

## **Appendix 1 – Results and Feedback from internal and external Consultation**

### **Feedback from the Focus Groups**

The following feedback received has been broken into categories for ease of reference:

#### **Organisational Changes**

1. The Library needs to move from locating disability at an individual level and move to endorse and utilise the social perspective of disability. This is to say that the Library should value differences, recognise that disabled employees are most likely experts on their own impairment and experiences. When making changes for disabled people this can lead to improvements within the organisation for everyone (in line with inclusive design principles). Internal representation reflected that disability was rarely reflected as a diversity issue within the organisation with the focus being on race and gender.

2. Continuous promotion of related successful initiatives, available resources and facilities both internally and externally needs to take place.

3. When changes are proposed the Library needs to be proactive in evaluating/anticipating the population needs/diversity it will affect e.g. equality impact assessment.

4. The Library needs to explore developing a culture where disabled people feel comfortable to disclose their impairments. Current concerns include the fears of negative stereotypes and assumptions which can for example affect perceptions of professional capabilities.

#### **Training**

5. A learning needs audit in key work areas (front line services) should take place which explores skills and knowledge gaps, methods of training,

alongside content. For which the social model has to be the foundation, opportunities are given to explore legislation and reflecting on related responsibilities. This would be part of a tailoring process.

## **Communications**

**6.** In terms of communications it was identified that by making information accessible for everyone and advertising it as such provides a strong positive message of recognition and acceptance of disabled people. Additionally targeting recruitment campaigns to the appropriate audience was considered beneficial.

**7.** The Library needs to assess the availability and publication of alternative means of communicating with the community e.g. text phones.

## **Organisational Adjustments**

**8.** A gap analysis focusing on the provision and management of telecommunications such as minicomms, induction loops and available BSL interpretation needs to be reviewed.

**9.** Health and safety needs to be reviewed exploring the implications for the disabled community, identifying the related adjustments and promoting specific provision. This includes evacuation procedures and pagers.

**10.** Environmental access needs to be reviewed in relation to routes from drop off, entrance through to movement around the building. The provision of seating, and refining some existing provision was recommended. Some specific recommendations for environmental and service provision were recommended in relation to Boston Spa.

## **Partnerships and engagement with the disabled community**

**11.** BL need to encourage partnerships and engagement with the disabled community. Suggestions include making efforts through outreach

programmes, specific targeted education projects, exhibitions and an idea of developing an information fair for disability organisations.

**12.** Ongoing engagement in line with the Disability Equality Duty involvement requirement was welcomed. It was felt that internally employees would need to feel confident and comfortable to participate. Self organised employees support was recognised. It was also considered essential to encourage participation of external disability organisations in order to assist BL disability equality development.

### **Employment experiences and recommendations**

**13.** A number of disabled people are employed at the British Library, some felt that the organisation was reactionary to their needs rather than proactive which resulted in them feeling let down by the organisation.

**14.** Colleagues to disabled employees were observed to sometimes demonstrate a lack of awareness, alongside holding ill founded expectations/assumptions.

There were some illustrations of harassment demonstrated within situations and received comments.

**15.** Meetings were often organised in a way that did not include the desired audience. Efforts need to take place to ensure inclusion by for example the provision of BSL interpreters.

**16.** Support in completing formal work forms needs to be assessed and considered.

**17.** There was a feeling among some Deaf and disabled employees, that their peoples' impairments have inhibited career progression.

**18.** Managers of disabled people were considered to be sometimes weak in

understanding disability equality and the reasonable adjustment process.

**19.** BL needs to be aware that Deaf and disabled people are often unable to access the same educational opportunities that non-disabled people may have.

**20.** Flexi time was an employment practice which is welcomed and valued by disabled employees.

**21.** The current employment assistant line was considered sometimes ineffective and inaccessible. People would like to have available an intermediate service where they can turn to talk through issues and where the service can intervene/ advocate when appropriate on their behalf.

