

# **Rightscom**

## **Funding and governance of library and information services for visually impaired people: international case studies**

### **Part 3: Appendices**

Submitted to: IFLA/BL/MLA steering group

Version: Final

Date: 8 May 2007

Rightscom Ltd  
Lincoln House  
75 Westminster Bridge Road  
London SE1 7HS  
United Kingdom

Tel: +44 20 7620 4433.

[www.rightscom.com](http://www.rightscom.com)

# Appendix A

## The Brief

This study, commissioned by the British Library, the Museums, Libraries and Archives Council, England, and IFLA Libraries for the Blind Section, aims to compare different approaches to the funding and governance of library and information services for visually impaired people, and to find out what impact these factors have on outcomes.

The consultant will be expected to look at policies and practice in the UK, USA, Canada, Sweden, Denmark, the Netherlands, Lithuania or Croatia, Australia or New Zealand, South Africa, Japan, Korea and Vietnam.

The study should include a literature search. It should examine

Cultural and social policy and infrastructural context within which library and information services for visually impaired people are provided (current status and relevant history)

Who provides library services to blind and partially sighted people in each country

The type of organisations involved, e.g. voluntary, public or private sector, their governance, funding and relationships with other providers, including the publishing industry

The scope of service provided (audience, offerings etc), how it is promoted, access, and costs

# Appendix B

## The Questionnaire

### IFLA Libraries for the Blind Section

#### Library services for Visually Impaired People

Note to respondents: if you have any relevant documents that answer some of these questions please send them to us at [vipstudy@rightscom.com](mailto:vipstudy@rightscom.com), or insert a hyperlink to the document or relevant web page against the question to which it provides an answer, or partial answer.

#### Your details:

Name: \_\_\_\_\_

Organisation: \_\_\_\_\_

Job title: \_\_\_\_\_

Address: \_\_\_\_\_

Email: \_\_\_\_\_

Telephone: \_\_\_\_\_

Fax: \_\_\_\_\_

# Which part of the questionnaire should you answer?

If you are able to give information about the situation regarding library services for Visually Impaired People **in your country as a whole** please answer **Section A**.

If you would like to give information about services for Visually Impaired People **in public libraries in your country** please answer **Section B**.

If you would like to give information about resources for Visually Impaired People **in education libraries** (primary, secondary and tertiary) ) **in your country** please answer **Section C**.

If you would like to give information **for libraries specialising in providing materials to visually impaired people in your country** please answer **Section D**. (This includes all specialist libraries, even if you deliver through other libraries and do not deal directly with the public)

If you would like to provide information about particular libraries **and** are able to provide information about the national situation in your country then please answer Section B, C or D and then answer Section A.

You may not be able to answer all the questions in the section you choose: please answer as many as you can and return the questionnaire: it will still be very useful.

# Section A – National Context

**Please answer this Section** if you are able to give information about the situation regarding library services for Visually Impaired People **in your country as a whole**.

Please insert your answers into this file.

## Definitions

What definitions of “visual impairment” does your country use?

Do you think these definitions are inclusive enough? If not, what definition would you suggest?

How do you think the definitions in use affect the measures of how many Visually Impaired People there are in your country (for example, over-estimating or under-estimating them)?

What definitions of “print impairment” does your country use?

What is the relationship between services for visually impaired people and print impaired people in your country? (For example, are they provided by the same organisations or from the same budget?)

What do you think will happen to the relationship between services for the visually impaired and for the print impaired in your country over the next five years?

Please make any comments you think are relevant on the position of print impaired people when you are answering any of the questions

## **Factual information and trends**

What is the difference between the standards libraries use when deciding if someone is a visually-impaired reader, and the standards that your government uses to determine the number of visually-impaired people?

What impact does any difference have on estimates of the number of people classified as visually impaired?

Is the geographical distribution of Visually Impaired People different from that of the population generally?

Is there any accepted information about the numbers/percentage of visually impaired readers in your country?

If so how many are they?

Is there any accepted information about the numbers/percentage of print impaired readers in your country?

