

**IS Disability Services Steering Group  
Meeting to be held on 23 May 2017**

**MINUTES**

Present: Jackie Knowles (Chair), Alice Bennett, Linda Brosnan, David Brown, James Browne, Jess Bull, Steve Chapman, Mike Dunn, Kirstyn Radford, Anthony Sinnott, Kate Stephenson, Helen Main (Minutes)

1. Apologies were received from Mike Donley, Graham Huntington, Paula Mountain-Agar, Christopher Taylor, Adrian Young
2. Minutes of meeting held on [9 March 2017](#) and actions - these were approved as a true record of the meeting. See appendix 1 for matters arising from these minutes.
3. [Issues Log](#) Update
4. 'Customer Journeys' - a regular slot for guests or members to share feedback from disabled customers
  - Support workers in the Library - use of accessible study rooms, noisy activities and room requirements and options of locations for support activities  
There was a fair bit of discussion round this:
    - Jess said there had been quite a few complaints about how the booking service works for single study rooms: accessible study rooms can only be booked by users with Disabled status, therefore support workers are unable to book them.
    - There had also been complaints about the amount of noise some support workers make because of the needs of their student - this can become disturbing to other users, as these rooms are in silent areas.
    - The rooms are not soundproofed, so confidential conversations are a problem.
    - One quick fix would be to give support workers equivalent status so they can book the single study rooms. This was agreed, but terms and conditions of use are to be made clear in the confirmation email. Kirstyn suggested asking people who use the room why they have used that particular facility - did they actually need to be near the library or was there another reason?  
**Action: Jess, Jackie and Steve to progress, together**

**with preparing a draft survey to leave in the rooms for people to complete.**

- Potentially we could provide a “noisy” accessible study room in the Fairhurst.

**Action: Jackie to speak to Liz Waller.**

- Location of self-issue machines in Key Text area and ease of usability for wheelchair users - Alice Bennett
    - Jackie said that the self-service equipment all needs to be replaced; at that point we will replace it with DDA compliant kit - we are currently pricing up and bidding for the capital.
5. Customer Services UK Group - [Accessibility Survey Results](#)  
For information
- David said that ergonomic material (supports) will soon be available from the help desk.
6. Library Champions for Disability Access Forum - [minutes](#) (27th April 2017)  
For information
7. AOB
- Update on changes to disabled parking spaces adjacent to Library loading bay - Steve Chapman
    - The refuse collection points behind the library are being review; once we know the outcome of that we may be able to put in additional disabled parking spaces.
    - NB - Jackie has escalated to Fiona Macey that we are short of spaces: there are two more coming to North car park.
8. Date of next meeting - Tuesday 19 September 2017, 1.30pm, LFA/204

#### **Appendix 1 - actions arising from meeting held on 9 March 2017**

- Sensus to be set on in the standard way, on the library website (limited to the @york.ac.uk domain). It would then be redefined when we redesign the accessibility part of our website
  - **Action: Anthony to send the forms to Sensus, then speak to Jackie about comms, the website, etc.**
  - The links have been checked by IT Services.
  - **Action: Jackie to speak to Central marketing about “hosting” the external site.**
  - **Action: Anthony to keep Kirstyn informed about the wording for the webpage.**
- Jackie to liaise with the marketing team about a comms plan for a soft launch of Sensus
  - On hold pending the above.

- Jackie to table a discussion at LASM about the scanning process
  - A substantive report of the recommendations will be made at the next meeting of this steering group
  - Overall LASM is happy that things are working well
  - We now need to LEAN the process and think about capacity planning, ongoing actions, met this morning, work in progress.
  - Anthony and Paul to sort out a full process map / workflow diagram of the Disabilities Scanning Process
  - **Carried over until the next meeting**
- The web page review "task and finish" spin-off group (Mike Dunn (lead), Alice Bennett, Anthony Sinnott) to meet and prepare draft recommendations for discussion at this May steering group meeting - The following points were made:
  - Links need to be more "circular"
  - The terminology needs to be more consistent - eg for students who want to self-identify but haven't made themselves known to Disability Services
  - We need to define the target audience and the purpose of the webpage
  - The content is very heavy, with five tabs - suggest we condense into two tabs - "Library Facilities" and "Accessing Resources"
  - NB the word "accessibility" is now being used rather than "disability"
  - Linda Brosnan said she had some funding for a signage project, which would help
  - It would be good to ask students what they think about the webpage and what they want to see there - what information would they have appreciated when they first started and on an ongoing basis
  - We need better links from other webpages
  - Accessibility information for library users would relate to staff and visitors as well as students
  - Jackie said that a full review of the whole Library website had been agreed by senior managers - this would happen over the next year. However, there are some quick wins we can do, but we need to be aware that any work we do now might have to be revisited as part of the wider review.
  - **Action: Jackie to take this back to LASM for a steer on how we progress this, but with the recommendation for some quick win changes as per [Mike's slides](#).**
  - The changes proposed by this group reflect the thinking of Disability Services, who are also going to be streamlining their own webpages and getting rid of the "clutter".
  - We must make sure that our own staff know where to find the more detailed information they will need to be able to advise students with accessibility issues - for example, on the wiki.

- Assuming Jackie gets the go-ahead to progress this, Mike Dunn, Alice and Anthony are happy to continue doing this work.
  - **Action: Jackie also to check about usability and testing with students - involve YUSU.**
- Jackie to send overnight turnstile stats to Anne Haversham
  - Pending, this will be done once the data is available and meaningful. Update not able to do this and Anne now aware.
- Katie Emsley to let Jackie know of any University policy around carers
  - Nicola Browne, Student Support Co-ordinator based in the Student Support Hub, is the key contact for carers.
  - **Action: Alice Bennett will follow up with Nicola as to what kind of information is needed by carers.**