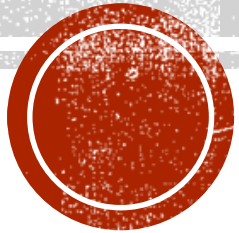
NO BARRIERS

STRIVING TO ELIMINATE ALL BARRIERS TO ACCESS

Thursday, May 5th 10:30am



Presented by:

Ali Blau
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Head of Children's Library

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Head of Technology

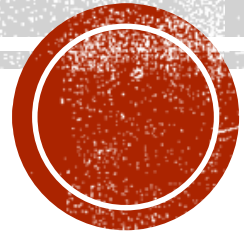
WESTBURY MEMORIAL PUBLIC LIBRARY

No Barriers:

1. Overview
2. Customer Service
3. Technology Access
4. Children Services
5. Teen Tech & Services
6. Q&A

NO BARRIERS: OVERVIEW

WHAT IS "NO BARRIERS?"



NO BARRIERS: GENERAL PHILOSOPHY

"No Barriers" is both a philosophy and end goal for all of the library services that we provide.

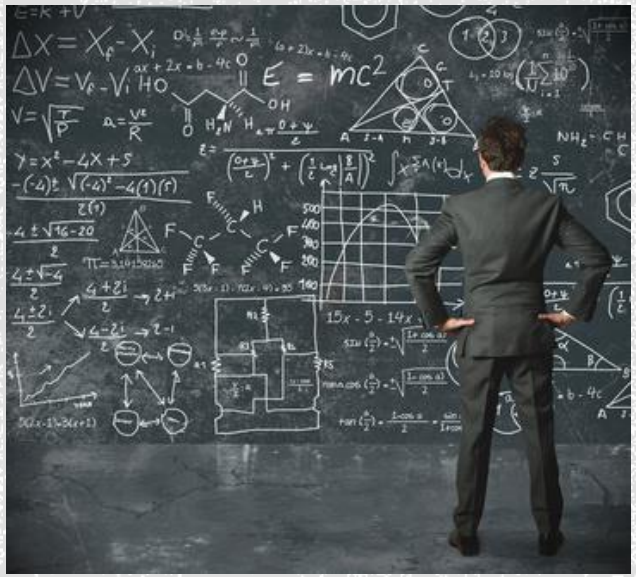
We want to make it as simple as possible for our patrons to utilize our resources.

We hate saying "no"

NO BARRIERS: GENERAL PHILOSOPHY

Every new project or initiative has a phase where **we ask ourselves**:

"Are we making it as easy as possible for our patrons to access this new resource?"



"Is this simple?"

NO BARRIERS: GENERAL PHILOSOPHY

Think about your own daily experiences at:

- **The Bank**
- **Post Office**
- **Supermarket**

Anytime there is a physical or virtual barrier placed in front of you, it can lead to frustration and a bad experience.

UNITED STATES POSTAL SERVICE

Have you ever had a bad experience here?

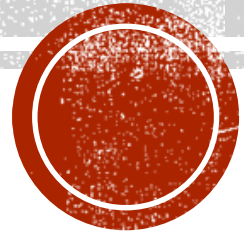
No Barriers: General Philosophy

We understand that we may never truly have **“No Barriers”** at the library…

*…but we will always **work as hard as possible to get as close as possible** to that end result.*

We may never get there, but we will keep trying…

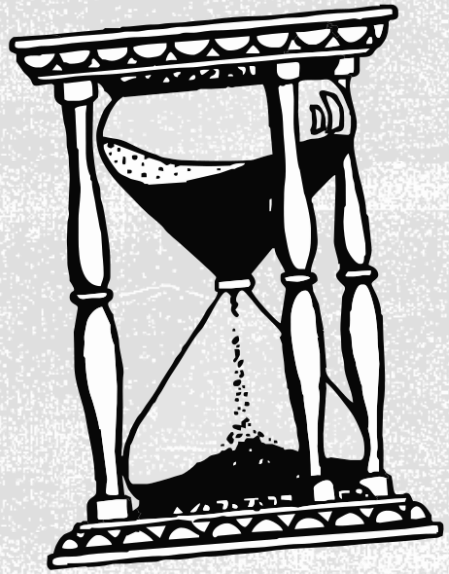
CUSTOMER SERVICE



NO BARRIERS: CUSTOMER SERVICE

- Do patrons have to wait for service?
- Have you ever seen a patron **put an item down and leave** because the wait was too long?

*Make sure you have enough staff to deal with busy times at service desks. Work to keep wait times to the **bare minimum**.*



Tick… Tock…

NO BARRIERS: CUSTOMER SERVICE

We are still seeing language as a potentially **huge barrier** to access.

Be sure to ask job candidates if they are bi-lingual during the interview process. Try to have a bi-lingual staff member in each department.

For our library, knowledge of Spanish and French / Haitian Creole has **removed critical barriers** in every department.

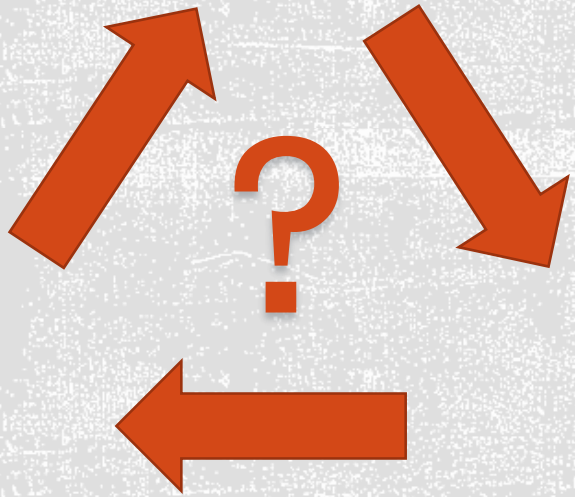
What are common languages in your service area?

NO BARRIERS: CUSTOMER SERVICE

Are patrons walking into your library and immediately looking confused?

Our Reference Desk is one of the first service desks that you see as you enter our library. It is front and center.

We admit, our setup needs some work. We are planning to integrate Circulation and Reference into one service desk near the entrance to the library.