If so how many are they?

# Public library facts and figures

Is the number of public libraries growing or declining?

Are libraries concentrated in urban areas or distributed across all parts of the country?

In your view, are public libraries in your country well funded, adequately funded, or under-funded?

What is the trend in public library services? (for example, have services expanded or been cut back in the last 5 years?)

In your view, are public libraries in your country well-used or under-used by the population generally?

Which demographic groups are the most frequent and least frequent users?

# Legal and policy support

## General social inclusion policies

Is there a general right of equal access to education for disabled people?

To what level of education (school, university etc)?

Is there a general right of equal access to buildings, products and services for disabled people?

Do cultural policies recognise the right of disabled people to take part in cultural life?

Are there any specific rights to library services and reading materials for Visually Impaired People?

Are there any similar rights for sighted people with a print impairment?

Are these rights specified in primary legislation, court decisions or both?

## **Gaps between policy and practice**

Are there significant gaps between policy on services for Visually Impaired People and actual support and services they receive?

Why do you think these gaps exist?

## **Policy trends**

What local and national initiatives have taken place or are taking place in providing library services and other services for Visually Impaired People?

Is policy or practice changing in this area and if so, why?

## **Copyright**

What copyright exemptions/exceptions exist for reading materials for Visually Impaired People?

Are there any exemptions/exceptions for print-impaired people?

# **Social and cultural attitudes**

Do Visually Impaired People generally expect the same access to reading materials and level of service as sighted people?

If not, what do they expect?

Does this expectation vary according to age of onset of sight loss or any other factors?

Do many Visually Impaired People have a good network of family and friends who help them get access to reading materials or not?

## **Provision of library services for Visually Impaired People**

### **Governance, roles and responsibilities**

Which government ministry or department makes the key decisions about library services for Visually Impaired People (for example Ministry of Culture, Ministry of Education, Ministry for Social Welfare)? If more than one, how is the responsibility divided?

Which organisations are involved in providing library services for visually impaired people in your country?

General public libraries

Specialist libraries for the blind

Educational libraries

Charities, voluntary organisations or non-governmental organisations

Other specialist organisations, please specify

Other, please specify

Do these organisations have clear roles and responsibilities in providing or funding library services to Visually Impaired People?

How do their roles and responsibilities overlap?

How have their roles and responsibilities changed recently?

How do you expect them to change in the next few years?

How far are Visually Impaired People involved in the leadership and operations of specialist organisations providing services?

# Scenarios

Please write a few sentences on as many of these scenarios as you can. It will help us to understand much better the most important practical and emotional issues that users and libraries face in each country.

For the scenarios you choose, please try to include information such as:

Where would they need to go or who would they need to contact and how?

What steps would the library have to take to deliver the material they asked for?

What would other organisations do to help the library?

A range of formats available (large print, Braille, traditional audio and Daisy audio or Daisy text and audio)

Please describe the typical experience of a VIP in your country who tries to obtain:

A work of fiction

A **new** work of fiction

A reference work

A newspaper

A magazine

A school textbook

A children's book

A scientific journal

An academic book

# Funding

What is the total funding in your country for library services for Visually Impaired People (from all sources)?

What is the funding per VIP?

Who provides the funding?

**Please tell us the approximate percentage of total funding provided by:**

National or Federal Government

Which ministry or ministries?

State or provincial government

Local or municipal government

Third sector (charities, voluntary organisations etc)

Which third sector organisations?

Libraries' own fundraising activities?

Other e.g. international funding

Has funding been: increasing, decreasing, remaining static?

Is the funding adequate?

If no, how does it compare with what you believe is necessary to provide a good service?

Approximately how much more do you believe is needed to provide a good service to visually impaired people in your country?

## **Measuring success**

Who (if anyone) measures how successful your country is in providing services for Visually Impaired People?

Who decides what measures are used?

Who sets targets, if any?

