

APPENDIX A - DISABILITY EQUALITY SCHEME – STATUTORY RECORD OF YEAR 2 ACTIONS – January to December 2008

KEY: P- PLANNING, I - IMPLEMENTATION, C- COMPLETED, E- EVALUATED

NO	ACTION	IMPACT (I) TARGET DATE	RESPONSIBILITY 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	Human Resources & Directorates 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 09/10 and directorates need to budget for their own funds to secure actions	Funding / budgets to be updated annually C- completed
D02	Establish qualitative monitoring of all HR policies to ensure organisational development needs are achieved	Impact 15 Y1 Q3 ran late, status good	Human Resources & Organisation Development Team Entered the EFD Disability Standard Benchmark Survey – the survey identified policies that need update or review. The HR Organisational Development team has added these to the actions for 0809 and subsequent years. Progress has been made in reviewing recruitment and selection, career development and training analysis for disability equality.	EFD standard actions added to 0809 P- planning and some actions c-completed
D03	Establish a monitoring system for all reasonable adjustments made to enable common issues to be proactively addressed	Impact 15 Y1 Q1 More work required	Human Resources & H&S office HR with H&S have begun to more formally monitor and log access to work and reasonable adjustments to ensure consistent approach.	Monitor outcomes – more work to be done I - implementation
DO4	Build stronger networks to enable greater insight into national and local	IMPACT 15 Y2Q1 Reviewed	Human Resources and BIPC Both HR and BIPC have built stronger networks and relationships with Disability organizations. HR with EFD & Remploy and BIPC	Y1 on going I -

	initiatives	as WIP	have hosted and supported disability events with their disability partners and have new web pages on the BIPC website which will enhance our position and relationship with key national and local initiatives, working closely with Leonard Cheshire Disability, Action for Blind People, RNIB, RNID, Adult Dyslexia Organisation.	implementation
D05	Establish a disability support network	IMPACT 15 YEAR 2	Human Resources 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 and further consideration will be given to review whether a Disability support network is required in Year 3.	Continue and add in year 2 P- planning
D06	Establish budget to support access to work needs HR budget to support access to work 0809	Impact 15 Y1 Q3/4 review for 0809 on	Human Resources and Directorates This is akin to D01 – Access to work funding is still available to Non-Departmental Public Bodies. the directorates have reviewed their diversity / disability funding for 08/09 around tighter general funding for the Library	Funding / budgets to be updated annually C- completed
<i>SUB SECTION re Training</i>				
D07	Roll out Disability Equality training	Impact 15 Year 1 Q2	Human Resources HR Diversity and HR Organisational Development have rolled out front line service disability training and equality impact assessment training covering specific reference to Disability Equality	Monitor outcomes & future needs C- completed
D08	Ensure that all managers have been trained in the corporate Recruitment and Selection Training Programme	Impact 15 Year 1 Ongoing	Human Resources HR Organisational Development have trained 427 managers (as at 31 Dec 2008) in recruitment and selection which includes specific reference to disability equality. It is mandatory for all recruiting managers to have completed the training before undertaking recruitment activities.	Monitor outcomes & future needs C- completed
D09	Launch Disability Confident on line training tool	Impact 15 Year 1 Q3	Human Resources Equality Online tool is planned to be launched from March 2009 onwards which includes specific reference to Disability Equality.	I- implemented

D14	Ensure that Impact Assessment Training is made and delivered to managers	Impact 15 Year 1 Q2	Human Resources 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 attended by Diversity Champions and Directors. A further course is scheduled to be held in February 2009.	Monitor outcomes & future needs C- completed
D16	Identify staff, esp. front line staff for training in Disability equality/ customer services	Impact 13 - Year 1 ongoing	Human Resources 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. Further Disability Equality training will be run for new entrants in 09/10.	Monitor outcomes & future needs C- completed & E- evaluated
D11 Year 2	Review the Diversity Policy to ensure this meets all statutory requirements	Impact 15 Y2 Q3	Human Resources New Equality and Diversity Policy has been completed and is currently being negotiated with Trade Union Side.	Year 2 C-completed
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	Human Resources Both the external website and intranet site have been reviewed and updated. Information on diversity is continually being updated on the sites to ensure information is easily accessible.	Started early in Year 1 on Going C- completed
D13 YR Q1	Establish managers newsletter re updates on employment legislation issues and case law	Impact 15 Y1 Q3 Review to later date	Human Resources Employment Law Newsletter (2008) was completed and issued to the Senior Lead Team on current employment and legislative issues.	Now planned for Y2 C- completed
D14	Impact Assessment Training		<i>See training section above</i>	
D15	Ensure required standards for Disability Employment Two Ticks Symbol continue to be met	Impact 15 Y2 Q2 Reviewed	Human Resources HR Organisational Development / Diversity have reviewed the process and more information regarding the Disability Symbol has been included in the recruitment and selection training. HR operations of the symbol have been strengthened and further work is scheduled on reviewing the performance management and reasonable adjustments.	Now planned for Y2 I-implemented