Where do I go?

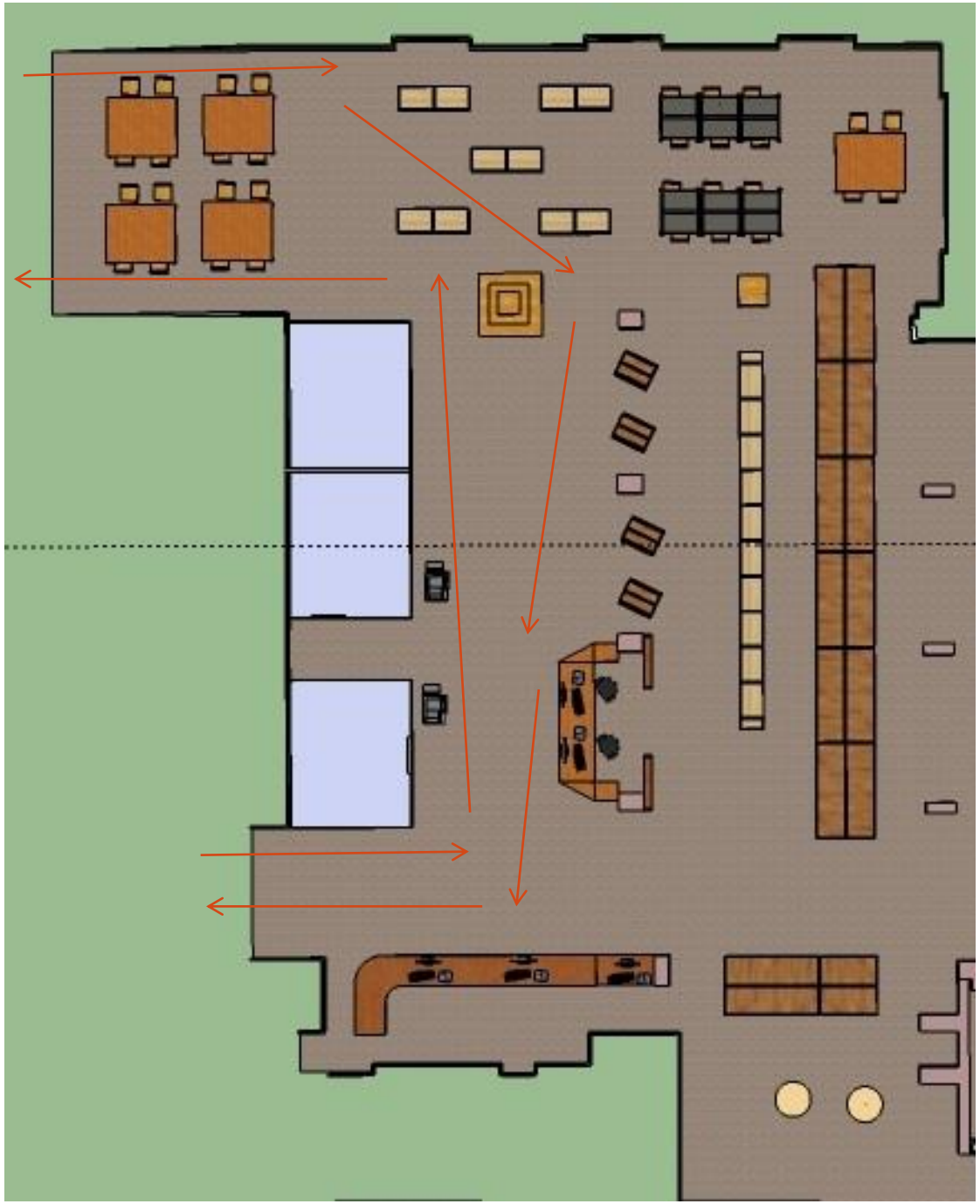
NO BARRIERS: CUSTOMER SERVICE

When a patron needs something – how many service desks will they interact with **before they find what they need**?

Bad Example:

*Patron wants to use computer, goes to lab, is told they need library card, told to go to front desk, patron goes to reference because they don't know what a front desk is, the are told again to go to front desk, front desk says patron must sign form and wait 7 days for library card (*cue pinball gutter noise*).*

Are patrons "pinballing?"



Are patrons "pinballing?"

Are your materials physically out of reach?

While we enjoyed having the extra shelf space, we kept getting complaints from patrons that could not reach the top shelf.

It was time to simply not put items on the top shelf. Items that high up prevented browsing and kept us awake at night as we envisioned elderly people falling off of step stools.

NO BARRIERS: CUSTOMER SERVICE

Can you reach it?

Can you reach it?

Strive for Self Service. Embrace it.

Power Users want:

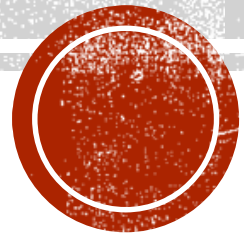
- To Grab their interloan and leave.
- Hop on a computer, print and leave.
- Find a book with the OPAC, snag it and leave.

They want to do this will minimal staff interaction and use of precious personal time. ***Don't be a barrier*** *– Don't stand in their way!*

