



THE BRITISH LIBRARY - DISABILITY EQUALITY SCHEME

DISABILITY EQUALITY ACTION PLAN PROGRESS REPORT YEAR 1 – [2007 - 2008]

Foreword

As Disability Champion, I am committed to working to achieve genuine equality for disabled people within the Library workforce and services, also to being an ambassador for, and promoter of, the Library as a preferred employer and service for disabled people.

I became Champion in January 2007 just after the Scheme had been published and at the start of our first action plan year. In 2007 we really took on a much greater platform of action than before and I have been impressed with the commitment that so many of our staff have for wanting to improve services for people with disabilities, and especially with the continued work of the members of the Disability Action Group which I now chair.



I was pleased that this commitment and progress was recognised by the Library's entry to the Employers Forum on Disability national benchmarking survey "Disability Standard" 2007 where we came 8th in 116 organisations, achieving Gold Banding. I am also really proud of the two Diamond Awards received by the Library through this benchmarking which were for "listening to disabled people" and accessible products and services.

Here are the results of this year's work and we are pleased with our achievements and hope that you will be too. However, there is still much to do in broadening awareness and we still have a great deal planned for following through on the other challenging actions we have set ourselves, together with our stakeholders.

We are looking forward to progressing the second year of the action plan and hope to achieve every success with this.

Phil Spence

Disability Champion -

Director of Operations and Services
The British Library

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Introduction

Purpose of the scheme; and our commitment to the statutory duties

Published in December 2006, the Library's Disability Equality Scheme is a three year strategy with an annual review process that has incorporated practical and measurable actions designed to address any associated weaknesses and also to demonstrate how active we are in promoting disability equality and challenging any related institutional discrimination.

The scheme holds a comprehensive framework for compliance across all Library functions and set out how we planned to meet these requirements. This includes a detailed action plan that was the product of much listening and discussion with disabled stakeholders inside and outside the Library - For more information see <http://www.bl.uk/aboutus/stratpolprog/diversity/schemes/finalscheme.pdf>.

In developing our Scheme we sought not just to fulfil our legal obligations but, to make the Library a place where everyone feels welcome and able to make the most of our rich resources. This included commitment to positive actions that support both

wider public access and to ensure we are an employer that is seen as welcoming to all those with disabilities.

The Library's strategy was explained in Part 1 Section 1.1 which also identified how our mission, vision, strategic priorities and organisational values reflect the general duty and how the Library has aimed to carry this throughout our scheme process and within the Action Plan.

Summary of Progress since January 2007

Our mission, values, strategic priorities, and organisational values are consistent with, and have a solid basis for, meeting the expectations and responsibilities of the Scheme, Duty and The Act which cover broad areas from employment, goods and services, to facilities and other provisions.

Action Plan 0708

We have a detailed action plan to cover these broad areas, the action plan can be viewed [here](#) [PDF 60KB]. On this plan there were 63 actions out of which we have:

- 16 actions where we have exceeded our targets for this year
- 32 actions where we have completed our targets for this year
- 2 actions we had planned for year 2 and 3 which have been completed early
- 7 actions postponed until next year as these need to follow other actions to be implemented successfully
- 6 actions not due to commence until year 2

We also have a number of actions reported later in this report that were not planned but have been completed within this reporting year.

Key Strategic Areas 0708

The action plan covered broad areas, but within the text of the scheme we had also identified several important strategic areas as a key priority, particularly for this initial year of the scheme and for advancing the Library as a service and employer of choice for all disabled people. These were;

- **Leadership and commitment from the top –**
- **Ascribing Leadership in the directorates – Business Planning Strategy -**
Ascribing leadership and accountability was deemed essential to the successful delivery of the action plan.
- **Engagement and communication**
- **Development and People Strategy –** Developing our people was a major driver of the disability agenda for embedding equality and creating disability confidence.

- **Disability Confidence** – we recognise the importance of Disability Confidence and the strategic business case for developing, including understanding how disability affects every aspect of the business.

Embedding the duty - The Library has strived to relate and generate an understanding of the scheme, the duty and of our commitment, and to embed this into all aspects of the organisation. This includes giving 'due regard' to the need to promote disability equality in proportion to its relevance to disability. (Section 49A DDA 2005). We have made adjustments to enable specific individuals to contribute – as employees, customers and partners; and promoted the benefits to strategic, commercial, legal, ethical, societal and professional aspects of the business

Additional Areas Achieved

We also achieved more actions than listed due to extra funding for diversity initiatives for this year, some unexpected initiatives and also due to a list of hoped for additional actions held within each directorate, some of which have now been completed and many of these are listed in the highlights below. We took a flexible approach to actions to get the best results for this year.

Overview and Main General Highlights

We have linked some of the progress from the action plan, the key strategic areas and the additional areas achieved into an overview of and synopsis of the main general highlights of the year which are as follows.

➤ **Leadership and commitment from the top**

The main highlights for the year commence with how we addressed our strategic driver that meeting expectations and responsibilities of the duty would require top level leadership and example to be cascaded down the organisation.

Our Disability Champion is an executive director and leads the Disability Action Group and delivery of the action plan. Disability actions are reported in the quarterly business plan to the Executive Team and Board and this is supported by our other champion directors (e.g. over Service, Workforce & Race Equality Diversity)

The Executive Team and Board secured an extra £250,000 one off funding this year to support diversity initiatives which have mainly been utilised on embedding disability equality and access. The Executive team have also openly supported and attended diversity and disability initiatives such as the Library's Equality Impact Assessment Training.

➤ **Ascribing Leadership in the directorates**

Ascribing leadership and accountability was deemed essential to the successful delivery of the action plan and the link in of this to business planning strategy.

The Disability Action Group members (circa 33 from all sections of the Library) are accountable for feeding and cascading information between the action group and the directorates / departments. Their roles are clearly defined within the revised Terms of Reference for this group including who is going to own and lead the duty within their department / directorate and be accountable for the success of their actions and for the contribution to a corporate approach.

This has helped meet our organisational objectives of maintaining engagement, championing disability equality in our directorates and delivering on our action plan.

➤ **Delivering on the Action Plan – Finance, Funding & Disability Equality Being High Profile**

With the leadership and commitment coming from the top and cascading down the organisation it has not just been the work of the Disability Action Group and the Champion but also the work of many of our employees and contacts across the Library. The extra funding for this year and the commitment helped to deliver on the [action plan](#) [PDF 60KB] and also on the key strategic areas and additional areas not on the plan.

➤ **Benchmarking and the Disability Standard –**

We wanted to know how we were doing against other organisations, how and where we could make improvements and decided we needed to benchmark our progress to date. We entered the Employers Forum on Disability National Benchmarking survey the “Disability Standard” in March 2007.

“Disability Standard” Survey Results – November 2007

The Library achieved a Gold Award Banding, (the range being from bronze to platinum) and came 8th in the 116 organisations who undertook the benchmarking. The areas that the Library scored highly on are listed below.

Building Strong foundations <i>The areas being marked</i>	British Library	Benchmark average
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Commitment	93%	68%
Goals /Action Plans	90%	54%
Policy, standard, procedures	80%	62%
Accountability	90%	41%
External & Internal Communications	100%	62%
Accessible environment	100%	82%
Accessible Information	100%	62%
Consultation	89%	60%
OVERALL	84%	56%

From this exercise we also received 2 Diamond Awards, the first for

- **“Listening” - consultation with disabled customers** – (e.g. focus groups – questionnaires – in house matrices etc)
- **“Accessible goods & services”** - Products and services (e.g. remote access, turning the pages, disabled entrepreneurs in the BIPC, building and service access etc).