D16	DE Training – FL services		See training section above	
D17 OD YR 2	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	Organisation Development HR – Organisational development / diversity – Specific managers have disability equality responsibilities in their job roles/objectives and our measured on their performance through the Performance Management Process.	Now planned for Y2 I-implemented
D18	Improve workforce knowledge of / commitment to BL DES by continued use of internal communications etc	Impact 13 Year 1 and ongoing	Human Resources & Communications 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. A Diversity Newsletter is in draft stages and will be issued to all staff on the Library’s progress on Disability Equality in 2009.	Will continue in y2 / y3 ongoing C-completed and E-evaluated
D19 Y2 Q1	New dedicated telephone to mini com for hearing impaired staff	Impact 13 - Year 2 ongoing	Human Resources A new textphone has been purchased to be implemented in the HR operations for hearing impaired staff and job applicants in 2009.	Planned for year 2 I-implemented
D20	SMART Comms to be expanded to meet disabled users needs illustrating why - required	Impact 10 - Date @ system Nov 2006	Directorates All SMART desk instructions have been offered in a larger font if required since November 2006	Year 2 and ongoing C-completed
D21	Ensure future E learning on management systems continue to liaise with disabled users in planning, implementation and post evaluation.	Impact 10 - Year 1 and ongoing	Human Resources 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 – ongoing process	Year 2 and ongoing C-completed
D22	Continue building strong relations with the Employers Forum on Disability	Impact 15 Y1 ongoing	Human Resources HR –Entered EFD Disability Standard with Gold and 2 Diamond Awards. Spoke at EFD standard conference – supported EFD shadowing scheme and launch of Yorkshire branch. The Library intends to undertaken the Disability Standard Benchmark 2009 to benchmark progress. Also seek advice and best-practice from EFD on disability issues and undertake telephone tutorials and conferences.	Year 2 and on going C-completed

D23	Continue to build strong working relations with the TUS to address the DES delivery	<i>Impact 15</i> Year 1 ongoing	Human Resources and Trade Union Side 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 – EDWG continue to discuss, consult and share progress on Disability Equality	Year 2 and on going C-completed
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	Human Resources Linked to D14 (HR) – Impact assessment training has been completed and key managers trained. Corporate HR policies are being equality impact assessed based on priority for 09/10.	Year 2 Q2 and ongoing I- implemented
D25	Develop corporate policy / approach to impact assessment and guidelines, ensure managers can apply this	Impact 15 Year 1 Q4	Human Resources Corporate equality impact assessment policy/templates completed and initial negotiation with Trade Union Side completed. Policy due to be sent to ET for approval and then further negotiation with Trade Union Side for 2009.	Year 2 Q2 and ongoing I- implemented
D26	Produce end of year disability equality monitoring data - ensure it is published	Impact 15 Year 1 Q4	Human Resources Data on disability and cross diversity areas such as gender, race, age etc are produced quarterly and annually for Executive Team and management teams and EDWG - It is not published in the annual report but will be published as part of the annual disability statutory report for DES actions. The recent Staff Survey 2008 which measures staff feedback satisfaction rates across various indicators is a useful indicator on disabled staff views and feedback which will be acted upon for 2009.	Year 2 and ongoing – further developments in analysis and use of data C-completed and I- implemented
Access to buildings – environment				
D27	Monitor and act on feedback with regards to access to the conference centre and main building	Impact 15 Ongoing	Estates/Building services Health & Safety / Estates/ Customer Services/SMC Events. There is a comment and complaint mechanism for disabled service users and visitors. The Service Improvement Team track and respond to comments/complaints and liaise with Department Heads on responses. An access audit for main site was conducted in 2008 and recommendations made. (see D34-35)	Year 2 and ongoing C-completed
D28	Estates review door adjustments to the BIPC	Impact 15 Year 1 Q1	Estates/Building services Completed by BIPC and Estates done for main doors, not internal	Part completed Year 2 & ongoing