NO BARRIERS: CUSTOMER SERVICE

Support your power users…

TECHNOLOGY ACCESS



NO BARRIERS: TECHNOLOGY ACCESS

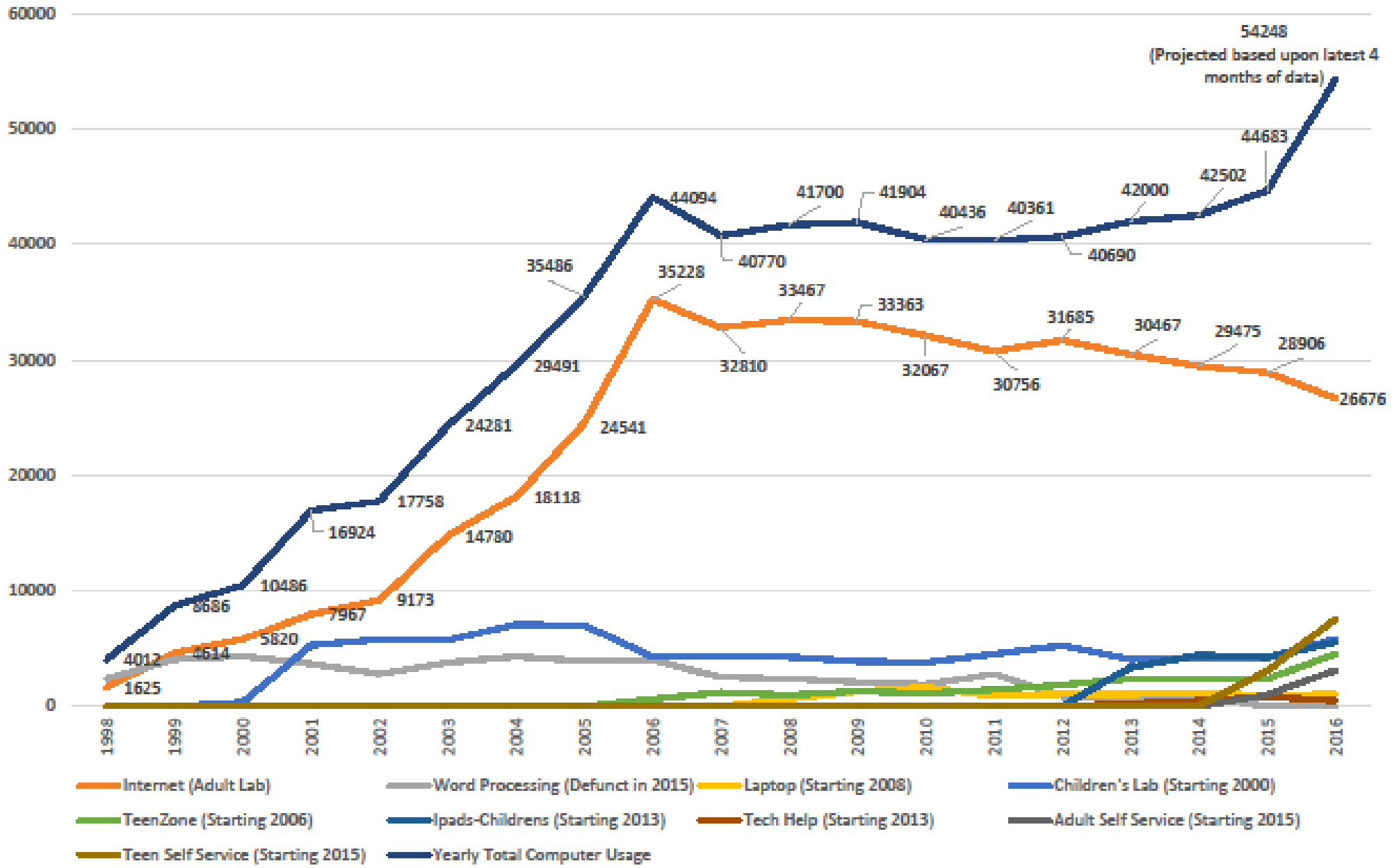
Access to the Internet is one of the **most critical services** that we provide in our community.

- Communication
- Socializing
- Research
- Government Forms

Our computer lab is one of the busiest areas of the library and certainly one of the most valuable resources. ***Removal of barriers is key.***

Internet access is critical…

Long Term Technology Usage
January 1998 to 2016
(note: 2016 is projection based upon latest 4 months of data)



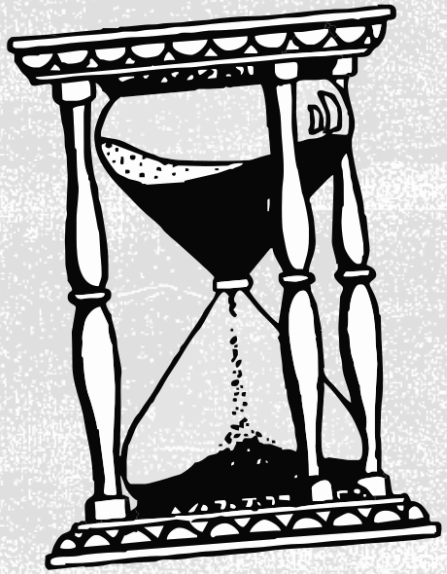
NO BARRIERS: TECHNOLOGY ACCESS

Do you have session timers for how long a patron can use an Internet workstation?

Can you complete a:

- Résumé
- Job Application
- Homework Assignment
- Research Project
- Government Filing
- Important E-Mail
- Facebook / Social Media

…in one hour? ***Time can be a barrier.***



Tick… Tock…

NO BARRIERS: TECHNOLOGY ACCESS

Do you institute time limits to cut down on wait times?

*Adding more public Internet computers can **reduce or eliminate a barrier to access**.*