# How is success measured?

Proportion of Visually Impaired People reached by services

Cost to public or charitable funds

Cost to users

Range and depth of material available

Speed of supplying item

What users think of the service

Other

How often are targets changed or raised?

How successful are you according to your own targets?

Does anyone in your country also provide services for people such as dyslexics who do not have visual impairments but are print-impaired people?

Are these services different to the ones provided for Visually Impaired People?

# **Supply of alternative format materials**

## **Converted from existing text**

### **Braille:**

How are the original materials provided?

Who converts the text to Braille?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

### **Audio – standard cassette and CD:**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Audio – digital (for download or streaming):**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **DAISY audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Daisy combined text and audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Who usually decides which titles are to be converted to an accessible format (percentage)?**

Committee of experts chooses titles:           % of titles

Winners of literary prizes/reviews:           % of titles

On demand by the clients:           % of titles

Other (please specify):           % of titles

## **Supplied in an alternative format**

For example, large print, standard audio CDs or cassettes

How are materials in alternative formats provided?

Who provides them?

If they are acquired for stock, how are decisions made on what to acquire?

What targets are there for range, depth and speed?

# Co-operation of publishing industry

Is the publishing industry involved in the provision of alternative formats?

What % of total output of books is available in alternative formats (approximately)?

What % of total output of magazines are easily available in alternative formats (approximately)?

What % of total output of newspapers are easily available in alternative formats (approximately)?

What % of total output of educational materials are available in alternative formats (approximately)?

What % of total output of official publications and public information is easily available in alternative formats (approximately)?

Which type of output would you like to increase most?

Please tell us about any special initiatives such as large digitisation projects if they have not already been mentioned

# Barriers to provision of services

What are the most important barriers to the provision of services e.g. copyright, funding levels?

Which barrier would you most like to take away?

If there were absolutely no constraints

If you were constrained by reality

## Ideal system

What would the ideal system for your country look like?

Where would the money come from?

Who would deliver the services?

How would public libraries, education libraries and specialist libraries for visually impaired people work together?

How would services be delivered to the end-user?

What would constitute the ideal level of service?

**Thank you very much for taking the time to complete the questionnaire.**

Please email it to: [vipstudy@rightscom.com](mailto:vipstudy@rightscom.com)

# Section B – Public Libraries

**Please answer this Section** if you would like to give information about resources for Visually Impaired People **in public libraries in your country**.

**Please insert your answers into this file**

## Definitions

What definitions of “visual impairment” do public libraries in your country use?

Do you think these definitions are inclusive enough? If not, what definition would you suggest?

How do you think the definitions in use affect the measures of how many Visually Impaired People there are in your country (for example, over-estimating or under-estimating them)?

What definitions of “print impairment” do public libraries your country use?

What is the relationship between services for visually impaired people and print impaired people in public libraries in your country? (For example, are they provided by the same organisations or from the same budget?)

What do you think will happen to the relationship between services for the visually impaired and for the print impaired in your country over the next five years?

Please make any comments you think are relevant on the position of print impaired people when you are answering any of the questions

What is the difference between the standards public libraries use when deciding if someone is a visually-impaired reader, and the standards that your government uses to determine the number of visually-impaired people?

What impact does any difference have on estimates of the number of people classified as visually impaired?

## **Public library facts and figures**

How many public libraries are there in your country?

Is the number growing or declining?

How many library books are there per head of population?

How many people are there per library (average: please include all the population, not just library users)

Are libraries concentrated in urban areas or distributed across all parts of the country?

In your view, are public libraries in your country well funded, adequately funded, or under-funded?

What is the trend in public library services? (for example, have services expanded or been cut back in the last 5 years?)

In your view, are public libraries in your country well-used or under-used by the population generally?

Which demographic groups are the most frequent and least frequent users?

# **Legal and policy support**

## **General social inclusion policies**

Are there any specific rights to public library services and reading materials for Visually Impaired People?

Are there any similar rights for sighted people with a print impairment?

Are these rights specified in primary legislation, court decisions or both?