The Library and the other organisations that entered did less well in the areas listed below but the Library still maintained a higher level than the average. These were areas that all organisations were found to need to work harder at improving and these have been added to our action plans for 2008- 2010.

AREAS TO WORK ON	<i>British Library</i>	<i>Benchmark average</i>
Accessible products & services	78%	48%
Recruitment & Selection	70%	64%
Training & Development	83%	47%
Appraisals	61%	44%
Promotion	81%	37%
Culture & Behaviours	73%	61%

Taking the results forward - The Disability Standard survey results came in the autumn of 2007. The Library had mapped out their action plan in late 2006 and had already identified and included many of the areas that the survey revealed as needing action. Hence considerable work has been done on many of these areas between January 2007 and December 2008. These have included improvements to accessible products and services, training and development, and culture and behaviour and have been reported on within the action plan results and this report. The Disability Standard has also helped us map out what still needs to be done especially in terms of recruitment and selection, appraisals and promotion and these projects for improvements will commence from April 2008.

➤ **Engagement and communication**

This is a key area for ensuing disability confidence, embedding the duty and ensuring participations and commitment

Internally - We continue to focus on engaging employees - creating and sustaining an effective communications system for staff, including intranet, email, staff magazine, a team briefing system with regular briefings from the Executive Team. The Library sustains regular colleague opinion surveys which help to measure key drivers such as diversity and disability. Efforts have and will continue to be made to make information available in an accessible format if required.

There have been several initiatives in this area such as;

- The Front Line Services Diversity Group supported the disability training initiatives and ensured interest in and commitment to the courses and workshops that we ran so that 300 front line service staff received training in disability awareness and confidence this year in interactive workshops run by SHAPE disability specialists.
- Several sub groups of the Disability Action Group have worked on projects such as:
 - to improve reader access which has brought improvement initiatives in signage, directions and leaflet information and also helped to identify existing and new equipment purchases to enhance reader access such as more screen enhancers, supernova access, accessible key boards etc. Also;
 - HR teamed up with web services to improve the diversity website and intranet information and also to look at accessibility.

Externally – as reported within the action plan results and within this report and highlights, we have made progress in external engagement in several ways. For example;

- A new full time disability support officer has been appointed to enhance Library policy, practice and service and interaction with disabled service users.
- The Business and Intellectual Property Centre **BIPC** has disabled entrepreneurs assisting in support to disabled service users in setting up their business.
- Establishing new groups such as the Readers Group and the BIPC Service Users Group which have a focus on disabled reader needs and view points.

- Increasing interest in our on line general reader bulletin which has increased from 11,000 to 33,000 readers in just over a year and reports on all activities;
- Via the initial improvements to our corporate procurement policy and standards
- Activities and events that have occurred across the Library directorates and departments examples of which follow on the next page

➤ **Supporting and Promoting Disability Initiatives across the directorates and Improvements to Accessible Products and Services**

These are samples of some of the highlights of this year;

- **Supporting and working with the Employers Forum on Disability** for instance hosting their June 2007 Annual Conference on Recruitment (a national and Library initiative for improvement) – Attending and presenting Library progress at the Disability Standard Conference November 2007
- **Improving Accessible Toilet Facilities** - Adding another accessible toilet facility west side of St Pancras where an improvement need was identified.
- **Sound Archive** - has provided some advice over the year to “The Link Centre for Deafened” People. This is a national centre which has an HLF grant to collect a series of nationwide interviews about experiences of becoming deaf (as opposed to be being deaf or hearing-impaired from birth) <http://www.hlf.org.uk/English/MediaCentre/Archive/East+Sussex.htm>

As part of building up our national collection of oral testimonies of disability (see <http://www.bl.uk/collections/sound-archive/disability.html>), we have agreed to archive copies of the recordings for access in due course. We are not a formal partner in the project, but will be a recipient of what should be some valuable material.

- **Conservation Centre** – Visitor tours which include individual and groups of disabled visitors. The Centre has also received a grant in 2007 for improving access for those with vision impairments.
- **The Business and Intellectual Property Centre** –
 - have planned and arranged for new equipment “Sign video” in their rooms that aim to enable anyone attending 1:1 advice sessions or

workshops in the Centre who are deaf or hearing impaired to have direct access almost instantly to a signer without cost to the delegate. It is comparable to general BL video conferencing. This will be launched in the next action plan year on April 30th 2008 and additionally used to support other organisations using the Centre.

- Actively engage with disabled audiences and meet targets set by funding agreements with the London Development Agency.
- A key service delivery partner in the Partner Programme is Leonard Cheshire Disability and it has been planned in 2007 that in February 2008, the Library will host the launch of their “Enabled4 Enterprise” scheme in the Conference Centre.
- The *Association of Disabled Professionals* (ADP) were a partner of the Centre in 2006/2007, and in 07/08 a Marketing Associate. A launch event was held in March 2006 for the new publication ‘How to start your own Business’ for disabled entrepreneurs.
- **Right to Read and Share the Vision** – The Scholarship and Collection Directorate very actively supports the National Library for the Blind in initiatives and also the “Right to Read” and “Share the Vision” projects
- **NB: Further information about Library activities around disability and diversity can be found (a) in the Annual Progress Report to the Equalities Commission Northern Ireland ECNI – which can be found on the Library website under diversity and (b) in the full 2007 DES Action Progress report at Appendix A of this report.**

➤ **Development and People Strategy** – Developing our people was a major driver of the disability agenda for embedding equality and creating disability confidence.

- **Ownership** - Through encouragement of ownership and understanding of disability the approach and initiatives have become more integrated across the Library.
- **Managing Change and progress** - Consideration has been given to management of forthcoming changes to disability in employment and services and how we focus and integrate this into to all activities. This will be followed through from 2008 onwards for instance when we address areas highlighted in the “Disability Standard” around recruitment , promotion and other employment aspects that have been highlighted nationally for improvement and not just for the Library.
- **Partnering Internally** - There has been increased partnering of HR, trade union staff side and service leads in liaising over diversity requirements and

initiatives and a continuing high level of involvement from the Trade Union Staff Side in development and progress. HR management and the trade unions shared an away day to discuss the way forward for diversity in the organisation.

- **Partnering Externally** - The Library employees have worked in partnership with many organisations and communities nationally and locally in helping to shape the knowledge provision of the future and in building and developing a Library service where people from different backgrounds can learn and work together whilst still retaining their distinct identities in an atmosphere of mutual respect and understanding. (For samples see page 8)
- **Training and Development** - Development of managers and front line services has been particularly high on the agenda in 0708 as an initial target area to ensure that there is support for the organisation internally and externally in following the Disability Equality change programme. This warranted a separate heading so see Training and Awareness and Equality Impact Assessments EIA – Training & Review of Corporate Policy

➤ **Training and Awareness**

Highlights of the training that has been organised in 2007 for implementation between January and March 2008 include:

- Disability Equality and Awareness Workshops for front line services and managers (of which 355 people attended from across the Library including for example; conservation, security, BIPC, Welcome Team, Reading room Managers, Customer services, reference and research and procurement.
- Equality Impact Assessment Training for managers who influence decision making and policy (including the executive team).(see below)

Further information and statistics for this training will be produced in the Action Plan Progress Report for 2008 but can in the meantime be sourced in the Northern Ireland Report on the diversity section of the Library website www.bl.uk

Other training has been organised in 2007 for implementation from April 2008 which includes:

- reviewed on line disability equality training for all employees
- British Sign Language Training (BSL 1) to be held on site in the Library at the St Pancras and Boston Spa sites for 24 employees commencing in April 2008.