### **Reader Services Considerations**

A number of issues relating to the reading rooms and research were identified.

These covered the lack of awareness of available equipment, the challenge of being accompanied by an interpreter or personal assistant, alongside access to digital.

### **Feedback from Internal employees Questionnaire**

The following feedback was received from Deaf and disabled employees of the Library and is broken down into relevant categories:

#### **Reflections on Workplace**

**1.** For “how comfortable you feel to declare your impairment at work” the distribution clusters around comfortable, neither comfortable nor comfortable, and uncomfortable. There is potentially an interest comparison between “how comfortable you feel to declare your impairment to your manager” as there

seems to be building a picture which focuses on comfortable and uncomfortable.

2. Communication about people access needs demonstrates a number of areas to be reviewed. For example people were fairly positive about communicating their access needs generally in the workplace however to their manager a different picture is portrayed. The majority selecting two peak areas 'easy' and 'difficult', but the highest peak was the latter. There was 'indifferent' demonstrated in relation to how easy it was to get their access needs met. In terms of discussing access needs with other colleagues the peak response was 'indifference' although 'inhibited' comes very close in the response rate.

3. In terms of how seriously the manager takes onboard their access needs is closely split in terms of peak responses between 'seriously' and neither 'seriously nor unserious'. In terms of individual involvement in the adjustment process the peak responses which stand significantly apart from the other potential answers between 'very involved' and 'neither involved nor uninvolved'.

4. In terms of satisfaction with their reasonable adjustments by a significant ratio the main response was the level of indifference, with an almost equal distribution either side although these numbers were very small. So for a few you have got it right, a few are unhappy and this needs a review.

### **Assistance Dogs**

5. In terms of assistance dogs only two respondents had a dog, but selected the 'indifference' response which is indicative of things currently working well in some areas but not in others. Further highlight is given to this area but the selection of partially disagree to the fact there is good provision and that there was also totally disagree selected in conjunction with colleagues respect the role of the dog. This may need reviewing both in terms of employees and external visitors' provision alongside general acknowledge and awareness

generation.

### **Accessible communications**

6. It is difficult to gain an understanding of the provision of formats without being able to contrast variables for Q15-17 in order to understand the difference in experience for those using standard formats and the small number of alternative format requests. What this does demonstrate is the requirement for large print and easy English and symbols within the organisation. The provision of paper copies of information was also requested in the accompanying comments by some respondents.

7. There is a need for a range of provision to be considered for people with learning difficulties/disabilities alongside people who are Deaf and/or have a hearing impairment. This data range may also need to be broken down further. A question is also raised about the provision of hearing looping in meeting rooms which could be indicative of a provision to introduce and/or promote.

### **Support assistance**

8. Little information is provided within this data about support assistance including readers, personal assistance etc. Mainly potentially indicative that this is not a major issue for the sample population although there is some take up of these services.

### **Policies**

9. In terms of the equalities policy just under 50% of respondents stated colleagues were respectful towards equalities issues. There is marked indifference however in relation to disability employment policies.

10. The harassment policy in terms of respected and effective rating generally came out as being closely matched between “effective” and “neither effective

nor ineffective”. This may need further analysis of the data. What is significant is that a number of the respondents have felt they have experienced harassment within the workplace because of their impairment.

### **General reflections – Experiences**

**11.** In terms of rating the experience of working at BL as a disabled person there are two peak points one around 5/6 and the other 8/9. With around 50 % saying they were happy with their job at BL. In terms of job satisfaction and enjoyment BL was rated in the positive range of the scale with the strong peak points focused on happy and enjoy.

### **Career progression**

**12.** The strongest responses in terms of whether there are good career advancement opportunities at BL is on neither good nor bad which are closely followed by “bad” in the negative realm of the responses. In terms of whether they consider their impairment to inhibit their advancement the largest response by a clearly significant margin was “inhibited”. Whilst most people who identified there were “good” and closely followed by selecting neither good nor bad – the neutral response.