## **Gaps between policy and practice**

Are there significant gaps between policy on services for Visually Impaired People and actual support and services they receive from public libraries?

Why do you think these gaps exist?

## **Policy trends**

What local and national initiatives have taken place or are taking place in providing public library services for Visually Impaired People?

Is policy or practice changing in this area and if so, why?

## **Social and cultural attitudes**

Do Visually Impaired People generally expect the same access to reading materials and level of service through public libraries as sighted people?

If not, what do they expect?

Does this expectation vary according to age of onset of sight loss or any other factors?

Do many Visually Impaired People have a good network of family and friends who help them get access to reading materials or not?

# Provision of public library services for Visually Impaired People

## Governance, roles and responsibilities

Which government ministry or department makes the key decisions about public library services for Visually Impaired People (for example Ministry of Culture, Ministry of Education, Ministry for Social Welfare)? If more than one, how is the responsibility divided?

Which organisations other organisations involved in providing library services for visually impaired people in your country do public libraries work with?

Other general public libraries

Specialist libraries for the blind

Educational libraries

Charities, voluntary organisations or non-governmental organisations

Other specialist organisations, please specify

Other, please specify

Do these organisations have clear roles and responsibilities in providing or funding library services to Visually Impaired People?

How do their roles and responsibilities overlap?

How have their roles and responsibilities changed recently?

How do you expect them to change in the next few years?

How far are Visually Impaired People involved in the leadership and operations of specialist organisations providing services?

How far are Visually Impaired People involved in making decisions about services that public libraries should provide?

## Scenarios

Please write a few sentences on as many of these scenarios as you can. It will help us to understand much better the most important practical and emotional issues that users and libraries face in each country.

For the scenarios you choose, please try to include information such as:

Where would they need to go or who would they need to contact and how?

What steps would the library have to take to deliver the material they asked for?

What would other organisations do to help the library?

A range of formats available (large print, Braille, traditional audio and Daisy audio or Daisy text and audio)

Please describe the typical experience of a VIP in your country who tries to obtain:

A work of fiction

A **new** work of fiction

A reference work

A newspaper

A magazine

A school textbook

A children's book

A scientific journal

An academic book

# Funding

What is the total funding in your country for public library services for Visually Impaired People (from all sources)?

What is the funding per VIP?

Who provides the funding?

**Please tell us the approximate percentage of total funding provided by:**

National or Federal Government

Which ministry or ministries?

State or provincial government

Local or municipal government

Third sector (charities, voluntary organisations etc)

Which third sector organisations?

Libraries' own fundraising activities?

Other e.g. international funding

Has funding been: increasing, decreasing, remaining static?

Is the funding adequate?

If no, how does it compare with what you believe is necessary to provide a good service?

Approximately how much more do you believe is needed for public libraries to provide a good service to visually impaired people in your country?

## **Measuring success**

Do public libraries measure how successful they are in providing services for Visually Impaired People?

Who decides what measures are used?

Who sets targets, if any?

# How do public libraries measure success?

Proportion of Visually Impaired People reached by services

Cost to public or charitable funds

Cost to users

Range and depth of material available

Speed of supplying item

What users think of the service

Other

How often are targets changed or raised?

How successful are they according to their own targets?

# **Supply of alternative format materials**

## **Converted from existing text**

### **Braille:**

How are the original materials provided?

Who converts the text to Braille?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

### **Audio – standard cassette and CD:**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Audio – digital (for download or streaming):**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **DAISY audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Daisy combined text and audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Who usually decides which titles are to be converted to an accessible format (percentage)?**

Committee of experts chooses titles:                   % of titles

Winners of literary prizes/reviews:                   % of titles

On demand by the clients:                   % of titles

Other (please specify):                   % of titles

## **Supplied in an alternative format**

For example, large print, standard audio CDs or cassettes

How are materials in alternative formats provided?

Who provides them?

If they are acquired for stock, how are decisions made on what to acquire?

What targets are there for range, depth and speed?

## **Co-operation of publishing industry**

Is the publishing industry involved in the provision of alternative formats?