Further information and statistics for this training will be produced in the Action Plan Progress Report for 2008.

➤ **Equality Impact Assessments EIA – Training & Review of Corporate Policy**

The scheme requires Public Authorities to have their policies and services designed from the start with the needs of disabled people in mind and also to value the experiences of and enable the contributions disabled people bring to society.

This was in our action plan for 2008 and we have looked at how we assess the impact of activities of the Library on disability equality and how we will carry these out in the future and improve them where necessary. This included keeping disability distinct from other areas of diversity because of the similarities and the differences.

The Policy to support this is being finalised and updated following feedback from these courses and will be implemented in 2008. This will help to ensure that the service, policies and practice are designed with full recognition of the diversity of disabled and non disabled people who might wish to make use of them and the need for flexibility to ensure satisfactory access and outcomes for all groups.

➤ **Disability Confidence**

We recognise the importance of Disability Confidence and the strategic business case for developing, including understanding how disability affects every aspect of the business.

We have enhanced our culture of inclusion and worked at removing any barriers for groups of disabled people; be it for individuals, markets, communities, suppliers or stakeholders. We have made adjustments to enable specific individuals to contribute – as employees, customers and partners; and promoted the benefits to strategic, commercial, legal, ethical, societal and professional aspects of the business. This work is demonstrated within the action plan and also in the main highlights.

➤ **Embedding the duty**

The Library has strived to relate and generate an understanding of the scheme, the duty and of our commitment, and to embed this into all aspects of the organisation. This includes giving 'due regard' to the need to promote disability equality in proportion to its relevance to disability. (Section 49A DDA 2005).

The Library has promoted the benefits to strategic, commercial, legal, ethical, societal and professional aspects of the business. For instance in the work done by the Business and Intellectual Property Centre (see page 8).

Scheme Overview and Planning for Year 2 - 2008

➤ Planning for 2008 - 2009

When creating the DES, the Library identified and outlined within the scheme the links between; the key principles of the general duty and how the scheme evaluation aims to meet these principles; and between the duty, the scheme and the Library's overall business plan/ strategy. We planned that this would form the basis of how disability equality will feature in business and strategic planning for and in the future and this includes;

- **Facilitation of the involvement of disabled people** - The Library will continue to promote active engagement of disabled stakeholders, in order to secure their key involvement in meeting the DES and to Disability Equality in the Library. This will include continuing to work towards a more sustainable mechanism for involving disabled people and look at ways of securing open dialogue as well as profiling needs and issues.
- **Mapping, Planning, Consultation and Evidence Gathering to reach the 3 year plan** - The mapping and planning steps taken to implement the general duties and to reach the 3 year plan we have are fully described in Parts 2, 3, and 4 of the scheme. This included the consultation and involvement of disabled people, the gathering of evidence and mapping of where we were and where we want to be by each of the directorates which culminated in Part 5 – the summation of the Action Plan in the Appendix.
- **Monitoring and Reviewing** - The above process gave the Library a strong foundation of information and evidence and the methods will be used again in gathering further evidence about progress and performance in the scheme. However, at this stage, where we are approaching year 2 of the 3 year plan we will only partially review the plan to accommodate;
 - New improvement initiatives e.g. the results of the Disability Standard survey and recommended actions
 - Adjustments for where we had actions planned for year 2 and 3 which have been completed early
 - The actions postponed until this second year that needed with hindsight to follow other actions to be implemented successfully
 - The actions planned for year 2 which may need to be delayed to year 3
- **Projects that were not on our original 3 year plan** – The original 3 year plan can be seen on the diversity section of our website at www.bl.uk


As for year 1, we also hope to achieve unexpected initiatives and improvements in 2008. We have already organised several initiatives which include;







- Setting up a sub group of the Disability Action Group to look at and consider areas of mental health
 - Renewed Access Audits of all our main buildings and facilities to Disability Equality requirements
 - BIPC to look at a wider range of disabilities and the requirements of entrepreneurs
 - Further training and awareness initiatives.
- **Subsequent 3 year schemes** – The next 3 year scheme is due from 2012 and will require greater levels of monitoring and review and all the other requisite components listed in the original scheme in order to be effective and meet requirements.





APPENDIX A - DISABILITY EQUALITY SCHEME
STATUTORY RECORD OF YEAR ONE ACTIONS MARCH 2008





APPENDIX A - Disability Equality Scheme Action Plan





This report based on the action plan, details the actions that the British Library have taken from January 2007 to December 2007 (with some projections into 2008) and thus charts progress for year one of the DES action plan





NO	ACTION	<u>IMPACT</u> (I) <u>TARGET</u> <u>DATE</u>	COMMENTS / NOTATIONS	REVIEWED TARGET DATE
	Employment			
D01 	Establish the need for additional resources to support the DES –	Impact 15 Y1 Q1 Reviewed Q3/4 for 0809	Extra funding was secured to help embed disability equality from training to equipment, to measures to enhance disability support, access to work and access to goods, services and buildings. Budgets have been reviewed for 0809 in keeping with tighter funding / resources available. There will be no extra central fund next year and directorates need to budget for their own funds to secure actions	Funding / budgets to be updated annually




<p>D02</p>  	<p>Establish qualitative monitoring of all HR policies to ensure organisational development needs are achieved</p>	<p>Impact 15 Y1 Q3 ran late, status good</p>	<p>Entered the EFD Disability Standard Benchmark Survey – the results came through in late Autumn which identified policies that need update or review. The HR Organisational Development team has added these to the actions for 0809 and subsequent years.</p>	<p>EFD standard actions added to 0809</p>
<p>D03</p> 	<p>Establish a monitoring system for all reasonable adjustments made to enable common issues to be proactively addressed</p>	<p>Impact 15 Y1 Q1 More work required</p>	<p>HR with H&S have begun to more formally monitor and log access to work and reasonable adjustments but this needs more work to encompass all areas. More work to be done in 0809</p>	<p>Monitor outcomes – more work to be done</p>
<p>D04</p> 	<p>Build stronger networks to enable greater insight into national and local initiatives</p>	<p>IMPACT 15 Y2Q1 Reviewed as WIP</p>	<p>Both HR and BIPC have built stronger networks – Both have hosted and supported disability events which have been reported more fully in the text of report–will continue to be on the action plan as ongoing</p>	<p>Y1 on going</p>
<p>D05</p> 	<p>Establish a disability support network</p>	<p>IMPACT 15 YEAR 2</p>	<p>This is not due until year 2 however a member of the Disability Action Group – DAG – has set up a dyslexia support group for the workforce with a place on the intranet</p>	<p>Continue and add in year 2</p>
<p>D06</p> 	<p>Establish budget to support access to work needs HR</p>	<p>Impact 15 Y1 Q3/4</p>	<p>This is akin to D01 – the directorates have reviewed their diversity / disability funding for 0809 around tighter general funding for the Library</p>	<p>Funding / budgets to be</p>