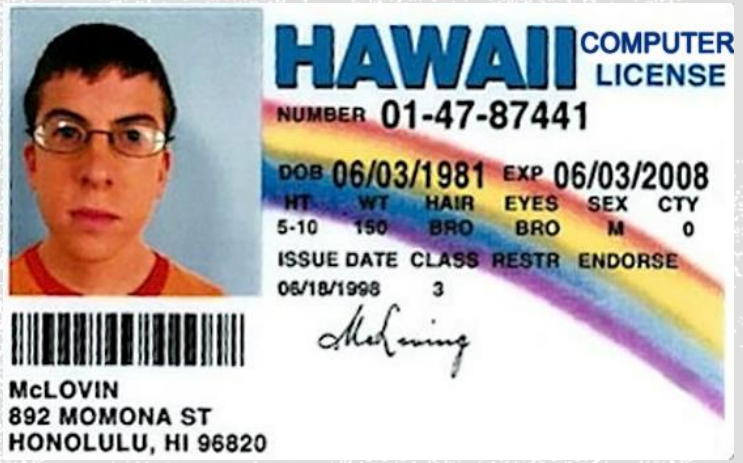
Addition…

NO BARRIERS: TECHNOLOGY ACCESS

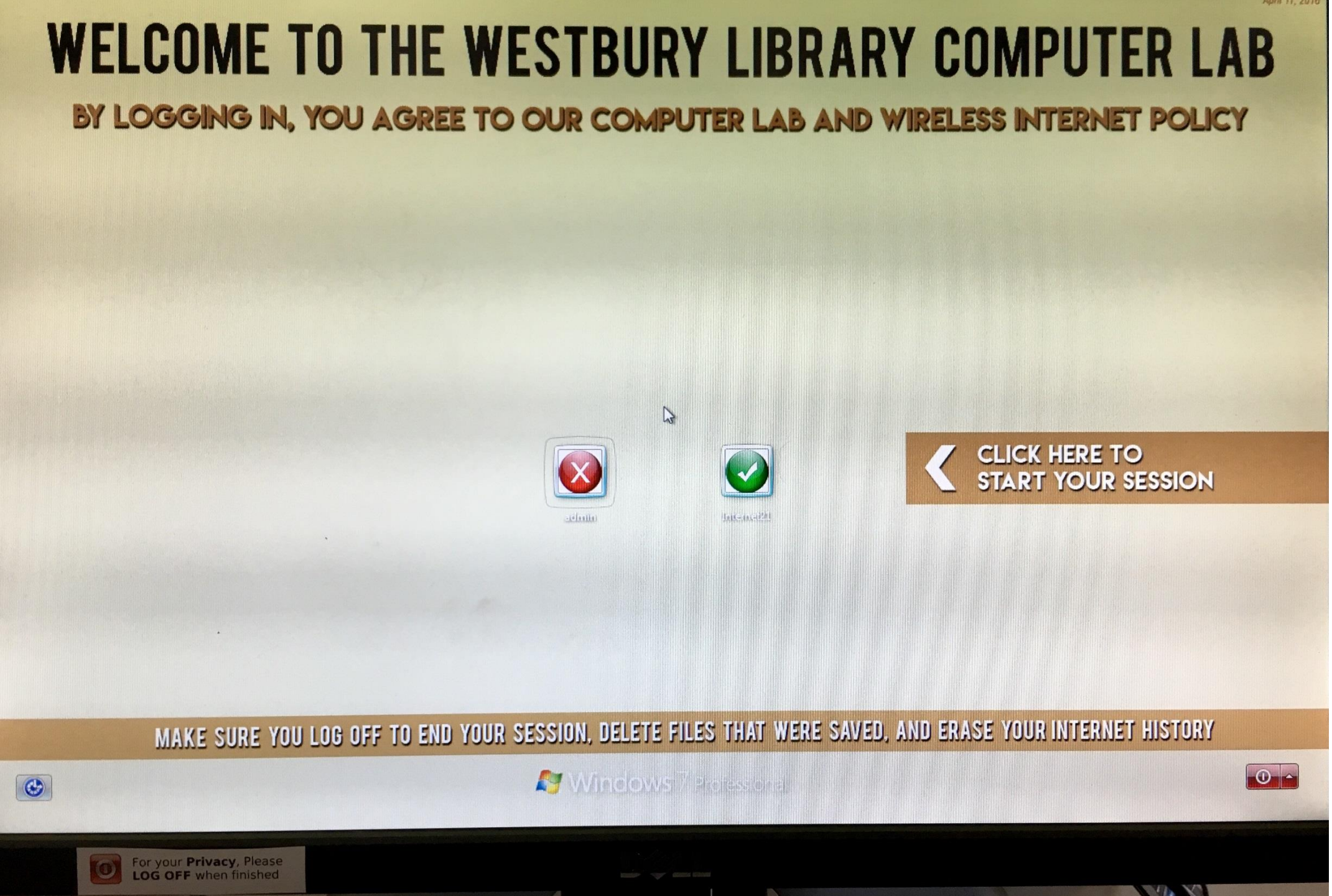
Do you require patrons to present an ID or library card to utilize a computer?

Have you had to turn away a patron that needed to complete a homework assignment because they did not have ID or library card (or expired card)?

We've found many patrons simply do not have ID. Teens forget library cards. **We didn't want to turn them away** from library services or bend the rules for them anymore. **We simply did away with the rule.**



How many patrons carry their library card or ID?



No more ID or Library Card

NO BARRIERS: TECHNOLOGY ACCESS

Do you set aside workstations for specific uses or have Out-of-District machines?

Granting equal access to all machines and having both Internet Access and Word Processing on all terminals may reduce wait times, patron frustration ***and remove a barrier to access.***

Out Of District (Timbuktu)

NO BARRIERS: TECHNOLOGY ACCESS

Do you have patrons leaving the library frustrated because they need computer assistance? Do you have dedicated IT staff to help patrons?

Having staff on hand to specifically assist technology users will certainly remove a barrier to access. Bi-lingual Technology Staff are an added bonus.

We simply get too many technology-related questions per hour and **can't ignore this critical need**.

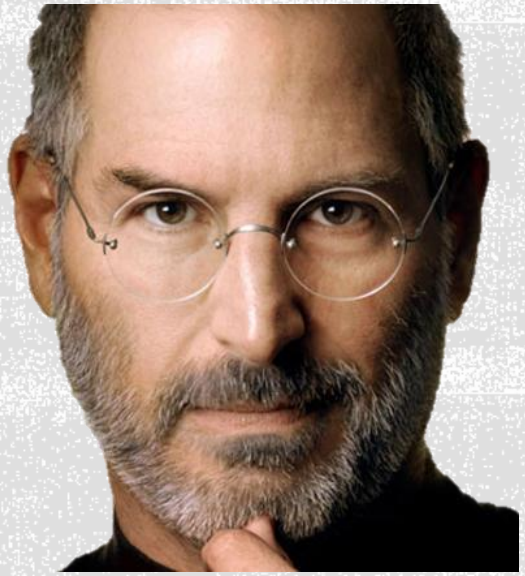
Dedicated IT staff member

NO BARRIERS: TECHNOLOGY ACCESS

Having IT staff on hand also means that you can **conduct workshops and seminars**.

Microsoft Office, Internet searching, Social Media, E-mail…

Training patrons on computer basics is a fantastic way to **reduce a barrier to access**.