What % of total output of books is available in alternative formats (approximately)?

What % of total output of magazines are easily available in alternative formats (approximately)?

What % of total output of newspapers are easily available in alternative formats (approximately)?

What % of total output of educational materials are available in alternative formats (approximately)?

What % of total output of official publications and public information is easily available in alternative formats (approximately)?

Which type of output would you like to increase most?

Please tell us about any special initiatives such as large digitisation projects if they have not already been mentioned

## **Barriers to provision of services**

What are the most important barriers to the provision of services e.g. copyright, funding levels?

Which barrier would you most like to take away?

If there were absolutely no constraints

If you were constrained by reality

# Ideal system

What would the ideal system for your country look like?

Where would the money come from?

Who would deliver the services?

How would public libraries, education libraries and specialist libraries for visually impaired people work together?

How would services be delivered to the end-user?

What would constitute the ideal level of service?

# Services

## What services do public libraries in your country provide specifically for Visually Impaired People?

### Books for leisure/recreation/informal learning:

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

### Educational books and materials:

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Newspapers:**

Weekly audio summary

Daily on-line delivery of formatted XML files

Other (please say what)

## **Magazines:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Official publications/public information:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **What other services do you provide to Visually Impaired People?**

Online access

Training in Braille

Training in use of alternative formats and equipment

Training in use of computers

Loan of standard consumer equipment such as CD players and cassette players (please specify)

Loan of specialist equipment for VIPs such as Braille readers or bars, Daisy players or specialist audio players (please specify)

Personal transcription

Other (please say what)

# **What are the most popular content and services provided by public libraries for Visually Impaired People?**

## **User fees**

Do Visually Impaired People pay for any of the materials or services?

How is the level of fee decided?

Is the level of fee a barrier to users?

## **Access**

### **Are the services available:**

only in the library building

only direct to the user

both?

If direct, how are books, tapes or discs delivered and returned?

How long will a user normally have to wait for an item he or she has ordered?

## **Other services**

Do public libraries also provide services for people such as dyslexics who do not have visual impairments but are print-impaired people?

Are these services different to the ones they provide for Visually Impaired People?

**Thank you very much for taking the time to complete the questionnaire.**

Please email it to: [vipstudy@rightscom.com](mailto:vipstudy@rightscom.com)

# Section C – Education Libraries

**Please answer this Section** if you would like to give information about services for Visually Impaired People **in education libraries** (primary, secondary or tertiary) **in your country**. If you would like to provide information about particular library services **and** are able to provide information about the national situation in your country then please answer Section B, C or D and then answer Section A.

**Please insert your answers into this file**

## Definitions

Are you providing information for:

Primary

Secondary

Tertiary

All levels of education

What definitions of “visual impairment” do education libraries in your country use?

Do you think these definitions are inclusive enough? If not, what definition would you suggest?

How do you think the definitions in use affect the measures of how many Visually Impaired People there are in your country (for example, over-estimating or under-estimating them)?

What definitions of “print impairment” do education libraries in your country use?

What is the relationship between services for visually impaired people and print impaired people in education libraries in your country? (For example, are they provided by the same organisations or from the same budget?)

What do you think will happen to the relationship between services for the visually impaired and for the print impaired in your country over the next five years?

Please make any comments you think are relevant on the position of print impaired people when you are answering any of the questions

What is the difference between the standards education libraries use when deciding if someone is a visually-impaired reader, and the standards that your government uses to determine the number of visually-impaired people?

What impact does any difference have on estimates of the number of people classified as visually impaired?

# **Legal and policy support**

## **General social inclusion policies**

Is there a general right of equal access to education for disabled people?

To what level of education?

Are these rights specified in primary legislation, court decisions or both?

## **Gaps between policy and practice**

Are there significant gaps between policy on services for Visually Impaired People and actual support and services they receive from education libraries?

Why do you think these gaps exist?

## **Policy trends**

What local and national initiatives have taken place or are taking place in providing education library services for Visually Impaired People?