**13.** In terms of the highest response in terms of equal career opportunities was neither “good nor bad”. The focus on the neutral and some negative response draws a parallel to the findings in the focus groups which suggest there needs to be some exploration into career development opportunities for disabled people. In the comments there was a request for training particularly IT development to be made available to people with visual impairments.

**14.** In terms of taking disabled people’s issues seriously the majority selected by a significant margin the neutral response of neither seriously nor unserious.

This suggests there are areas of improvement this relates potentially to some

of the points relating to organisational culture identified in the focus group findings.

## **Environmental**

**15.** The Intranet was considered accessible/very accessible.

**16.** Internal communications were identified as being “easy” in terms of accessibility, with ‘very easy’ almost matching it. There are, however, some individual responses in the negative range and this indicates that some members of staff find these processes inaccessible.

**17.** IT responses cluster in the positive responses there were no negative responses. The steady increase with the climax being on very easy suggests that these services are working well for this sample population.

**18.** Accessing their workstations, the peak being on ‘easy’ suggests that these workstations are satisfactory particularly since there is no data in the other available cells. Greater assistance with purchasing specific equipment required to do the job as defined by someone’s impairment was asked to be addressed as part of the reasonable adjustment process.

**19.** In terms of access to building the peak being on ‘easy’ suggests that movement around the building may be for this disabled population very suitable.

**20.** Generally access to the toilets was considered ‘easy’ or ‘very easy’ with only 3 identifying that they use the accessible toilets.

**21.** Lighting is an interesting one in that there is a split distribution between ‘very easy’, ‘easy’ and ‘not easy’ (each receiving 5). Whilst it looks like 50% find it accessible the fact that there are a number of negative responses suggests this may need reviewing. One observation was that when lights

flicker the response is dealt with efficiently by the appropriate team.

**22.** Movement from the stairs and lifts by the sample was considered 'easy'. Although it has to be noted that no wheelchair users responded to this survey. Although there were requests for better lift access in one building.

**23.** In terms of the air conditioning the emphasis moves from comfortable to uncomfortable with the emphasis on uncomfortable. A similar response happens in relation to heating. Text responses in relation to what they would like to improve focus on the air conditioning requesting "a cleaner system, cold spots in the reading rooms and the need for a better air flow, and availability demonstrate a need for review.

**24.** The emphasis of the response to how easy was it to travel to work the focus is on accessible alongside neither accessible nor inaccessible. It is difficult in this present data to see how this relates to diversity of the disabled population which makes up the sample.

**25.** Generally there was a positive feeling about parking provision, although how easy to park had a weak response. This generally may need reviewing. Although only 3 identified as a blue badge holders but testing these against how easy it is to park could be useful. Although it may not be significant statistically there is a correlation between driving and being a disabled person. It is however difficult to know how this relates to the whole workforce population.

**26.** The distribution relating to access to the building focuses mainly on easy, with strong responses also selecting very easy and neither easy nor difficult. The difficulty we do not know which site and their impairment/access issues. Maybe in the next survey it may be worth exploring barriers that people perceive they experience. What is interesting there are a number of requests for induction loops in the written comments e.g. in cafes and meetings rooms, alongside identifying the carpet on one floor is difficult to move on, Additionally acoustics were recommended as an area within buildings that

needs to be addressed.

## **Evacuation Procedures**

**27.** Fire evacuation procedures are considered by the majority to be accessible, although there are a small number who did not. Consequently it may be worth exploring any correlation between impairment description and / or location to identify if there are some areas to address. Drawing on the qualitative data there is an indication that the sites should be reviewed potentially focusing on the needs for the Deaf and hearing impaired community alongside generally for disabled visitors to have related information as appropriate.

## **Organisational Strengths**

**28.** Strengths of the organisation that were identified similar to findings in the focus group as flexi time policy, alongside leave policies. A weakness was the lack of signing and consideration of access needs during buildings development work.