	to ensure access to all		doors to workshop rooms however.	C-completed
D29	Install hearing loops in BIPC; review BL provision; assess need for additional loops and reviewing maintenance and support	Impact 15 Y1 Q3	Estates/Building services Provision in St Pancras has been checked by Estates / RNID. Repairs & upgrades carried out plus extra hearing loops installed e.g. BIPC. Estates/building services have responsibility for testing and maintaining hearing induction loops going forward.	Year 2 and ongoing C-completed
D30	Continue to respond to feedback on signage from the disabled community	Impact 15 Ongoing	Estates/Building services – external signage Design Office – internal signage Design Office now respond / feedback on signage to the disabled community. See D34 - external signage has been improved. Wheelchair directional symbols feature on new signage panels are planned to be put up in January 2009.	Year 2 ongoing - Some aspects C- completed - other actions on signage being I- implemented
D31	Continue to deliver the BL's DDA improvement programme for the buildings	Impact 15 Ongoing	Estates/Building services – 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.	Year 2 and ongoing I-implemented
D32	Re: DDA improvement plan to particularly ensure lift maintenance/ improvement programme continues	Impact 12 - Year 1-3 and ongoing	Estates/Building services – See D34: D31 - D32 are ongoing / funded in our budget rolling programme @ £50K per year e.g. as part of refurbishment of staff lifts 16/17 completed Q4 2008. Maintenance and improvement met according to budgetary constraints.	Year 2 and ongoing I-implemented
D33	Have a plan or programme of improvement for corporate/ public events re: DE, accessibility and support	Impact 12 - Year 1 Q1	Estates/Building services –Redirections for events - Most events are held in the 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	Year 2 and ongoing Some aspects are C-completed and other actions on signage being I- implemented

			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	
D34	Corporate / public events consider Deaf & disabled needs re: planning access routes - new ways for events team support	Impact 10 Year 1 and ongoing	<p style="text-align: center;">Estates/Building Services</p> <p>In 2007 Access Surveys for all main buildings have been organised to take place in early 2008 – the findings will be discussed and any recommendations agreed with consultant. Surveys scheduled for completion April/May 08.</p>	Continue to Y2 Access audit c-completed & P – planning future work.
D35	Improve evacuation procedures & the provision of H&S information to event hosts for relay to attendees in welcome information	Impact 10 Year 1 and ongoing	<p style="text-align: center;">H&S Office</p> <p>Programme for Assisted Evacuation has been finalised and submitted to Access auditor for comment. 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 -</p>	Continue to Y2 C-completed
D36	Continue to ensure design & planning stages of facilities projects take account of disabled needs and consult	Impact 10 Ongoing	<p style="text-align: center;">Estates/Building Services & Customer Services</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 – continuing</p>	Year 2 and ongoing C-completed
D37	Catering services to review access to facilities/ provision e.g. dietary needs	Impact 10 - Year 1 ongoing	<p style="text-align: center;">Customer Services -Estates</p> <p>Contract caterers provide services at Boston Spa and St Pancras. DES is an agenda item at contract review meetings. In 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 vending machines 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 included / recorded in 	Year 2 and ongoing C-completed

