

Working with Users with Disabilities

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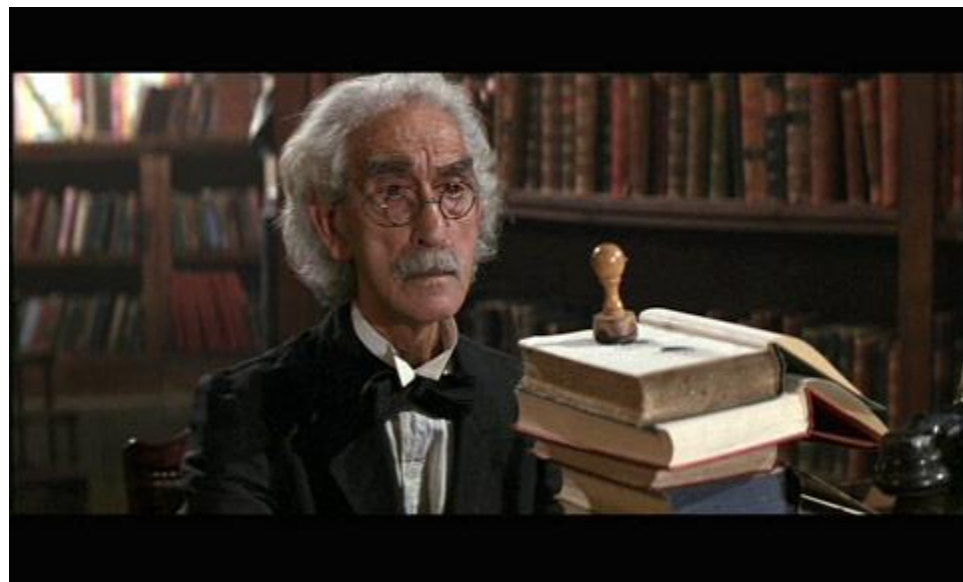
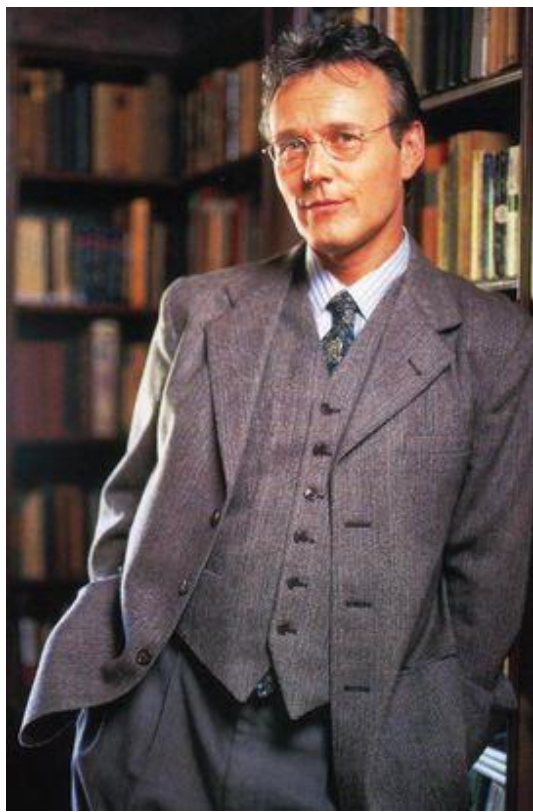
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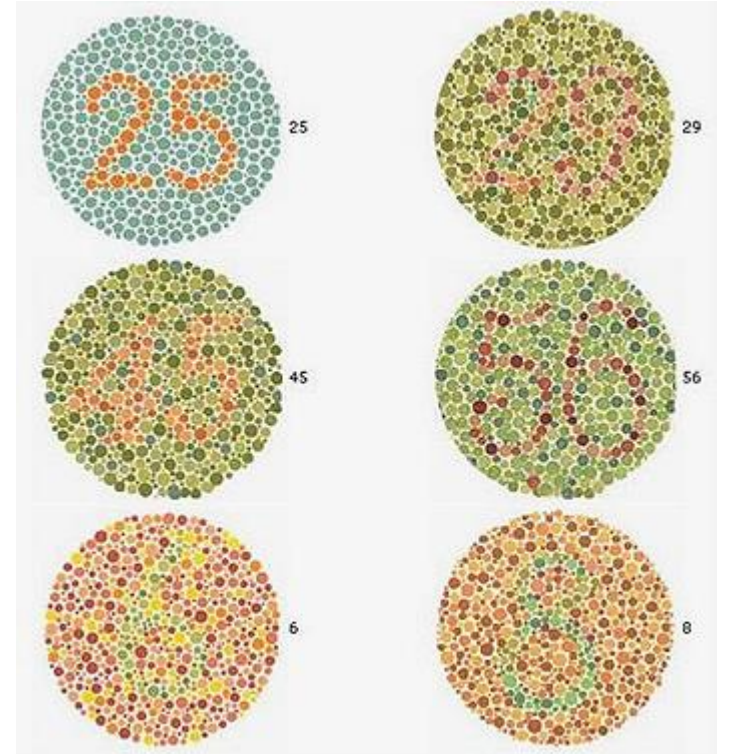
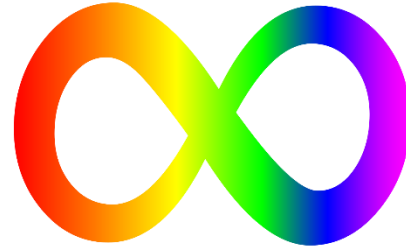
ASERL Code of Conduct

- No discrimination or harassment, in-person or online.
- Includes unwelcome or offensive verbal comments, nonverbal expressions, or behaviors.
- Report issues to ASERL staff or Board.
- Reports are confidential.
- Violators may be warned, sanctioned, or expelled.
- ASERL may also notify the accused person's employer of the incident.