## **Demographics**

**29.** The majority of respondents are over 45 years old which is a typical reflection of national statistics with the prevalence of impairments increasing with age.

**30.** The length of time working at BL demonstrates that disabled people in employment tend to remain in their place of work for a significant time with the majority being there for over 5 years with the largest response being present for over 25 years.

**31.** No respondents identified as both a disabled person and from an ethnic minority.

## **Feedback from the General Questionnaire**

### **Response Demographics**

1. The BL received 15 responses to this questionnaire. Of which 5 identified that they currently work at the BL, 8 identified as a disabled person. The selected impairments that described the population were as follows; physical impairment (6), visual impairment (1), Deaf/hearing impairment (1) learning difficulties (1) living with mental health issues (1). In terms of gender although 5 did not respond, 7 were female and 3 were male. The majority of the respondents were between 35-54 years old. Out of the 11 respondents that provided information these were all from White respondents. One had carer's responsibilities. Further sample information was present this covered: part time students (6), part time work (3), full time work (6), unemployed (1) unable to work (1).

### **Employment**

2. 33% of the respondents already worked for BL, with 40% stating they would be interested in employment with the Library. In terms of looking for adverts our respondents stated in order of preference they would look for job adverts at professional journals, national newspapers, internet, local newspapers and disability press e.g. Disability Now. The dominant response for whether BL seem a good employer for disabled people was the neutral option of "neither good nor bad".

3. Respondents identified the good things they would as a disabled people look for in employers. The most common responses were flexibility, honesty, openness and open minded, objective, understanding and clarity. Fairness and acceptance alongside equality, good communications and patience were also added. The term equality was used this was identified as an employer "who offers equal chances to progress up the ladder", ensure that disabled people are not "stamped on" and given the "chance to

work at something interesting not shoved in a corner”, “Integrates staff with disabilities in the mainstream wherever possible”, “task orientated nor time orientated”, and that the employer “makes it clear qualifications and experience are what counts.” The positive about disabled people logo should also be offered.

4. The barriers within employment range through three zones attitudes and understandings, organisational behaviour and the environment. These were identified as the following: within manager and colleague interactions characterized as “put downs” “throw you out” “Jobs worth' mentality”, “negative attitudes”, “other staff being poorly trained in disability awareness” “ignorance”, “preconceptions.” Lack of flexibility within the organisation for example the assumption that “one size jolly well will fit all”, ignoring “hidden disabilities,” “poor forms to fill in” and “requiring work to be 9-5 Mon-Fri.”” Physical inaccessibility” was the third zone were barriers exist the examples expanded to include “expectation that I can always fit in with able-bodied staff plans e.g. for group transport.” Provisions are limited e.g. “doors that need 2 hands to open”, “inclines - they are painful for me to walk on”.

### **Customer Services**

5. Respondents were asked to rate customer services in terms of helpfulness and welcoming. In terms of rating overall customers' services these were predominantly viewed as being “helpful” and “welcoming”. There was evidence that there was some need for improvements. Areas where there were weaknesses were identified as business services although we have to note that no respondent uses these services which may have influenced this answer. Restaurants and café staff have an equal distribution through out the range of responses demonstrating a lack of consistence. Generally this pattern actually was reflected throughout the customer service staff although the range was predominantly in the positive end of the scale. Although curators, exhibition staff and cloakroom staff scored among the weakest and the strongest were the information desk and bookshop staff.

## **Environment, Access and Transport**

6. Out of the sites St Pancras was defined as being both “very accessible” “accessible” with the later response option being the most dominant. Colindale was considered by the few that visited “accessible” and “inaccessible”, Boston Spa was considered to range from very accessible to neither accessible nor inaccessible in its responses with the dominant response rating the site as accessible. Where parking was applicable Boston Spa was considered an easy place to park in contrast to St Pancras where parking was considered difficult.

7. The majority of respondents had been to St Pancras and answered questions on this site. It was considered easy to access, the customer desk was considered easy to find and the staff were considered helpful. Generally the toilets were identified as easy to access. The difficulty accessing a radar key was identified in the survey.