This staff member helps people with their iPads.

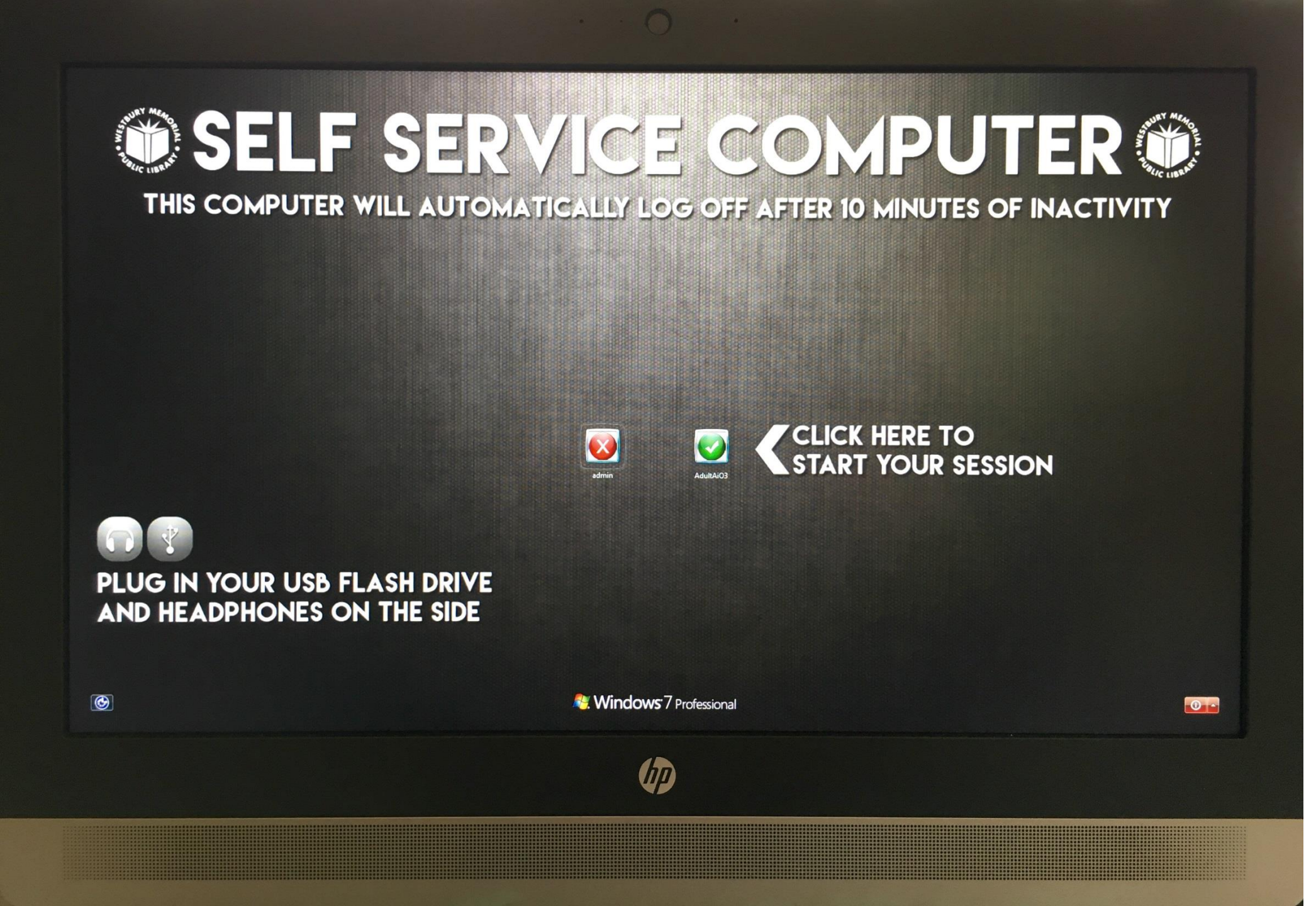
NO BARRIERS: TECHNOLOGY ACCESS

Is it time to have **Self-Service** workstations throughout your library that **do not require ID, Library Card or staff interaction**?

We've had a huge uptick in computer users since we've introduced 4 Adult self-service computers and 7 YA self-service computers.

They are in areas where people can work privately or in small groups. Perfect for studying or working on a resume together. **Spacious, inviting - another barrier removed.**

Give the patrons what they want…



Give the patrons what they want…

NO BARRIERS: TECHNOLOGY ACCESS

Do patrons still want to **work in non-assigned areas**? Sit on the floor? Study with a group at the table?

Give them the mobility they are seeking by lending out laptops with Internet and printing access.

Laptops gave us the ability to put noisy patrons in a private room. We have patrons with small children that need to get work done or patrons that need to order plane tickets and have to use a cell phone. **We don't have to hush them or ask them to leave the library.**

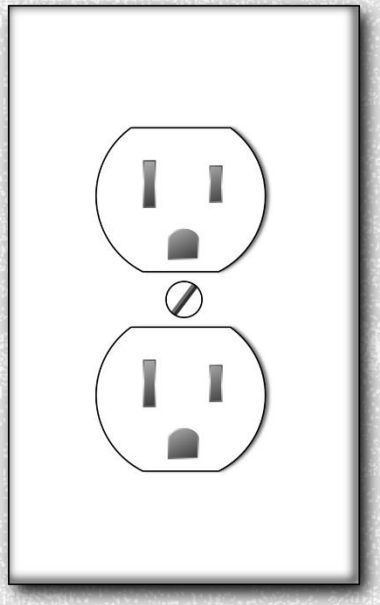
Laptops offer many service possibilities…

NO BARRIERS: TECHNOLOGY ACCESS

Electrical Outlets.

*Put them **EVERYWHERE**. Integrate into furniture, if possible.*

Everyone carries devices that must be charged on them and providing outlets will **keep them at the library longer**.



Give them power!

Give them power!

NO BARRIERS: TECHNOLOGY ACCESS

Lend Electronic Devices

OverDrive is a an excellent service for our patrons… But what if they can not afford a tablet, e-Reader or Smartphone?