			<p>staff induction process and retrospectively undertaken for existing staff -</p> <ul style="list-style-type: none"> • Groups bi-annually capture feedback / ideas for improvements and give information on changes made to all users. • Menu signage has been lowered to allow for wheelchair users to read it easily - Completed • Menu text /signage is now consistent in size, and larger for visually impaired users e.g. provided in large text or availability of large text is notified. • NB other improvements also made. Current catering contracts expire March 2009 – a new program of disability related initiatives will be initiated with Peyton and Byrne – new catering provider. Q2 2009 	
Access to website - publications - marketing material				
D38	Continue to work with RNIB / key stakeholders in design & publishing of marketing materials. Effectively respond to requests for alternative formats	Impact 15 - Ongoing	<p style="text-align: center;">Design Office</p> <p>Design Office – Systems in place for alternative format requests with each stakeholder financially responsible for this. What's On is produced in large print format. Designs aim for adherence to best practice e.g. 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>	On going C-completed
D39	Identify /hold events in BIPC for disabled entrepreneurs	Impact 15 Year 1 Q2	<p style="text-align: center;">BIPC</p> <p>The Library actively engages with disabled audiences and has targets under funding agreements with the London Development Agency to deliver an outreach strategy targeting the Disabled communities, to help build further awareness of our services and resources/information & Meet and Exceed our Disability Target of 5% by year end. In 2008 we achieved and met this target.</p> <p>- Leonard Cheshire Disability is one key service delivery partner in the Partner Programme. Enabled4 Enterprise was launched at the Library on 11 February 2008. The aim determine in 2008 is to hold 2 large scale disabled entrepreneur events per year. E.g. in 2009 Suitability - a new Leonard Cheshire Disability initiative to be held on 16 February 2009 and an event "Make your business succeed" on</p>	Year 2 and ongoing C-completed

			<p>12 March 2009. There has been better support for workshops / events and 1:1 sessions for disabled individuals; also information on bookings pages to help find out user needs and alternative formats for certain Business & IP Centre leaflets and information:</p> <ul style="list-style-type: none"> • Braille, large print and audio copies on the BIPC general Leaflet, as well as BIPC Business & IP information clinics • We also work with a company who allow us to book PA's to help with our disabled delegates at events • We work with a company who can provide us palentypists and signers when required <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>	
D40	Continue to improve the accessibility of the website content	<i>Impact 15</i> Ongoing	<p>Web Services - Recent progress on website accessibility includes:</p> <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. • A further accessibility check is being planned for 2009. 	<p>Year 2 and ongoing</p> <p>C- completed</p> <p>P-planning</p>
	Communication			
D41	Identify which key communications will automatically be provided in alternative formats plus those provided on request	Impact 15 Y2 Q2	<p>Design Office</p> <p>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.</p>	<p>On schedule early as Y2 Q2</p> <p>I-implementation</p>
	Engagement			
D42	New conservation centre (BLCC) tours have been	Years 1-3 and	<p>Scholarship and Collections - BLCC</p> <p>Conservation tours (numbers of disabled visitors in bold)</p>	<p>Year 2 and ongoing</p>

	planned from October for readers, public, visitors. Encouraging involvement and engagement from disabled community	ongoing – S&C	Public tours: (4 Oct 2007 to 11 Dec 2007): 20 - (1 Jan 2008 to 31 Dec 2008): 47 Professional tours: (4 Oct 07 to 11 Dec 2007) 1 - (1 Jan 2008 to 31 Dec 2008): 2 Public seminar: (held on 16 October 2007) 2 - (1 Jan 2008 to 31 Dec 2008): 6 Family archive day (held 8 December 2007) 4 - (1 Jan 2008 to 31 Dec 2008): 8	C-completed
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	<p style="text-align: center;">Scholarship and Collections</p> <p>DAG Member/ Senior Library lead continue to represent the Library at STV meetings and contributing to STV responses to consultations on Digital Britain, IPR etc. Also feeding STV views back into BL responses to same consultations.</p> <ul style="list-style-type: none"> • 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 C-completed
D44	Employees from S&C team to be involved in supporting potential users e.g. members of advisory	Years 1-2 and on going – S&C	<p style="text-align: center;">Scholarship and Collections</p> <p>See D43 above</p>	Year 2 and ongoing C-completed

