

## **Resources for Patrons with Disabilities: In the Library and In the Clinic**

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2-hour MLA CE course

Course teaser: Disabilities present in a variety of ways and effect many people who seek healthcare services, including those of the library. Librarians and clinicians who understand how to best serve and interact with people with disabilities will be more comfortable in addressing their health information needs.

Course description: Disabilities present in a variety of ways and affect many people who seek healthcare services, including those of the library. This course will address how librarians in academic and hospital settings can create welcoming environments and give tips for clear communication with people with disabilities. Understanding what information to provide, in print and electronic formats, can assist people with disabilities and the clinicians who treat them. Resources will be shared that can be included on a website or in a print collection. Librarians, and in turn the clinicians they work with, who understand how to best serve and interact with people with disabilities will be more comfortable in addressing their health information needs.

Audience: Librarians (academic, hospital, public), healthcare clinicians, administrators

Learning outcomes:

- Participants will develop a better understanding of the health information needs of people with disabilities.
- Participants will examine the benefits of creating a barrier-free environment in their library space.
- Participants will demonstrate effective communication techniques when assisting patrons with disabilities and how to share those techniques with clinicians.
- Participants will be able to identify electronic, print, and other resources for creating a high-quality disability related collection for patients and clinicians.

Instructional methods: This will primarily be lecture with scenarios for the participants to address as they learn what works best for different disabilities. There will be Q&A throughout the course.

Participant engagement: scenarios and Q&A sessions

Materials: copies of the powerpoint slides will be provided, a list of disability resources including websites, checklist for library space evaluation

Timed agenda:

5 minutes - Introduction & objectives overview

10 minutes - What is a disability? How many people are affected? Summary of the ADA and ADAAA.

20 minutes - Evaluate the library - physical space & online presence - includes scenarios

10 minutes - Communication tips - signage, people first language, noise control - includes scenarios

15 minutes - Group Activity/Discussion

10 minutes - Academic & hospital partners who can help you serve patrons with disabilities

5 minutes - Awareness events

10 minutes - Group Activity/Discussion

25 minutes - Collection development, government and community-based resources

10 minutes - Wrap-up & Evaluation

Primary MLA competencies: Information Services