	budget to support access to work 0809	review for 0809 on		updated annually
	<i>SUB SECTION re Training</i>			
D07 	Roll out Disability Equality training	Impact 15 Year 1 Q2	HR Diversity and HR Organisational Development have rolled out front line service and impact assessment training – The on line tool will be launched in April 2008	Monitor outcomes & future needs
D08 	Ensure that all managers have been trained in the corporate Recruitment and Selection Training Programme	Impact 15 Year 1 Ongoing	HR Organisational Development has ensured 300 managers have been trained before they can be involved in recruitment. This will be on going and following the EFD Disability Standard advice the content will e reviewed and updated.	Monitor outcomes & future needs
D09 	Launch Disability Confident on line training tool	Impact 15 Year 1 Q3	From April 2008 an online diversity training tool will have been launched covering disability equality with a system that monitors who completes this training and how much is understood and appreciated	Monitor On- going usage
D14 	Ensure that Impact Assessment Training is made and delivered to	Impact 15 Year 1 Q2	All senior managers with high to medium decisions that impact diversity and disability were targeted for this course which was held in Feb – March 2008 – these were also	Monitor outcomes & future




	managers		attended by Diversity Champions / directors	needs
D16 	Identify staff, esp. front line staff for training in Disability equality/ customer services	Impact 13 - Year 1 ongoing	HR with the Front Line Services Diversity Group / Disability Action Group DAG identified front line training of interactive workshops lead by a disabled facilitator and team. The training was also attended by DAG Members and HR	Monitor outcomes & future needs
D11 YEAR 2	Review the Diversity Policy to ensure this meets all statutory requirements	Impact 15 Y2 Q3	This is scheduled for year 2	Year 2
D12 	Review the Diversity website and ensure that this holds relevant and informative information which is easily accessible	Impact 15 Y2 Q4 Review to earlier date WIP	The plans for reviewing the diversity section on the website were due to be done in year 2. This is now in hand early and is advanced work in progress – This is being added to and improved by web services and HR	Started early in Year 1 on going
D13   Y2 Q1	Establish managers newsletter ensuring updates on employment legislation issues and case law	Impact 15 Y1 Q3 Review to later date	Substantial training initiatives and internal communications have fulfilled the needs around these actions. Also the BL as a member of the Employers Forum on Disability receive their monthly newsletter covering all areas. To be reviewed for next year and requirements for corporate procurement issues to be considered and added in by CPU	Now planned for Y2




D14	Impact Assessment Training		See training section above	
D15   IN HAND	Ensure required standards for Disability Employment Two Ticks Symbol continue to be met	Impact 15 Y2 Q2 Reviewed	HR Organisational Development / Diversity should be year 1 & ongoing with improvements in hand - Report Y1 Q4 - Now planned for Y2Q2	Now planned for Y2
D16	<i>DE Training – FL services</i>		<i>See training section above</i>	
D17  O/S > Y2	Embedding DE by including DE objectives in personal objectives / identify in job profiles DE responsibilities especially for front line staff	Impact 13 - Year 1 and ongoing	HR – Organisational development / diversity - should be year 1 & ongoing with improvements in hand - Report Y1 Q4 - Now planned of Y2Q2	Now planned for Y2
D18 	Improve workforce knowledge of / commitment to BL DES by continued use of internal communications etc	Impact 13 Year 1 and ongoing	HR diversity and services – there has been continual communications about DE and what the Library has been doing e.g. about the DES, about the disability standard, the awards the DAG activities and the Training supplied	Will continue in y2 / y3 ongoing
D19 O/S Y2	New dedicated telephone to mini com for hearing impaired staff	<i>Impact 13</i> - Year 2 and	For HR - Faulty – repair planned for early year 2 – currently using the switchboard system – For areas where hearing impaired staff are these are in good working order and	Planned for year 2



Q1		ongoing	utilised	
D20 	SMART Comms to be expanded to meet disabled users needs / requirements after first illustrating why - November 2006 all SMART desk instructions to be offered in a larger font if required	Impact 10 - Date @ the system Nov 2006	All SMART desk instructions have been offered in a larger font if required since November 2006	Year 2 and ongoing
	Ensure future E learning on management systems linked into project plans continue to liaise with disabled users in planning, implementation and post evaluation.	<i>Impact 10</i> - Year 1 and ongoing	There have been few projects but intending on liaising with disabled users – and the managers will have been through Equality impact training and processes by April 2008	Year 2 and ongoing
D22 	Continue building strong relations with the Employers Forum on Disability	<i>Impact 15</i> Y1 ongoing	HR – Hosted EFD seminar and annual conference. Entered EFD Disability Standard with Gold and 2 Diamond Awards. Spoke at EFD standard conference – supported EFD shadowing scheme and launch of Yorkshire branch.	Year 2 and on going
D23 	Continue to build strong working relations with the TUS to address the DES delivery	<i>Impact 15</i> Year 1 ongoing	HR – Have 2 TUS members on the Disability Action Group-Equality and Diversity Working Group (EDWG) away day for working in partnership Diversity / disability focus – EDWP continue to discuss, consult and share progress	Year 2 and on going
	Impact Assessment			




D24 	Ensure record of all policies and procedures with high, medium or low relevance are available for reporting	Impact 15 Year 1 Q4 O/S	Linked to D14 (HR) – Impact assessment training will be completed by Y1Q4 but the record has not been completed yet and is now scheduled for Y2 Q2	Year 2 Q2 and ongoing
D25 	Develop corporate approach / policy to impact assessment with guidelines, ensuring managers know how to apply the guidelines	Impact 15 Year 1 Q4	Linked to D14 and D24 (HR) – Impact assessment training will be completed by Y1Q4 but the policy and guidelines have not been completed yet and it is now scheduled for Y2 Q2	Year 2 Q2 and ongoing
D26 	Produce end of year disability equality monitoring data - ensure it is published	Impact 15 Year 1 Q4	Data on disability and cross diversity areas such as gender, race, age etc are produced quarterly and annually for Executive, management and equality information - It is not published in the annual report but will be published as part of the annual disability statutory report for DES actions. There is Colleague Opinion Survey every 18 -24 months which measures colleague opinion across these areas. BL are now working on improving analysis and review and have implemented Equality Impact Assessment Training to help develop analytical processes and better use of information.	Year 2 and ongoing – further developm ents in analysis and use of data
	Access to buildings – environment			
D27	Monitor and act on feedback	Impact 15	Health & Safety / Estates/ Customer Services/SMC Events	Year 2



	with regards to access to the conference centre and main building	Ongoing	There is a comment and complaint mechanism for disabled service users and access surveys for main building have been organised for 2008 (see D34-35)	and ongoing
D28 	Review with estates the adjustments to doors of the BIPC to ensure access to all users	Impact 15 Year 1 Q1	Completed by BIPC and Estates done for main doors, not internal doors to workshop rooms however.	Part completed Year 2 & ongoing
D29 	Install hearing loops in BIPC; review BL provision; assess need for additional hearing loops and reviewing maintenance and support	Impact 15 Y1 Q3	The whole provision was maintenance checked by RNID. Repairs and upgrades were done and some extra hearing loops were installed in BIPC and in Boston Spa.– Estates / Building services have moved the maintenance and support to one supplier and will control this -	Year 2 and ongoing
D30 	Continue to respond to feedback on signage from the disabled community	Impact 15 Ongoing	Design Office now respond / feedback on signage to the disabled community. Work is being done on replacements and improvement to service signage - upgrades and work in progress currently in external signage – will continue -	Year 2 and ongoing
D31 	Continue to deliver the BL's DDA improvement programme for the buildings	Impact 15 Ongoing	Estates – D31-32 are ongoing / are funded in budgets as a continuous rolling programme.Maintenance & improvement according to plans. There have been additional monies/ work resulting in extra accessible toilet facilities, some wider doors with electric controls. An update to the access checks is being arranged for DE compliance	Year 2 and ongoing