	groups; to keep DE live - secure experience/ knowledge for both parties			
D45	Engage in bench marking with similar institutions ensuring at least match others; also to share experience / knowledge both from an internal & external perspective	Years 1-3 and ongoing	Human Resources and Directorates 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. Undertaking EFD Disability Standard in 2009.	Year 2 and ongoing C-completed
D46	Measure the numbers of disabled readers/ visitors on accessing services where relevant, ,for example, BLCC and BIPC, Reading Room adaptive equipment	Years 1-3 on going S&C	BLCC, BIPC, Operations and Services 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. The BIPC still keeps records for our funding on numbers of disabled individuals who have attended events, this can be reported on SEE D58. Other exhibitions and events are free and details of visitors are not recorded. Reader Registration information on disability is collected but information is not collected on accessing the reading rooms at site offices.	On Going for BIPC & BLCC, O&S C-completed
D47	Build on Welcome Team arrangements, (expand to all front line staff) to welcome & educate remote/non remote disabled readers & visitors advising how best to access services/ products	Year 1-3 and on going	Human Resources and Directorates Led by HR, the Front Line Services Diversity Group / Disability Action Group have produced DE training across all front line services. Also increase of information about access to products and services, more equipment has been purchased to meet the increased IT and technology needs of disabled readers; more staff have been trained in the use of this new equipment so that they can better understand needs, assist and demonstrate.	Year 2 and ongoing C-completed
Collection Development				
D48 ER	- a current initiative to review DE considerations in scope setting for legal deposit. Aim to report on review & identify any need	<i>Impact 15</i> Report by the end of financial year	Scholarship and Collections Intake of legal deposit material has previously been discussed with RNIB 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	Ongoing year 2

	for changes	S&C	has alerted them to public consultation process	
D49 ER	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	<p align="center">Scholarship and Collections</p> <p>BL have been cataloguing new intake of Large Print for some time which will improve access to the catalogue/ this material, for users with visual impairments. Current Large Print is being catalogued. Data capture is ongoing for legacy items. (New) Capture of 2012 Para-Olympics materials (websites, digital documentation as well as paper) underway as BL commitment to Olympics legacy. Working in collaboration with MLA, TNA, CAFE etc.</p>	Ongoing year 2
Access to the Collections				
D50 ER	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	<p align="center">Scholarship and Collections</p> <p>(1) Ensured RNIB were involved in usability testing of 'europeana' (European Digital Library) in January 2008 - DAG/Senior Lead brokered STV input into europeana design/usability testing.</p> <p>(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.</p>	Y2 and ongoing
D51 ER	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	<p align="center">Scholarship and Collections</p> <p>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. Availability of 19th Century Books via Third party will improve access to partially-sighted.</p>	Y2 and ongoing follow through
D52 ER	Transforming search and navigation. Web pages and thematic collections created to appropriate disability guidelines	<i>Impact</i> 15 Year 1 ongoing S&C	<p align="center">Scholarship and Collections</p> <p>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)</p>	Year 2 and ongoing

			<p>Web services coordinate BL's Internet & Intranet activities. A priority is to provide appropriate technical development / support for editors. Working with BL colleagues to produce new improved access, a major priority is that the BL website is accessible to all, including those with disabilities. Colleagues 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 <u>priority 1, 2, or 3</u> and which form the basis for determining conformance to the WCAG 1.0.</p> <p>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. Organized around four design principles of Web accessibility, each principle has guidelines, and each guideline has <u>success criteria at level A, AA, or AAA</u>. 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 Management System (for example, the new About Us site).</p> <ul style="list-style-type: none"> - By using the Accessify online discussion forum, BL know how to produce accessible tag clouds, (a common feature on websites but very often badly scripted for blind and partially sighted users). - A Web Services team member attended a creating accessible PDFs training course and - Experiments have been done with a new, free screen reader called "Thunder" to assess how well it works with the BL website. So far, it has worked. 	
D53 ER	Ensure Sound Archive Web pages are compliant with accessibility standards; intend continued input and	<i>Impact 15 Ongoing S&C</i>	<p style="text-align: center;">Scholarship and Collections</p> <p>Accessibility – The BL's Archival Sound Recordings project (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</p>	YEAR 2 and Ongoing

	involvement with the wider community and external stakeholders e.g. RNIB.		<p>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> <ul style="list-style-type: none"> - 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. - 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>Archival Sound Recordings has undergone usability study</p>	
D54 ER	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	<i>Impact 15</i> Year 1-3 and ongoing S&C	<p style="text-align: center;">Scholarship and Collections</p> <p>Sacred Exhibition was on the road in 2007. In 2008 a programme of public talks "Lectures on Location" by BL curators/ other specialists is being planned in the regions. E.g. touring Turning the Pages exhibitions, Treasures of the BL, talks linked to specific activities - promotion in <i>What's On</i> of public talks organised independently by curators - New is 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 - 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. Taking Liberties included large-print items being available</p>	Year 2 and on going
D55 ER	Some difficulty in accessing collections – looking at advocacy of sound content / availability	Impact 10- Year 1-3 S&C	<p>Scholarship and Collections - See also D53 - With regard to SoundServer, readers with visual impairments will be able to use our traditional listening service and be given assistance by one of our Welcome Team. Severity of impairment will dictate whether</p>	Year 2 and ongoing