Lend out pre-loaded e-Readers (either Kindle Fires and Nook Simple Touches) so that our patrons can still enjoy multiple e-books while commuting or on vacation. **Money can be a barrier to access – give patrons the latest portable technologies.**

Why not lend the coolest new devices to patrons that can't afford them?

NO BARRIERS: TECHNOLOGY ACCESS

Free Headphones.

Well, lendable ones.

For Adults, Teens, Children. There are very cheap over-the-ear headphones available that can be discarded when gross. ***Allows patrons to have access to multimedia content (YouTube) and will keep noise down for others.***

We decided that $10 per pair was worth the cost. We barcode them, but are pretty lenient about lending them to anyone with / without a library card. **Keeps noise down and patrons happy.**

Really, headphones just make everyone happy.

No Internet Permission Forms

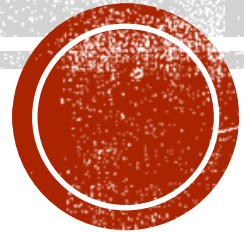
It's 2016. Everyone needs Internet and it's ubiquitous.

Were we the last to get rid of these? Possibly. But it **removed a significant barrier to access** and streamlined our Internet Access process for patrons. Plus – so much less paperwork for our staff.

NO BARRIERS: TECHNOLOGY ACCESS

It's 2016.

CHILDREN'S SERVICES



We set our iPads free.

No tethers. No kiosks. They can go where ever kids and parents want to use them.

We haven't lost any sleep over this and our patrons love it.

NO BARRIERS: CHILDREN'S SERVICES

free range

Free Range iPads

free range

NO BARRIERS: CHILDREN'S SERVICES

We replaced our desktop computers with laptops.

Again, it provided extra flexibility. Kids can ***use laptops at any table****. Desktops also take up a considerable amount of room. Laptops freed up square footage in our limited-space Children's Library.*

Time to downsize?

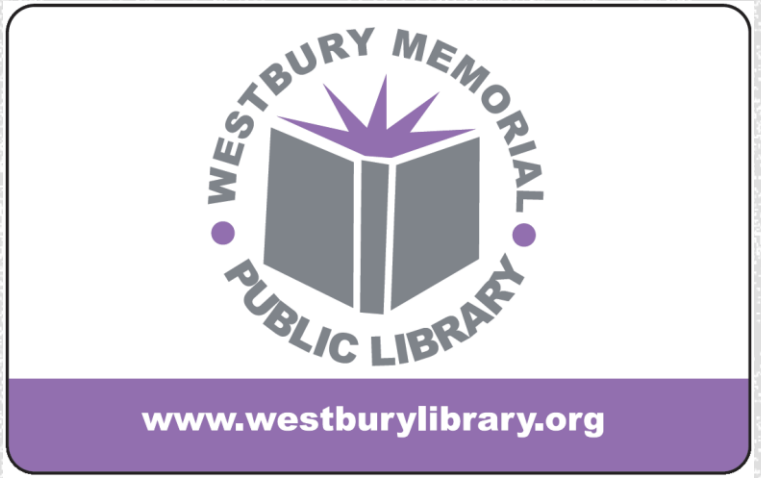
No library card? No Problem.

No ID, library card or
Permission Form required for:

Laptops & iPads

Like other areas of the library, requiring a library card or ID for access to library resources was turning into a **significant barrier**.

NO BARRIERS: CHILDREN'S SERVICES



No library card?
No problem.

Spanish Speaking Staff

We have a school district that is composed of 73% Spanish speakers. ***We have to be able to communicate in order to provide services.***

- Three Fluent Spanish Speakers on Staff
- Newsletter in Spanish
- All promotional materials in Spanish
- Computer Classes in Spanish
- Bi-Lingual Story Times
- Class visits and ESL PTA Meetings are conducted in Spanish

NO BARRIERS: CHILDREN'S SERVICES

What are common languages in your service area?

NO BARRIERS: CHILDREN'S SERVICES

"Local Patrons Only" Programs?
Nope.

We do not restrict our programs to local patrons. Anyone can sign up for a Children's program as long as they meet the age requirement.

Timbuktu patrons allowed

A Balance of Walk-in and Pre-Registration Programming.

We offer walk-in, programs such as Toddler Time, Picture Book Time, Lego Club and several other Children's and Tween programs.

We want to offer the **flexibility** for people to just drop in. If they just happen to be free that day or in the area, they can visit the library and participate in something fun. We don't want to turn patrons away from programs.

NO BARRIERS: CHILDREN'S SERVICES

Find that Balance:

Then, tip the scales towards patrons

NO BARRIERS: CHILDREN'S SERVICES

Take programming to the Patrons!

Get out on the town and do events in areas that may be more accessible to your users.

Not all of our patrons can travel the distance to our library. We have to bring the library to them. **Distance is a barrier.**

Go where the patrons are…

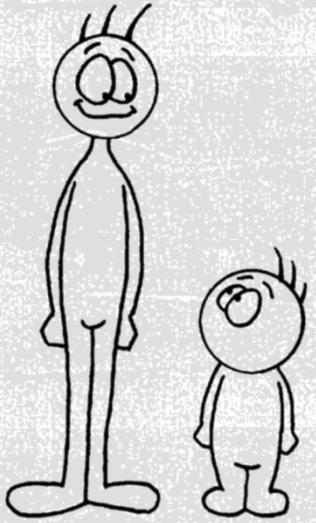
STORY TIME IN THE TOWN SQUARE

Early Childhood Area

Think about your entire space and your users. We got rid of excess shelving and furniture that constricted our space.