D32 	Re: DDA improvement plan to particularly ensure lift maintenance/ improvement programme continues	Impact 12 - Year 1-3 and ongoing	Estates – D31 and D32 are ongoing and are funded in our budgets as a continuous rolling programme. Maintenance and improvement met according to plans.	Year 2 and ongoing
D33  	Have a plan or programme of improvement for corporate/ public events re: DE, accessibility and support	Impact 12 - Year 1 Q1	Redirections for events - Most events are held in the dedicated Conference Centre. In other areas Estates Customer Services consider the potential effects of event related restrictions on end users. Objectives are (a) maintaining safe / fully accessible routes for all building users; (b) ensuring such routes include access to facilities (e.g. disabled toilets, catering outlets in normal opening hours); (c) effectively communicating details of any temporary restrictions /alternative routes/facilities. If an event requires a significant denial of service e.g. early building closure; partial /full closure of entrance hall [a “redirect”], it is announced in advance via appropriate communications e.g. Internet/Email to all staff; Reader bulletin, plasma screens and entrance to building. At event time signs warning of the closure and barriers to delineate alternatives routes/provision are deployed. On some occasions e.g. Royal Visits, security considerations may be in Library control. Estates role is to find a balance between safe & fully accessible routes & security requirements	Year 2 and ongoing






<p>D34</p> 	<p>Corporate / public events consider Deaf & disabled needs re: planning access routes - Establish new ways for events team support</p>	<p>Impact 10 Year 1 and ongoing</p>	<p>In 2007 Access Surveys for all main buildings have been organised to take place in early 2008 – in ‘08 the findings will be discussed and any recommendations agreed with consultant. Surveys scheduled for completion April/May 08</p>	<p>Continue to Year 2</p>
<p>D35</p> 	<p>Improve evacuation procedures & the provision of H&S information to event hosts for relay to attendees in welcome information</p>	<p>Impact 10 Year 1 and ongoing</p>	<p>Programme for Assisted Evacuation has been finalised and submitted to Access auditor for comment and any recommendations will be incorporated in 2008. Signage was updated in conference centre in late 2006. Information slide for pre-event provided to AV team in late 2006 - H&S information on back of all visitors passes - Mustering signage for disabled and conference centre attendees installed on STP piazza 2007.</p>	<p>Continue to Y2</p>
<p>D36</p> 	<p>Continue to ensure design & planning stages of facilities projects take account of disabled needs and consult</p>	<p>Impact 10 Ongoing</p>	<p>A component of Estates Quality Management system, which holds a project management process and is embedded across the Estates project management team. It sets out requirements for disabled needs to be assessed when changes to the working environment are being planned through to implementation. It covers small to medium construction change projects and space planning changes. Disabled needs within large capital construction change projects are captured through the engagement of competent project management/design consultants during the planning stages.</p>	<p>Year 2 and ongoing</p>
<p>D37</p>	<p>Catering services to review</p>	<p>Impact 10</p>	<p>Contract caterers provide catering services at Boston Spa</p>	<p>Year 2</p>

 	<p>access to facilities/ provision e.g. dietary needs</p>	<p>- Year 1 ongoing</p>	<p>and St Pancras. DES has been introduced as an agenda item at contract review meetings. In early 2007 there was an access review of Library foodservice facilities and the BL and contracted partners have made improvements e.g.:</p> <ul style="list-style-type: none"> • Top tier snack products in some vending machines were not accessible to wheelchair users – these have been replicated at low level to allow accessibility to all products • Staff not always aware of the needs disabled users of the foodservice may have - service assistance has been included and recorded in induction process for all new staff and retrospectively undertaken for existing staff. • Foodservice partners were not collecting specific feedback from disabled users. Now Catering User Groups bi-annually capture feedback / ideas for improvements and give information on changes made to all users. • Some menu signage was too high for wheelchair users to read so this is now at a lower level to allow for wheelchair users to read it easily. • Menu text /signage were inconsistent in size, and often too small to be read by visually impaired users. These are now either provided in large text or availability of large text is notified. • NB other improvements have also been made 	<p>and ongoing</p>
	<p>Access to website - publications - marketing material</p>			



<p>D38</p> 	<p>Continue to work with RNIB / key stakeholders in design & publishing of marketing materials. Effectively respond to requests for alternative formats</p>	<p>Impact 15 - Ongoing</p>	<p>Design Office – Systems in place for alternative format requests with each stakeholder financially responsible for this. What's On is always produced in large print format. In Literature design there is an aim for adherence to best practice e.g. consider use of colour / font size to conform to legibility standards. A brand refresh & review is in progress & an intention by August 2008 to update brand guidelines with a section on legibility & best practice for DDA.</p>	<p>On going</p>
<p>D39</p> 	<p>Identify /hold events in BIPC for disabled entrepreneurs</p>	<p>Impact 15 Year 1 Q2</p>	<p>The Library actively engages with disabled audiences and has targets under funding agreements with the London Development Agency. Our target is 5% annually. In 2006 we achieved and met this target.</p> <p>Leonard Cheshire Disability is one of our key service delivery partners in the Partner Programme. The Launch for Enabled4 Enterprise was held at the Library in partnership with Leonard Cheshire on 11 February 2008.</p> <p>The <i>Association of Disabled Professionals (ADP)</i> were a partner of the Business & IP Centre in 2006/2007, but now a Marketing Associate in 07/08. We held a launch event in March 2006 for the new publication 'How to start your own Business' for disabled entrepreneurs.</p> <p>The Library is also engaging with celebrity media and sports contacts who are disabled to see how they can promote and support the BIPC in their work.</p>	<p>Year 2 and ongoing</p>
<p>D40</p> 	<p>Continue to improve the</p>	<p><i>Impact 15</i></p>	<p>Recent progress on website accessibility includes:</p>	<p>Year 2</p>





	accessibility of the website content	Ongoing	<ul style="list-style-type: none"> Investigation was successfully completed on how to produce tag clouds that can be interpreted by screen readers. Testing has started on using Thunder screen reading software with the BL website. A member of the web team will attend a one-day training course in March on creating accessible PDF's. 	and ongoing
	Communication			
D41 	Identify which key communications will automatically be provided in alternative formats plus those provided on request	Impact 15 Y2 Q2	Design office - Currently produce in large print: What's On, Conditions of Use, Reader Registration & the 'Finding your Way Around the Building' leaflet in Braille, Large print & tactile (NB: now dated). In discussion with O&S about the 'Introduction' leaflet and the 'Using our Reading Rooms' leaflet - but with appropriate copy spliced in with regard to disabled facilities.	On schedule early as Y2 Q2
	Engagement			
D42 	New conservation centre (BLCC) tours have been planned from October for readers, public, visitors. Encouraging involvement and engagement from disabled community	Years 1-3 and ongoing – S&C	<p>Conservation tours (numbers of disabled visitors in bold)</p> <p>Public tours (4 Oct 2007 to 11 Dec 2007) 20</p> <p>Professional tours (4 Oct 07 to 11 Dec 2007) 1</p> <p>Public seminar (held on 16 October 2007) 2</p> <p>Family archive day (held 8 December 2007) 4</p>	Year 2 and ongoing