What is disability?



Lenn, K. (1996). Library services to disabled students: Outreach and education. *The Reference Librarian*, 25(53), 13-25.

Why might we need laws about disability rights?

“Deviant” and disabled people were *forcefully sterilized* in an eugenics program in **North Carolina until 1978.**

Ben-Moshe and Magana (2014), “An Introduction to Race, Gender and Disability: Intersectionality, Disability Studies, and Families of Color”. *Women, Gender, and Families of Color*.

American Disabilities Act of 1990

“Physical, sensory, mental, and emotional disabilities are all covered by the ADA. A mental impairment is defined by the ADA as: ‘any mental or psychological disorder, such as mental retardation, organic brain syndrome, emotional or mental illness, and specific learning disabilities.’ Thus, mental illness is recognized by the law as a disability, with the same protections as other disabilities such as paraplegia, blindness, or hearing impairment.”

Hecker, T.E. (1996). Patrons with disabilities or problem patrons. *The Reference Librarian*, 25(53). 5-12.

Some Numbers

- 1 in 5 adults (18.6%) have a mental disorder of some kind in a given year
- 57.4% of the population will experience a mental disorder during their lifetime.
- In any given year:

| Type of Mental Disorder | Adults |
|---------------------------|--------|
| Anxiety Disorders | 19.1% |
| Major Depressive Disorder | 6.8% |
| Substance Abuse Disorder | 8% |
| Bipolar Disorders | 2.8% |
| Eating Disorders | 2.1% |
| Schizophrenia | 0.45% |
| Any Mental Disorder | 19.6% |

What is the average time between onset of a mental disorder and seeking assistance?

About 10 YEARS

What kind of language do we use when we are referring to people who may be having a mental health problem?

Solution

- Training such as Mental Health First Aid
- Creative use of communication strategies
 - Non-verbal communication like having people write on the board, email you in real time, have a chat client open, communication boards
 - Clickers or some other real time surveying software
- Compassion and Empathy

A few words on language

- People first
- Handicap vs. Disabled vs. Functionally Diverse

Compassion vs. Empathy vs. Sympathy

- Compassion: The motivation we feel when others are hurting to reach out and help them, to reach them where they are, a physical interaction
- Empathy: Understanding what someone is feeling, to identify yourself with their feelings and experience, an emotional state
- Sympathy: Feeling pity or sorrow for another, “I’m so sorry” or “That’s horrible”. It’s an othering technique that creates distance between two people.

Brown, B. (2015). *Rising Strong*. New York: Spiegel & Grau.

Brene Brown: Empathy vs. Sympathy

- <https://youtu.be/1Evwgu369Jw>

Problem: Hidden Disabilities

- Dyslexia
- Low Vision/Poor Vision
- Many mental health issues like Depression or PTSD

Solution

- Compassion and empathy
- Awareness of accessibility software and hardware (and the knowledge to use it)
 - Hathitrust Proxy
 - Kurzweil 3000, JAWS, etc.
 - Out of the box thinking and be willing to go an extra step

IFLA Guidelines for Library Services to Persons with Dyslexia, 2014.

Lazar, J. & Briggs, I. (2015). Improving services for patrons with print disabilities at public libraries. *The Library Quarterly*, 85(2), 172-184.

Petrie, H., Power, C., & Swallow, D. (2009). Students with disabilities in higher education: Challenges and tactile solutions. *Art Libraries Journal*, 34(2), 35-40.

Conclusions

- This is the tip of a very large iceberg. Not discussed were things like web accessibility or OCR.
- Many of our institutions conform to the letter of the law for physical disabilities but mental disabilities are often ignored.
- Compliance means minimum.
- We can do a lot better.....and we should.

Works Cited - Statistics

- Mental Health Association of Maryland, Missouri Department of Mental Health, and National Council for Behavioral Health. (2013). *Mental Health First Aid USA*, Revised First Edition.
- National Alliance on Mental Illness. “Mental Health by the Numbers” <http://www.nami.org/Learn-More/Mental-Health-By-the-Numbers>
- National Alliance on Mental Illness. “Press Release – Veteran Resources” <http://www.nami.org/Press-Media/Press-Releases/2007/NAMI-Launches-Veterans-Resource-Center-on-Mental-H>

Questions?

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- Library Accessibility Alliance webinar #2: Disability Awareness - Use of physical spaces by persons with disabilities

October 23, 2020 at 2pm ET / 1pm Central Time

REGISTER:

<https://emory.zoom.us/meeting/register/tJYtduCurD4oE9WIXhZlWZsZl8lo2c75AoWs>

- Library Accessibility Alliance webinar #3: Website Accessibility 101 & Library Resources

November 10, 2020 at 2pm ET / 1pm Central Time

REGISTER:

<https://emory.zoom.us/meeting/register/tJMocu2hrT4vHtZvSjyDLVpcQMn0sfmR8jOF>

- Library Accessibility Alliance webinar #4: Overview of E-Resource Assessment Process

December 1, 2020 at 2pm Eastern Time / 1pm Central Time

REGISTER:

https://emory.zoom.us/meeting/register/tJwpcumtqDoiHdCMql9Kbsfs_i6HjGx30R9g