	in other formats so that there is more use of BL materials and services		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. - SoundServer, Web (Archival Sound Recordings, podcasts etc.) and CDs. Increased availability of content remotely (sound, text and image)	
D56	Increasing/ improving / upgrading DE software available in reading rooms firstly by measuring usage; then by increasing accessibility e.g. extending licensing for concurrent users/single sign on	Impact 14 Depend son funding Year 1-3 O&S	Electronic Services/ Reading Room operations 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 reading room staff have 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. Measurement of usage of equipment in Science 2 was trialled from June –December 2008 which usage was increasing as more users were encouraged and made aware of the equipment available.	Continue to review Y2 and ongoing Some aspects are C-completed for example purchasing new equipment but other actions being I-implemented
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	Electronic Services/ Reading Room operations DAG members in Reading rooms/ Electronic Services implemented an online booking system for modified desks and carrels. New equipment in the reading rooms has upgraded, enhanced and increased 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/ 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 C-completed
D58	Support for sight / hearing	Impact 12	BIPC	Year 2 and

	impaired readers & visitors to the BIPC for seminars/ workshops	- Years 1-3 BIPC O&S	<ul style="list-style-type: none"> - Ongoing - Screen reader software provision - The BIPC provides a free SignVideo service (sign language interpreter) for hearing impaired users for use in workshops and conferences at the BIPC. - BIPC has fund to support hearing / visually impaired users of the BIPC (especially for workshops). BIPC also pay the costs for Partner attendees too and this is ongoing. Additional support such as PA's as well as palentypists need to be provided for specific events. - The Business Marketing Team has allocated a budget to be able to support our information & resources for people with varying disabilities which is an ongoing budget provision. - E-workshop courses were launched in March 2008 - BIPC upgraded marketing materials to ensure in line with legislation, expectations and access and are now marketing materials in large print, audio and Braille. We also hope to set a standard for all events in the conference centre, to have signers and palentypists on hand if required. We are also ensuring that our webcasts have transcripts and information so therefore accessible in all formats. - In addition many of the delivery team have undertaken special Enabled4Enterprise training to help better delivery to our disabled users. - We also provide 3 hours free research under our LDA funding who live in London which also benefits disabled entrepreneurs. - Our partners are also learning from us, this helps to support disabled entrepreneurs and businesses. - A revamped website is planned to be implemented in 2009. 	ongoing C-completed and E-evaluated
D59	Devise a BL policy on use of BSL interpreters	Impact 12 -Y1 Delayed but other initiative	<p style="text-align: center;">BIPC & BLCC</p> <p>The requirement for BSL interpreters is quite low and arranged ad hoc especially by the BLCC and SM&C. A BSL policy is being developed for 2009.</p>	Year 2 and ongoing P-planning
D60	Details on the website of	Impact 13	Electronic Services – Operations and Services	Y2 and on going

	equipment software & assistance available to readers / reading rooms and keeping this reviewed & updated.	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. The intranet site outlining the equipment available in each reading room has been reviewed and will be made live shortly and the new equipment communicated to users in 2009.	I-implementation
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	Design Office The signage audit is complete and a new map and directory system will be introduced and installed during April 2009. The map will need a large format version which will be implemented. External signage is now in place and clearly indicates wheelchair access. Braille and tactile signage installed in BLCC.	Ongoing – I-implementation & c-completed
Corporate Procurement				
D62	DE training re: goods and services for procurement lead for policy and review.	Impact 11 – Year 1 ongoing	CPU Responsible Procurement Policy as part of the Library's CSR agenda, to be approved by ET mid March 09 – provides opportunities for a wider more diverse supply base including SME's, BME's, Women's and Voluntary groups	Ongoing – C-completed
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	CPU - 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. - 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 – C-completed