D43  	Add DE representative to Collections Advisory groups for direct involvement in service/ collection development - working with appropriate community / action / pressure groups identify representatives etc.	Late 2007 – early 2008 - S&C	DAG Members/ Senior Library leads continue e.g. the Library; <ul style="list-style-type: none"> • Membership of “Share the Vision” (cascading regular STV Bulletin, drawing attention to relevant articles). ; • attendance at “Right to Read” Alliance meetings with recent focus on lobbying for enhanced textbook access for visually impaired children; • Meet regularly with stakeholders on disability matters e.g. RNIB on enhanced access using electronic files. • Drawn attention of Microsoft digitization project to a need for a mechanism to enhance viewing for visually impaired, as is the case with Google products. • Raised awareness of tactile books within the Library, e.g. Public events programmes, and attended for BL the Typhlo and Tactus tactile book awards in Dijon. • Raised possibility of celebrating anniversary of Louis Braille by some means in January 2009. • Information has been shared between BIPC /S&C lead on partnerships/entrepreneurial opportunities for disabled • S&C lead met Welcome Team Manager to get better understanding of disabled facilities in reading rooms 	Year 2 and ongoing
D44 	Employees from S&C team to be/ continue to be involved in supporting potential users by being members of advisory groups - to keep DE live - secure	Years 1-2 and on going – S&C	See D43 above	Year 2 and ongoing

	experience/ knowledge for both parties			
D45  	Engage in bench marking with similar institutions ensuring BL is at least as good as others in terms of user services / also to share experience and knowledge both from an internal & external perspective	Years 1-3 and ongoing	Entered Employer Forum on Disability standard benchmarking and achieved 8/116 and Gold Award Banding – 2 Diamond awards for areas of excellence which were consulting and listening to Disabled people – and accessible products and services. This has informed our actions for year 2 and ongoing - some of the information consolidated existing plans which are yet to make an impact. O&S / HR / SMC Products and Services	Year 2 and ongoing
D46  	Measure the numbers of disabled readers/ visitors to each site	Years 1-3 on going S&C	Two areas in which numbers can be measured- Under D42 in the conservation centre (BLCC) and in the Business and Intellectual Property Centre (BIPC) – a funding requirement of the London Development Agency. Other exhibitions and events are free and details of visitors are not recorded. Reader information is not recorded / used but this is being looked into and may improve with increased reader and visitor confidence under DE	On Going for BIPC BLCC & new for O&S and SM&C
D47 	Build on existing Welcome Team arrangements, (expand to all front line staff in a cross directive initiative)	Year 1-3 and on going	Led by HR, the Front Line Services Diversity Group and the Disability Action Group have produced disability equality training across all front line services. There has been an increase of information about access to products	Year 2 and ongoing






	to welcome & educate remote/ non remote disabled readers & visitors to the BL advising them of how best to access our services and products		and services and also with extra funding, more equipment has been purchased to meet the increased IT and technology needs of disabled readers and visitors. More staff have been trained in the use of this new equipment so that they can better understand needs, assist and demonstrate.	
	Collection Development			
D48 	Intake of legal deposit material has previously been discussed with RNIB - a current initiative to review DE considerations in scope setting for legal deposit. Aim to report on review & identify any need for changes	<i>Impact 15</i> Report by the end of the financial year S&C	The S&C lead and “Share The Vision” made a presentation to Library’s Legal Deposit Advisory Panel. The Lead has kept STV informed of progress with regard to regulations for legal deposit and has alerted them to public consultation process	Ongoing year 2
D49 	A current initiative is the review of policy with the NLB regarding the return of large print items to BL to integrate with the legal deposit collection. A work plan prepared but needs to be confirmed	Year 1 for the work plan – S&C	BL have been cataloguing any new intake of Large Print for some time which will improve access to the catalogue, and to this material, for users with visual impairments. Material returned from NLB remains un catalogued for two reasons: 1. Funding could not be secured / 2. Funding used to provide the infrastructure to assist visually impaired readers to access our full collections was a better use of resources than cataloguing as it opens up a wider collection & some of the work may have had limited value.	Ongoing year 2




	Access to the Collections			
D50 	Building the digital research structure and the 21 st Century Curator project exploring skill sets needed to benefit wider audiences	ongoing progress Year 1-3 – S&C	(1) Ensured RNIB were involved in usability testing of 'europeana' (European Digital Library) in January 2008 - (2) Have held 21st CCP sessions on Web 2.0 for ways of reaching wider audiences in 2007 to 2008 – (3) The curatorial competences in the Performance management system now include interpretation for wider audiences so that this opens up the roles to more people.	Y2 and ongoing
D51 	Building the digital research structure – contributing to digitisation projects and selection of links to relevant digital resources	<i>Impact</i> 15 Dec 2006 – S&C	The S&C lead has had due regard to the need to ensure that enhanced viewing is possible for visually impaired readers, e.g.; Google can do this so this has been drawn to the attention of the BL Microsoft digitization project as to a need for a mechanism to enhance viewing for visually impaired. Microsoft have indicated that this can be done	Y2 and ongoing follow through
D52  	Transforming search and navigation. Web pages and thematic collections created to appropriate disability guidelines	<i>Impact</i> 15 Year 1 ongoing S&C	NB: This applies to all web content in the BLK and not just collection related web pages and thematic collections. The BL aim to create these to appropriate disability guidelines as set out by web services (see section 10 http://intranet.bl.uk/bl-depts/wsdu/documents/latesttechguidelinespdf5.pdf . Web services coordinate BL's Internet& Intranet activities and a priority is to provide appropriate technical development and support for content editors. Web	Year 2 and ongoing

		<p>services works with BL colleagues to produce new and improved and have a major priority that the BL website is accessible to all, including those with disabilities so colleagues must work to conform to the W3C Accessibility Guidelines 1.0 when creating new pages or updating existing pages. WCAG 1.0 is organized around guidelines that have checkpoints, which are priority 1, 2, or 3. which form the basis for determining conformance to the WCAG 1.0.</p> <p>The guideline and priorities listed are lengthy (http://www.w3.org/TR/WCAG10/checkpoint-list.html) and checks need to be done to assess if content editors are up to speed. Currently web services are not resourced to check editors' work, but do alert editors if come across content that requires guidance on an aspect of accessibility. Apparently W3C Accessibility Guidelines 2.0 have been in the pipeline for a long time. These are organized around four design principles of Web accessibility. Each principle has guidelines, and each guideline has success criteria at level A, AA, or AAA. The basis for determining conformance to the WCAG 2.0 Working Draft is the success criteria.</p> <p>Accessibility advice is available to editors and is requested by editors when they want to do something unusual, such as using Flash or animations. Standards are also maintained by the use of page templates and this is increasingly effective as we move sites on to our Content</p>
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			<p>Management System (for example, the new About Us site).</p> <p>NB: W3C Accessibility Guidelines 2.0 have been in the pipeline for literally years. There is controversy in web accessibility circles about them – The BL will decide the position on adopting them when they are finalised and if there is a consensus in favour of them. Meanwhile, web services make progress by attending training courses and seminars, learning from online forums, commissioning external testing of new sites where appropriate and generally applying increasing knowledge to development of new web content – This is a pragmatic approach which allows us to move forward in a very complex area.</p> <p>DAG meeting, 13 March 2008</p> <ul style="list-style-type: none"> - By using the Accessify online discussion forum, BL now know how to produce accessible tag clouds, which are a common feature on websites but very often badly scripted for blind and partially sighted users. - A member of the Web Services team has attended a one-day training course on creating accessible PDFs. - Experiments have been done with a new, free screen reader called “Thunder” to assess how well it works with the BL website. So far, so good! 	
D53	Ensure Sound Archive Web	<i>Impact 15</i>	Accessibility – The BL's Archival Sound Recordings project	YEAR 2




