

## **Fair Access and Provision for Disabled Users Policy**

### **The Rationale:**

- To provide fair access to key resources and services.
- To foster social inclusion by removing any practices and procedures which may result in discrimination.
- To comply with all relevant legislation.
- To consult the local community.

### **The Policy:**

- To make all Library and Information Service leaflets available in alternative formats.
- To charge only 5p (A4 price) if a visually impaired customer has to enlarge copy to A3 in order to make it legible.
- To permit visually impaired customers to borrow Spoken Word items free of charge.
- To permit hearing impaired customers to borrow videos and DVDs free of charge.
- To train all staff in disability awareness, customer care and communication techniques.
- To appoint a member of staff as Disability Co-ordinator.
- To provide a "fetch and carry" service, and to send stock to a more accessible pick-up location free of charge.
- To promote the Home Library Service.
- To provide a collection of disability management information.
- To participate in interlending schemes for materials in alternative formats.
- To provide minority language materials in alternative formats.
- To provide PC magnification software.

### **Future action plan:**

- To install a Minicom.
- To provide lift access to the First Floor at Bracknell Library.
- To provide clear signs and guiding at all branches.
- To colour code areas of the Library to assist those with learning difficulties.