so far and perception is that very little has come through to us from departments. The group would like to escalate to the Liaison Librarians the message that departments are responsible for sending in targeted reading lists for those who use the disabled scanning service, and that we have seen very little coming through. The Inclusive Teaching Policy will help get engagement in this area going forward. Weeks 1-2 of term are all done and we are in the best shape we can be considering where we are. We will need to be ready to respond if lots of late requests come through. We have access to 7 casual members of staff in Collections if we need them. We agreed

- a minor change to the library form used by Disability Services to include options to select rft, pdf format or both
- a clarification of the alerting to new students (pre term email and form, into term just form)
- to do a check that all new dis scanning service users are going on the spreadsheet

Action - Mike to alert ALL colleagues to the lack of engagement from departments around reading lists for dis students

Action - Alice to progress changes to the library form

Action- Katie to check that new users are being added to the sheet

6. Disabled users fines analysis (JK)

2017 snapshot of proportion of student library users flagged with Dis status	3.86% of registered students
Analysis of fines taken between 2014 and 2016, proportion of fines accrued by student users with Dis status	9% of fines

The above figures which had come out of a Freedom of Information Request were included for a group discussion. Noted that the proportion of users flagged with dis status is lower than the actual as not everyone declares/register and becomes a library user. Estimate that approx 10% of our user community is disabled. Agreed to look at whether we can get information out of the system about fines waived.

Action - Jackie to pursue data about fine waivers

7. Items of interest

- Free bibliography on Disability higher education, teaching and learning - [July 2017 edition](#)
- [Presentation slides](#) from a session at the Universal Design for Learning conference which was specifically about the library and the UDL model.

8. AOB

Kirstyn reported a recent item from a mailing list which had clarified the expectations around making accessible copies for alumni. Alumni get equivalent access as to what they would do with walk in access as they are not full members of the University. We can say no to making accessible copies, we have no obligation just because they used to be a registered member of our organisation. Discussion around we only do accessible copies for registered users, or on behalf of registered users e.g. it is ok for a support worker to request on someone else's behalf.

Action - Alice to check what YPP access support workers get

9. Date of next meeting - Wednesday 6 December 2017, 9.30 am, LFA/205.

