WLBPD @ AADL Library Profile

In an effort to maintain localized LBPH services for Washtenaw County residents, the Ann Arbor District Library (AADL) assumed the administration of services as the NLS subregional library, MI1B, the Washtenaw Library for the Blind & Physically Disabled @ AADL, in February 2009.

While Washtenaw County extends beyond the Ann Arbor District Library's boundaries, all WLBPD@AADL patrons, as well as all individuals living within their households, are eligible for an AADL library card, at no charge.

WLBPD@AADL serves approximately 480 active accounts.

Staff Training:

Anybody seeking the services of the WLBPD@AADL shall be accommodated at any of AADL's five locations, during all hours of operation (74 hours per week) in-person, by phone, or by email; and in a timely, professional, and customer-service-centered manner.

All public services staff (approximately 175 full and part-time staff representing the following departments: Circulation, Youth & Adult: Services & Collections, Outreach & Neighborhood Services, and some Information Technology, and Security staff), receive the following training:

- **Orientation:** Training for all new hires system-wide on how to assist blind and physically disabled persons both practically and sensitively; viewing of training videos "The Ten Commandments of Communicating with People with Disabilities" and "What to do When You See a Blind Person."

- **Two-hour training sessions:** For all newly hired public services staff (also offered to regular staff as a refresher and/or as one-on-one training by request):
    - Background on the history and structure of NLS.
    - CUL readers' advisory training.
    - Staff resources.
    - A tour and introduction to the Assistive Technology Lab, the services offered, and training on the level of support expected of staff upon patron request.

- **New-hire materials processing training:** All new Circulation materials processors receive one-on-one training on materials processing procedures by a Circulation Supervisor.

- **Readily accessible staff resources:** Staff are encouraged to both rely on and assist each other whenever possible. This is done in all of the following ways:
    - Side-by-side at a public service desk.
    - Behind the scenes while following-up on a patron request or processing materials.
    - By calling another staff member on the phone.
    - By emailing the wlbpd@aadl.org email address, which goes directly to several staff members' inboxes for immediate follow-up.
    - By accessing any staff member system-wide who may have an answer to a question through "The Channel," a staff-only online chat room.

- **Staff Wiki:** The WLBPD@AADL has it's own "portal" on the AADL staff wiki. This is a designated area that addresses all things WLBPD-related in detail, from those things covered in in-person trainings; to statistics; to how to navigate through CUL to order materials or update a patron account; to how to request a title currently not available be recorded by the BTBL; to how to assist patrons with applying for and downloading books from BARD; to helpful NLS resources and more.

- **Email updates:** Managers and staff are easily able to send out updates to staff to draw their attention to changes made to the wiki or to announce a newly added service; promote a training opportunity; or to otherwise inform staff by selecting the appropriate group email to send the information to.

The WLBPD@AADL's training is highlighted as "Training in Action" in "A How-To-Do-It Manual for Librarians®" *Implementing Cost-Effective Assistive Computer Technology,* by Jane Vincent, copyright 2012, Neal-Schuman Publishers, Inc.

Services Provided:
In addition to NLS provided materials and equipment, and general account maintenance and readers' advisory, the WLBPD@AADL also provides the following materials and services:

- **Large Print Books-by-Mail:** AADL circulates over 3,800 fiction and non-fiction, adult, teen, and youth titles in Large Print format. All WLBPD patrons are also eligible to receive Large Print Books-by-Mail sent to them from the AADL collection.

- **Audiobooks:** AADL has over 12,800 Book on CD (BOCD) available for checkout.

- **Described Video DVDs:** AADL has a robust DVD collection, including Described Videos in DVD format. A list of those titles is available on the library's website.

- **E-Books/E-Audio/E-Video:** AADL produces in-house podcasts and video downloads, as well as participates in a consortium with other MI libraries to offer e-books, e-audio, and e-video.

- **As a service to low-vision Youth and Adult book clubs:** WLBPD accommodates requests for digital copies of selected books for book club members. WLBPD produces Book Clubs to Go Guides, which include the following resources available in digital audio and/or large print format: summary information and reviews of the title(s); author biography; a list of suggested discussion questions and read-a-likes; tips for book groups; and evaluation forms. With at least six weeks notice, large print and recorded versions of guides can be developed for titles on-demand.

- **Assistive Technology on Public Computing Stations:** All public computing stations at all AADL locations are equipped with, or have access to: JAWS, Giant Trackball Mouse, MS Windows Magnifier, and Zoom Text.

- **Elevator Tables:** All computer stations in the Assistive Technology Lab at the Downtown library, and two stations at the Malletts Creek Branch, are located on top of wheelchair accessible adjustable elevator tables.

- **Assistive Technology Lab:** The Assistive Technology Lab located at the Downtown AADL is equipped with: a Kurzweil 1000 Scanning Station, a JAWS computing station, a Closed-Circuit Reader, a large screen Mac Station, and a Refreshable Braille Display station.

- **Assistive Technology Training:** Assistive technology training is available in the AT Lab at the Downtown AADL on a walk-in basis: Tues. 1-6pm and Wed. 9:30am-2:30pm.

- **Hand-Held Magnifiers:** Each AADL location has a collection of hand-held magnifiers for use within the library.

- **Outreach:** WLBPD@AADL staff is available to: give presentations and demonstrations; attend meetings and support groups; host booths at expos and information fairs; and visit local libraries, schools, and institutions to promote and sign individuals up for NLS services.