8. The responses relating to how effective the directional signs were considered ranged from “being ineffective”, “neither ineffective nor effective” and “effective”; with the latter two being the most dominant responses within this variable. In terms of navigating around the building the two dominant responses were that it was “easy” and “difficult” with an even split between the two selected responses. This may be in relation to the impairments that the respondents have. Responses to how accessible the lift was defined as “very easy to access” the most dominant response, “easy to access” and “neither easy nor difficult”. For those that used the stairs these were found “easy to access”. The laptop stations were not used by many of the respondents with those that did indicated that they were “difficult” through to “easy to access”.

## **Lighting and Other Environmental Services**

9. On a scale of 5 being extremely excellent and 1 being extremely poor the dominant overview of the lighting at the sites were rated a 4. Examining the

spread of responses for the different areas of the library most areas were generally scored at level 4, except for the café, exhibition space, conference centre which were all predominantly assigned a 2 rating. This poor scoring suggests these areas may need to be reviewed. A similar low score was given for staff areas although there is greater distribution in these responses which may be a consequence of the various sites.

## **Catering Services**

**10.** The water fountains had a range of responses from “easy to access”, “neither easy nor difficult”, through “to difficult to access”. The responses from those that had used the restaurant when considering the accessibility to them as a disabled person clustered their selection between “easy to access”, “neither easy nor difficult” and “difficult to access”, with the dominant responses being “difficult”, followed by “easy to access”. Again this may depend on the location and also impairment issues. Responses to how comfortable the restaurant made you feel had a split even distribution between “very comfortable”, “comfortable”, and “neither comfortable nor uncomfortable”. The indicated distribution by those that had used the café felt in terms of access the selection ranged through “easy”, “neither easy nor difficult” and “difficult”. In terms of making people feel comfortable responses had a split distribution between “comfortable” and “neither comfortable nor uncomfortable”.

**11.** A third of our respondents had specific diets and when using the catering provision found that they did not have or only partially had the information they required. Consequently there was considered a lack of suitable provision. This related to both restaurants at Boston Spa, St Pancras and the Café at St Pancras. Improved provision for Gluten free, dairy free and diabetic food was advocated. A request was made for menus to be made available on the websites.

## **Conference Services**

**12.** In terms of accessing the conference space and moving around the St Pancras facilitates the responses were evenly distributed between “extremely easy to access”, “easy to access” and the neutral response of “neither easy nor difficult”. The audio visual and sound systems were both given a neutral rating of “neither easy to access” nor “difficult to access”.

## **Emergency Evacuation**

**13.** Only two thirds responded to this question, with a split distribution between “yes they were informed of specific evacuation procedures for them as a disabled person”, those who cannot remember if they were; alongside a significant number stating that they were not informed. The majority of responses were distributed in a split between “partially agree” it would be difficult to exit the building, and “neither agree nor disagree”. Although in contrast two respondents felt it would be “easy to evacuate”. These responses may be dependent on their impairment and experience of evacuating the building. Of those that responded there was an even distribution between “yes they could identify the evacuation exits” and those that “could not”, with one respondent stating they could not remember.

**14.** A number of comments were made with regard to evacuation. An overarching suggestion was that clear management strategies are in place

to ensure that disabled people are evacuated effectively and that the action of evacuation takes into account disabled peoples access needs.

Comments which highlight this point include:

- Making available in the collection points outside the building, places to sit and the procedure is mindful of both the distance that may be required to walk and the waiting time. A suggestion is the implementation of priority areas for disabled users to wait, where there

is seating etc, so people who need it can rest during the head count.

- Those who have difficulty hearing the announcements struggle with the notices given to reenter the building. (Often these are the same people who feel uncomfortable moving in a crowd so both aspects need to be considered).
- Better information needs to be provided about what happens if there are no lifts.