We purchased very low browsing bins so that young children could easily browse the collection. They no longer needed help from librarians or parents to get to the items they wanted. **Accessible furniture removed a barrier to access.**

NO BARRIERS: CHILDREN'S SERVICES



Not all of our patrons see things from our perspective…

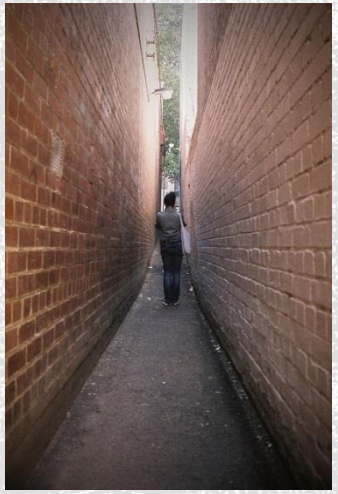
EARLY CHILDHOOD AREA

Tween Space

- *Huge, clunky furniture to house desktop computers was **preventing physical access** to our collection.*
- *Children and parents were reluctant to ask kids and tweens to move out of the way.*
- *They would ask staff for assistance, which would take up valuable staff time or force patrons to have to wait for assistance.*

Consider your current furniture configuration. **Is it physically preventing patrons from accessing materials?**

NO BARRIERS: CHILDREN'S SERVICES



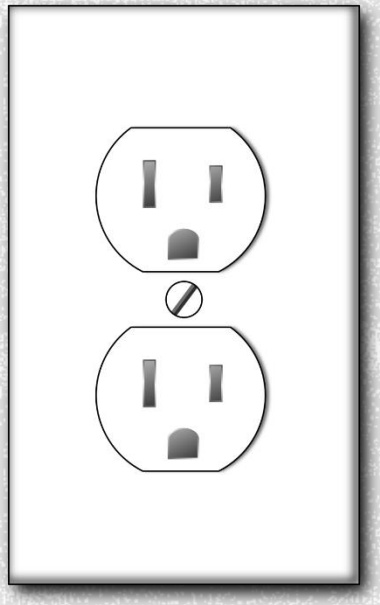
Don't force patrons to squeeze or have to move other patrons…

TWEEN AREA

NO BARRIERS: CHILDREN'S SERVICES

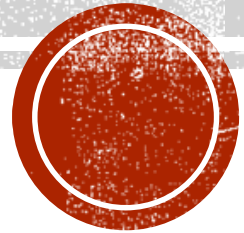
Electrical Outlets!

Even in our Children's Library, it was crucial that we added additional outlets so that our younger patrons could work anywhere they wanted and plug in their phones. Parents could now sit anywhere and work on a laptop while their children spent time in the library.



Give them power!

TEEN TECH



NO BARRIERS: TEEN TECH

IPAD LENDING FOR TEENS

iPad Lending Program

- *Nine circulating iPads*
- *Barcoded and entered into Sierra*
- *Library card or school ID required for check out*
- ***Can be used anywhere** in Teen Spot or in our after school "Teen Zone"*
- *Quality headphones available for check out with iPads*
- *724 check-outs since June 2013 for a single iPad*

⚠ Library card or ID for an iPad? We may change this policy in the future.

NO BARRIERS: TEEN TECH

free range

Free Range iPads

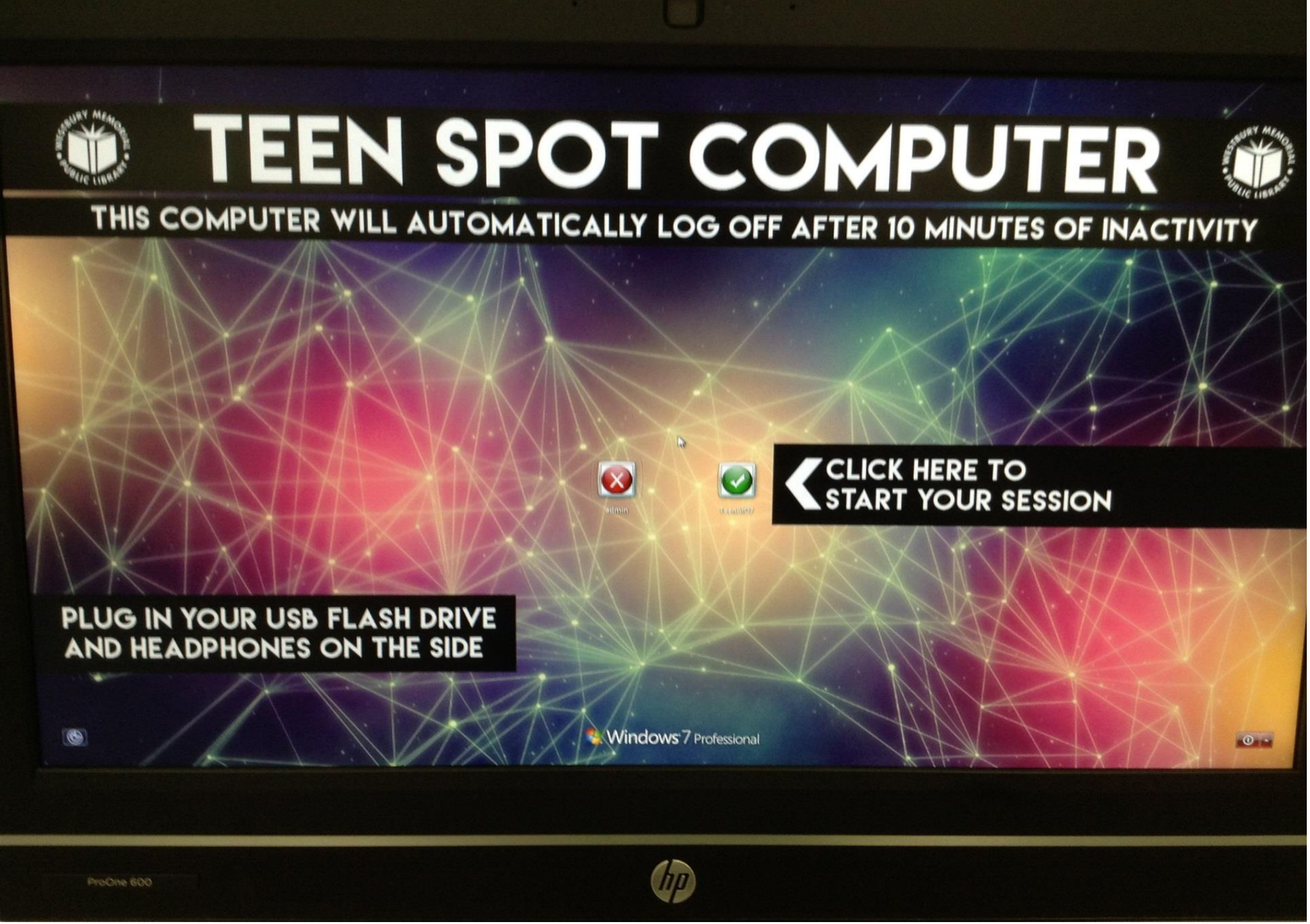
RELAX
CREATE
LISTEN
EXPLORE
DRK Mobile Services
TEEN SPOT

NO BARRIERS: TEEN TECH

New computers,
new opportunities:

- *Eliminate sign-ups (no library card or school ID required)*
- *Remove time limits*
- *Increase usage and productivity*

With the introduction of our Self Service computers, **we were able to remove some of the largest barriers** preventing our Teens from using our electronic resources.