	<p>pages are compliant with accessibility standards; intend continued input and involvement with the wider community and external stakeholders e.g. RNIB.</p>	<p>Ongoing S&C</p>	<p>(www.bl.uk/sounds) is a service that makes selections from the Sound Archive available on line to UK Further & Higher Education institutions. In the first phase of the project 2 representatives from the RNIB collaborated on the User Panel, and put together a report of recommendations on accessibility, most of which have now been implemented. A new User Panel is currently being engaged and representatives for issues affecting disabled users are being sourced preferably who are involved in education, through either a Higher or Further education institution, allowing them full access to the material on the website.</p> <p>The Sound Archive's web pages, as with all BL web pages, are checked by BL web services SDU to ensure that they are in accord with accessibility standards.</p> <p>For Sound Server, readers with visual impairments will be able to use our traditional listening service and would be given assistance by the Welcome Team. The severity of impairment will dictate whether Sound Server can be used or not.</p>	<p>and ONGOING</p>
	<p>D54 Hold further external talks on the collections nationally Work with social inclusion & regional initiatives to improve on DE e.g. location is DES friendly - ensuring hosts target DES audiences</p>	<p><i>Impact 15</i> Year 1-3 and ongoing S&C</p>	<p>The Sacred Exhibition was on the road in 2007 and from 2008 a programme of further public talks "Lectures on Location" by BL curators and other specialists is being planned in the regions / home countries. This will include touring Turning the Pages exhibitions, Treasures of the BL, occasional talks linked to specific activities - promotion in <i>What's On</i> of public talks organised independently by</p>	<p>Year 2 and on going</p>

			<p>curators</p> <p>New aspects are the proactive development of a more inclusive and diverse travelling exhibition programme, events and exhibitions at St Pancras, significant new acquisitions and loans to other institutions and curators and other expert speakers sharing their knowledge of the BL's collections across the UK</p> <p>An aim is to demonstrate good geographical spread across the UK, gaining greater reach and being disability friendly and to target people with disabilities with the possibility of a programme of pod casts to gain even wider reach.</p>	
<p>D55</p> 	<p>Some difficulty in accessing collections – looking at advocacy of sound content / availability in other formats so that there is more use of BL materials and services</p>	<p>Impact 10- Year 1-3 S&C</p>	<p>See also D53 - With regard to SoundServer, readers with visual impairments will be able to use our traditional listening service and would be given assistance by Mark Walton from the Welcome Team. The severity of impairment will dictate whether SoundServer can be used or not. Listening & Viewing Service staff have had a preliminary discussion with eIS about software to make SoundServer more accessible in such cases.</p>	<p>Year 2 and ongoing</p>
D56	<p>Increasing/ improving / upgrading DE software available in reading rooms firstly by measuring usage; then by increasing accessibility e.g. extending</p>	<p>Impact 14 Depend son funding Year 1-3</p>	<p>Electronic Services / Operational and reader services – Information about access to products and services has increased. Extra funding has been sourced and equipment has been purchased to meet the increased IT and technology needs of disabled readers and visitors. The new equipment has been P.A.T. tested, and staff have</p>	<p>Continue to review Y2 and ongoing</p>

	licensing for concurrent users/single sign on	O&S	been trained in the use of this new equipment so that they can better understand needs, assist and demonstrate The team stay aware of developments ready to select any technology that will improve visits. The new equipment and Dolphin SuperNova available library wide for text and speech on computers is already an improvement.	
D57 	Improve booking system / availability of modified desks / carrels in reading rooms - buy upgrade equipment with staff trained on this (re consultation feedback)	<i>Impact 12</i> - By the end of year 1- O&S	DAG members over Reading rooms and Electronic Services have implemented an online booking system for modified desks and carrels. New equipment has been provided into reading rooms to upgrade, enhance and increase provision e.g. Speech Readers, keyboards with large white lettering on a black background and vice versa. Consultations around policy on copying for disabled readers have been held with the Copyright Office and a University Copyright expert with regard to the provisions around Copyright Act (Visually Impaired Persons) 2002 in order to clarify policy for staff at the photocopy counters and a new pricing tariff for readers with a registration card confirming they are partially sighted or blind. The DAG and team proactively look at any issues and challenges that arise and then work towards changing procedures or adapting services.	Year 2 and ongoing
D58 	Support for sight / hearing impaired readers & visitors to the BIPC for seminars/ workshops	<i>Impact 12</i> - Years 1-3 BIPC O&S	<ul style="list-style-type: none"> - Ongoing - Screen reader software provision - The BIPC is buying in SignVideo for the meeting rooms in the BIPC so we can sign language interpreters can be easily accessed for workshops for events at half the regular cost 	Year 2 and ongoing



			<ul style="list-style-type: none"> - BIPC has fund to support hearing / visually impaired users of the BIPC (especially for workshops). BIPC pay the costs for partner attendees too. - The Business Marketing Team has allocated a budget to be able to support our information & resources for people with varying disabilities. - The BIPC will be host event for World Sight Day on 9 October 2008 in partnership with a key supplier of a screen reader product/service. - E-workshop courses are to be launched in March 2008 - BIPC are upgrading website and marketing materials to ensure in line with legislation, expectations and access 	
D59 	Devise a BL policy on use of BSL interpreters	Impact 12 -Y1 O&S Delayed but other initiative	Further explanation needed in liaison O&S. In 2007 have focused on setting up BSL level 1 training for employees @ 2 sites at the BL – The requirement for BSL interpreters is quite low and arranged ad hoc especially by the BLCC and S&C – in year 2 a policy will be looked at	Year 2 and ongoing
D60  	Details on the website of equipment software & assistance available to readers / reading rooms and keeping this reviewed & updated.	Impact 13 Y1 ongoing O&S	Good progress on equipment - Electronic services and operational services have assisted in ensuring an increase of information about access to products & services. Also with extra funding, more equipment has been purchased to meet the increased IT & technology needs of disabled readers & visitors. More staff have been trained in the use of this new equipment so that they can better understand needs, assist and demonstrate. There now needs to be more details on the website	Y2 and on going

D61 	Review signage provision as there is limited signage in & outside of reading rooms. Consider the use of Braille / tactile surfaces etc	Impact 13 - Year 1-3 and ongoing	There is now a project group for ongoing signage & for any new signage installed on new-builds. It has been discussed that the BLCC visitors area will be a 'pilot' area for this.	Ongoing – updates and uplift required
Corporate Procurement				
D62 	DE training re: goods and services for procurement lead for policy and review.	Impact 11 – Year 1 ongoing	CPU staff have attended seminars on Disability and Equality and have feed the outcomes into Corporate Procurement Strategy and Policy	Ongoing – updates & uplift required
D63 	Review systems to ensure that selection of providers (goods/ services) identify those who support equality/ diversity requirements and that they meet expectations	Impact 15 - Year 1	Tender evaluation now includes confirmation that bidders have equality / diversity policies meeting UK legislation. Secondly we are working to extend this evaluation process to assess bidder's ability to meet the BL's diversity expectations - this is work in progress.	Ongoing – updates uplift required see EFD

APPENDIX B – NEW READER ROOM EQUIPMENT READER BULLETIN

NEW EQUIPMENT TO ASSIST READERS WITH VISUAL IMPAIRMENTS

The British Library has recently begun purchasing two new pieces of equipment that are designed to assist readers who have visual impairments.