### **Business Services**

**15.** None of the respondents had used the business services. This could be indicative that these services were not of interest to the sample population or these services were not reaching their potential disabled audience.

### **Communication Methods**

**16.** The dominant preferred formats were for electronic and standard information, alongside a request for easy English and symbols.

### **Reader Services**

**17.** Only 27% were readers, with 13% would like to be a reader who are currently not one. The responses cluster between “very easy”, “easy” and “neither easy nor difficult” to registrar suggesting a positive response.

**18.** Access to the reading rooms and ability to move around were generally considered “very easy” to “easy”, although “difficult” was also selected. The work stations provided were identified by those who had used them as being “suitable”. The provided seating was considered “very suitable” although the other category out of the two was the neutral “neither suitable nor unsuitable”. In terms of how comfortable the reading rooms made

people feel the responses ranged between “very comfortable and comfortable.” Wireless access in the reading rooms was requested.

**19.** 47% had used the print catalogue on site, and the dominant response was that it was easy to use. In terms of how easy it was to access the print collection at the British Library the dominant response was neither easy nor difficult, although there is a cluster of responses around difficult and very difficult therefore this suggests there is potentially a need to improve access to this service.

### **Online Services**

**20.** Only 60% stated that they had visited the website, of which the dominant response identified that the site was accessible). 53% had used the online catalogue; the two dominant responses identified this service as very helpful and helpful. The majority found in terms of access as a disabled person the service was helpful. Only 27% had used “Turning the page”, with the dominant response finding the service easy to use. 20% were unaware of this service, although a third of the respondents did not reply to this question.

### **Accompanied Assistance**

**21.** Within the three responses 2 felt that it was easy for them to work together with their personal assistance (this covered readers, support workers, personal care etc.) and felt welcome to do so, and 1 respondent chose the neutral response for both considerations. One comment identified that customer services talked to the personal assistant rather than the individual. Only one respondent had an assistance dog but they said that they felt very welcome. This contrasts the experiences of employees at BL with assistance dogs. A dog run for assistance dogs was also requested.

## Disability Equality Training

22. Respondents were asked to identify key elements they think should be present within their Disability Equality Training. General and customers' service training were explored although there was some overlap in the answers. The following comments needs to take into account:

- The range of impairments including people with mental health issues, people with people with learning difficulties – whose impairments which are often the typical stereotype;
- People need to be mindful that some disabilities/impairments are not so apparent;
- Disability is more than “ramps and loos” both in terms of the environment for other impairments such “as doors for one armed people”, “ramps are difficult to walk on”;
- Alongside environmental consideration the attitudes and organisational culture are important;
- “Patience is important disabled people have a lot to get upset about”;
- “Small considerations such as being offered a seat if you are having to wait “;
- An emphasis on respect and dignity;
- The various ways in which VIPs access information through technology alongside different techniques for guiding;
- Other ways of communication, large print is not enough verbal

information is also required;

- Emphasizing disabled people are not different to others: changes which help them mean better service for all users;
- Learn how to handle an upset person;
- How to think ahead;
- Learn to see if the extra mile is needed;
- Some suggested awareness training, e.g. wearing a blindfold, trying ear muffles etc whilst others disagreed with this approach;
- An emphasis on being non-judgmental;
- Everyone should have training particular managers and other senior staff;
- Exactly what services are available for disabled people at the library;
- Guiding techniques for people with “visual impairments” and not to disturb working dogs;
- Don't be frightened to offer help but don't be upset if it is refused;
- Remember I am busy person too;
- Communicating to a wide audience of disabled people.

## **General Perceptions**

**23.** None of the respondents had made a complaint and/or provided feedback. It was considered that they agreed (3) and/or neither agreed nor disagreed (4) that if they made a complaint which related to a disability related issue that the BL would take it seriously. The majority did not respond.

**24.** In terms of the dominant responses these happened in the positive to neutral responses with the emphasis being placed on the neutral response

- “neither agree nor disagree”.