TEEN SPOT SELF SERVICE

RESIDENT TEEN SPOT MINECRAFT EXPERTS

(AVAILABLE 9AM TO 9PM)

Teen Spot Computer Policy

WELCOME TO THE NEW AND IMPROVED TEEN SPOT!

When Using this Computer, You Agree **NOT** to:

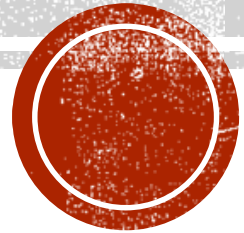
1. Break or Damage the Equipment.
2. View Inappropriate Content.
3. Be Louder than Appropriate in a Library.
4. Bully Others on Social Media.

The Library's General Computer Usage Policy applies, as well.
By clicking "I Agree," you agree to these terms. Enjoy!

I AGREE

NO BARRIERS: TEEN TECH

TEEN SERVICES



NO BARRIERS: TEEN SERVICES

Set the tone with policy:

- *Keep it simple*
- *Aim for positive language*
- *Avoid a laundry list of "NO"*

In the next example, we stripped out a ton of "legalese" that was in our older Behavior Policy. Teens simply didn't understand it.

Teen Spot Guidelines

- Please keep the following guidelines in mind when enjoying your new space:
- The Teen Spot is for teens in grades 7-12.
- The Teen Spot is open after school, during school holidays, and during the summer (Teens must be accompanied by an adult to use the Teen Spot when school is in session)
- Be respectful and polite to *everyone*
- Speak in *library appropriate* voices and avoid noisy disturbances
- Teens should exhibit common sense and courtesy when using technology in the Teen Spot. Bullying via social media, viewing offensive content and general mean-spiritedness is not allowed.
- Headphones and electronic devices should not be audible to others.

NO BARRIERS: TEEN SERVICES

NO BARRIERS: TEEN SERVICES

Are you having hard time getting teens to register for programs, even though you KNOW they will show up the day of the program and will want to participate?

Can you alter your program offerings to include more drop-in style programs to accommodate teens that RARELY register for anything in advance?

NO BARRIERS: TEEN SERVICES

ELIMINATE PROGRAM REGISTRATION. INCREASE PARTICIPATION.

NO BARRIERS: TEEN SERVICES

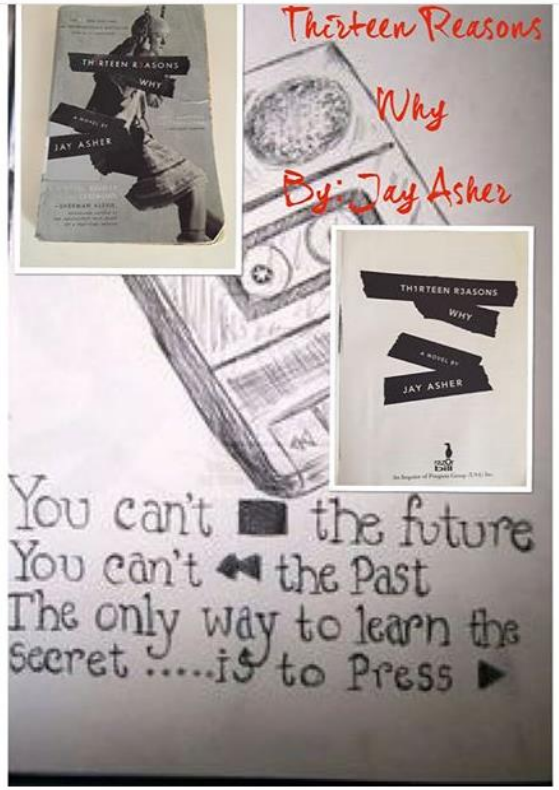
Are traditional pen and paper book reviews **limiting participations** in your summer reading club?

Increase summer reading club participation by allowing teens to use a medium they are already comfortable with:
INSTAGRAM!

NO BARRIERS: TEEN SERVICES

PHOTO

books.and.bookworms



PHOTO

books.and.bookworms

books.and.bookworms Thirteen Reasons Why

By: Jay Asher

♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦

Summary:

🚨Fair warning. There is mention of suicide in this book. If you can't handle it, don't read this book🚨

Hannah Baker is dead. To be more specific, she killed herself. She left behind 13 tapes as to why. She gave them to the people who caused her suicide and Clay Jensen has no idea why he got one of the tapes. And he doesn't want to. Nevertheless, he continues to listen to the tapes and they take him

COMMENTS

they take him around his town. What he discovers changes his life forever.

♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦♦

Rating: ★★★★★ (5/5)

•This book changed the way I will talk to people for my whole life. •This book actually made me cry. The raw emotion of it all. Despite that it was a great book.

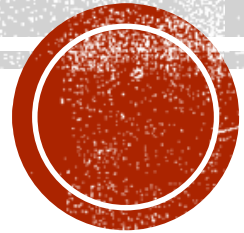
#13ReasonsWhy #JayAsher #bookishreadings @westburyteenzone

westburyteenzone 36w

Definitely give #morehappythannot by @adamsilvera a try, @books.and.bookworms . Similar in theme (suicide and heartbreak) and made me cry.

fariy.tail.guild 36w

Q&A



Thank You!

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