- My Reader2 machines can be found in our Science, Rare Books and the Humanities Reading Rooms.
- ScannaR text to speech machine can be also found in Science, Rare books and Humanities.

We hope if they prove popular with our readers we will get more of them. The equipment is easy to use and the Reading room staff will be able to assist you with an introduction if you think you could benefit from any of the two machines features.

Any feedback that the Library receives regarding these machines will help guide our efforts to make the Material in the British Library as accessible as possible to all our readers. Feedback forms can be located with the machines or our Librarians will be happy to pass on any comments you have about their use.



General Information

The ScannaR is a flat-bed scanner that will scan any text document and read it back to you in seconds. Unlike other scan-and-read products, it does not need to be connected to a PC, as it has its own hard drive with room for up to 500,000 pages of text, making it one of the most portable scan-and-read products on the market.

ScannaR allows you to read anything from letters and brochures to newspapers, reports, books or other print materials, and then save them for future reference. ScannaR is not only great for the home or office it is an ideal tool for educators and students at all levels for quickly scanning and recording textbooks, worksheets, tests and exams. Because of its audio output as well as the bonus ability to download files to a BrailleNote or VoiceNote, it is suitable for environments where resources are shared among students who either have low vision or are blind.



General Information

With myReader2, the user can simply capture a page image, and then pan around the image onscreen - no need to move an X-Y table around. All with flexible features like image resizing, contrast and color controls. - MyReader2 adds a breakthrough new feature and three key improvements:

- **Multi-page storage.** The breakthrough feature in myReader2 is multi-page storage. Users can capture up to 10 pages, and then read through them as quickly or slowly as desired. An additional three reference pages can also be stored and used again and again.
- **Easier user interface.** MyReader2 has a simplified user interface, based on extensive hands-on user testing, that makes the most-needed features easier to access.
- **Improved page processing.** My Reader's key capability is recognizing columns and word breaks on a page to convert all of the text into a single stream. MyReader2 improves on this, handling a wider variety of pages quickly and easily.

Low contrast improvements. MyReader2 does a better job of handling low contrast paper/print combinations found in many publications.

**APPENDIX C - FEEDBACK FROM DISABLED SERVICE USERS
ON THE NEW READER ROOM EQUIPMENT**

My Reader 2 Humanities 1

Date / time	How was the reader informed about this piece of equipment?	Feedback / comments	Additional notes	
08/02/2008 14/02/2008 15/02/2008	By a member of the staff in Hum 1	"The control menu is difficult to use. It's too small and not very easy to handle by people who suffer with a visual disabilities."		
09/04/2008 10/04/2008 11/04/2008	I was made aware of the equipment you have had in the carrells a couple of years ago by staff.	"It is a privilege to be able to use this room and it's equipment and very much appreciated."		
17/04/2008	Instructed by a friend.	"Exciting bit of kit! It's a good use of modern tech. However my macular degeneration gives me a limited field and I need small letters in a very bright light. This reader's display is not quite small enough!"		
My Reader 2 Science 3				
06/02/2008	Reference team			
06/02/2008	Reference team			
08/02/2008	Reference team	"I found the My reader a very easy to use and incredible piece of teacnology. I was able to read longer and make more sense of what I was reading. The different shades were helpful as was the zooming. I'm very happy."		
Scannar R Science 2				

Date and time	How was the reader informed about this piece of equipment?	Feedback / comments	Additional notes
06/02/2008	Reference team		
13/02/2008	Reference Team		
26/02/2008	Reference team	"Better than the old equipment. I'm Just getting use to it."	
26/03/2008	Reference team	"I've had some problems saving to a USB drive- will run through this later and create instructions"	We've got the instructions in a easy to use format in Carrell 23. Going forward I'll make sure that they are available all carrells with this machine.

APPENDIX D - Comments and Complaints from Disabled Service Users

Ref	Type	Service Area	Categories	Description
156	comment	Marketing	Equipment	Magnifying glasses should be supplied for exhibitions.
214	comment	Sacred	Equipment	Provision of magnifying glasses (Sacred).
219	comment	Sacred	Equipment	Provision of magnifying glasses (Sacred).
253	complaint	Sacred	Lighting	Access in exhibition far too low for people with visual impairments
338	complaint	Welcome Team	Equipment	Hearing loop not working at Information Desk
340	complaint	Risk Management	Miscellaneous	Please do not lock the Ossulton Street exit. Longer walk to disabled parking.
432	complaint	Sacred	Labels	Problems reading typeface on labels and operating audio guide due to sight problems
602	comment	Marketing	Labels	Large print guide difficult to use (in fact impossible for me) because index is in small print and labels difficult to correlate.
633	complaint	Sacred	Labels	No large print labels available and audio guide did not cover the information on the descriptive cards.
639	complaint	Sacred	Labels	Problems using folders of large print labels. Could magnifying glasses be provided?
666	comment	Sacred	Miscellaneous	Magnifying glasses should be supplied for visitors.
681	comment	Sacred	Labels	Unable to read labels in exhibition
708	comment	Sacred	Lighting	Too dark and captions too small.
772	complaint	Sacred	Labels	Complaint about font on labels and symbols for audio guide

808	compliment	General (BL)	Service Provision/Quality	I am temporarily on crutches and I would like to say what a pleasure it is coming to use the BL. The ease of access makes a huge difference: disabled access was obviously given serious consideration when the building was designed.
839	complaint	Marketing	Miscellaneous	Printing white on blue difficult for visual impaired.
849	complaint	General (BL)	Miscellaneous	Disabled access to building poor.
898	complaint	Risk Management	Miscellaneous	Library carrier bags do not fit wheelchairs.
912	comment	Reading Room Services	Furniture	More provision for people with disabilities.
928	complaint	Marketing	Miscellaneous	Low level shelf displays hazardous for wheelchair users.
938	complaint	General (BL)	Service Information	BL should have Braille guide.
950	complaint	Risk Management	Closure	Open side gate on Ossulston St.
1052	complaint	Risk Management	Staff Behaviour	Security officer claimed not to know what a person carrying a 'white stick' meant.
1064	complaint	Risk Management	Staff Behaviour	Security staff not welcoming or helpful to disabled visitors.
1069	complaint	Reading Room Services	Miscellaneous	Book rests not suitable for readers who wear bi-focals.
1101	complaint	Risk Management	Miscellaneous	Side gate closure.
1129	comment	Risk Management	Miscellaneous	Side gate closure and signage for disabled access.
1138	complaint	Risk Management	Miscellaneous	Gate on Midland Rd should be opened to allow for disabled access.
1226	complaint	Marketing	Lighting	Some descriptions so dimly lit that it is hard for older people to read.
1268	complaint	Welcome Team	Policy & Procedures	Became distressed when told that ID was inadequate to renew pass. (Aspergers Syndrome)
1318	complaint	Risk Management	Closures	Side gate closure.
1352	comment	Risk Management	Closures	Side gate closures.

1361	comment	Estates Customer Services	Miscellaneous	No hand rail on entrance to building.
1470	complaint	Risk Management	Closures	I was assured the gates at the eastside would be opened. Manual wheelchair users cannot access the Library as they once could.
1471	complaint	Marketing	Lighting	Lighting on labels in exhibition inadequate for "oldies" who find dim light increasingly problematic