## **Things that BL Does Well**

**25.** It was difficult to determine which site these comments relate to in the presented data but the following comments were made:

- The system for ordering books and assistance available to book materials;
- Space and lighting, plenty of space to read provided;
- Appearing to be inclusive on paper;
- Able to accommodate specific disability related needs;
- Respond to rapid requests well e.g. booking a carrel for the next day;
- Wide doors;
- Peaceful feeling in reading rooms;

- Good information;
- Clear displays;
- Support made available for users with visual impairments in reading rooms;
- Hearing aid loops in most reading rooms;
- Observe and understand specific needs of a disabled person;
- Assist in a polite manner;
- Welcome staff trained;
- Flexible approach to problem solving;
- Ramp access to UGF and LGF

### **Things that the Sample Felt that BL Should Improve**

**26.** A range of areas that could be improved were shared for the BL to give due consideration to in their action planning process:

- Information e.g. booklets on services available for disabled people covering equipment, and support available;
- Publicize the support offered;
- dedicated staff to assist disabled people with their research who could be booked;
- Evacuation procedures improved both in terms of information and the

practical process;

- Setting 'the rules' fairly but also being more flexible;
- Flexibility regarding supporting reasonable adjustments e.g. working hours;
- It would be useful to have a dog run for assistance dogs;
- Ensure joined up services;
- Involve users at an early stage of any developments;
- More assistance on event nights;
- Easier access to the restaurant and café;
- Weight of reading room doors;
- More automatic doors - manual doors are heavy for some people to open, whether or not they are "disabled";
- Auto doors at Boston Spa all sourced differently and operate in different ways!
- Improve lighting in staff entrance over steps;
- Signage, not all of us can interpret symbols easily.

## **Initiatives to Promote Disability**

**27.** The following suggestions were made:

- Staff talks on specific areas of disability;
- An exhibition of disabled authors;
- History of a variety communication methods (e.g. BSL, Braille, etc).

## **Future Involvement**

**28.** The dominant responses in terms of identifying the best way to operate an advisory panel identified via the website and slightly in the lead through face to face meetings. Three of the respondents offered to join the panel.

**29.** The following suggestions were made with regard to the objectives of the advisory panel:

- Help learning process;
- To promote the use of the library amongst disabled members of the public and disabled researchers;
- Access to the collections (not just the buildings);
- Identify the full range of impairments/disabilities BL users might have and have a cross impairment representation;
- Be involved at the design stage of any new systems/equipment/facilities;
- Scrutiny of planned developments of services and/or estates to ensure

no barriers to access by people with ALL KINDS of disability;

- Consider ways research could be published;
- To help the library keep up to date in technical advances benefiting disabled people;
- Bring forward concerns to the library;
- It needs to feel it is heard and valued by senior management;
- Good advertising on disability related web sites, email lists and through disability organizations;

**30.** Some of the barriers to participating in an advisory panel that were identified were as follows:

- Time;
- Lack of anonymity;
- Lack of faith in real thinking-level change;
- The cost in getting to and from the library;

## Summary

This key contribution to the scheme from the involvement of disabled people both internally (employees) and externally in terms of key stakeholders, including appropriate organisations and the wider disabled community has proved invaluable. The Library has already used this initial qualitative data and quantitative data:

- To assist in informing and planning this scheme and the Library's development in terms of disability equality by taking weaknesses and sharing; these with the different departments so that these can be integrated into action plans;
- As a basis for assessing, reviewing and monitoring the progress particularly in relation to the development and monitoring of the British Library's performance in relation to disability equality developments;
- As a basis for the beginning of sustainable involvement and how we might consider developing this at a local level in terms of the operations of the department through to a corporate approach to involvement;
- How to initiate proactive participation and begin to develop long term partnership arrangements;
- To being to look at other mechanisms or initiatives that could be explored at this level.

The Library realises it is very important to link this information to action and whilst some of the responding actions have informed the action plan, there is still a wealth of information to address and roll into the action plans on an ongoing basis from this initial involvement .