Is policy or practice changing in this area and if so, why?

## **Social and cultural attitudes**

Do Visually Impaired People expect the same access to reading materials and level of service through education libraries as sighted people?

If not, what do they expect?

Does this expectation vary according to age of onset of sight loss or any other factors?

# Provision of education library services for Visually Impaired People

## Governance, roles and responsibilities

Which government ministry or department makes the key decisions about the provision of educational materials and education library services for Visually Impaired People (for example Ministry of Culture, Ministry of Education, Ministry for Social Welfare)? If more than one, how is the responsibility divided?

Which organisations other organisations involved in providing library services for visually impaired people in your country do education libraries work with?

General public libraries

Specialist libraries for the blind

Other educational libraries

Charities, voluntary organisations or non-governmental organisations

Other specialist organisations, please specify

Other, please specify

Do these organisations have clear roles and responsibilities in providing or funding library services to Visually Impaired People?

How do their roles and responsibilities overlap?

How have their roles and responsibilities changed recently?

How do you expect them to change in the next few years?

How far are Visually Impaired People involved in the leadership and operations of specialist organisations providing services?

How far are Visually Impaired People involved in making decisions about services that education libraries should provide?

## **Scenarios**

Please write a few sentences on as many of these scenarios as you can. It will help us to understand much better the most important practical and emotional issues that users and libraries face in each country.

For the scenarios you choose, please try to include information such as:

Where would they need to go or who would they need to contact and how?

What steps would the library have to take to deliver the material they asked for?

What would other organisations do to help the library?

A range of formats available (large print, Braille, traditional audio and Daisy audio or Daisy text and audio)

Please describe the typical experience of a VIP in your country who tries to obtain:

A reference work

A periodical

A school textbook

A scientific journal article or volume

An academic book

Please add any other observations about obtaining specific educational materials, for example maps or data.

# Funding

What is the total funding in your country for education library services for Visually Impaired People (from all sources)?

What is the funding per VIP?

Who provides the funding?

**Please tell us the approximate percentage of total funding provided by:**

National or Federal Government

Which ministry or ministries?

State or provincial government

Local or municipal government

Third sector (charities, voluntary organisations etc)

Which third sector organisations?

Libraries' own fundraising activities?

Other e.g. international funding

Has funding been: increasing, decreasing, remaining static?

Is the funding adequate? Yes/no

If no, how does it compare with what you believe is necessary to provide a good service?

Approximately how much more do you believe is needed for education libraries to provide a good service to visually impaired people in your country?

## **Measuring success**

Do education libraries measure how successful they are in providing services for Visually Impaired People?

Who decides what measures are used?

Who sets targets, if any?

## **How do education libraries measure success?**

Proportion of Visually Impaired People reached by services

Cost to public or charitable funds

Cost to users

Range and depth of material available

Speed of supplying item

What users think of the service

Other

How often are targets changed or raised?

How successful are they according to their own targets?

## **Supply of alternative format materials**

### **Converted from existing text**

#### **Braille:**

How are the original materials provided?

Who converts the text to Braille?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Audio – standard cassette and CD:**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Audio – digital (for download or streaming):**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **DAISY audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Daisy combined text and audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

**Who usually decides which titles are to be converted to an accessible format (percentage)?:**

Committee of experts chooses titles:           % of titles

On demand by the clients:           % of titles

Other (please specify):           % of titles

## **Supplied in an alternative format**

**For example, large print, standard audio CDs or cassettes:**

How are materials in alternative formats provided?

Who provides them?

If they are acquired for stock, how are decisions made on what to acquire?

What targets are there for range, depth and speed?

## **Co-operation of publishing industry**

Is the publishing industry involved in the provision of alternative formats?

What % of total output of books is available in alternative formats (approximately)?

What % of total output of educational materials are available in alternative formats (approximately)?

What % of total output of official publications and public information is easily available in alternative formats (approximately)?

Which type of output would you like to increase most?

Please tell us about any special initiatives such as large digitisation projects if they have not already been mentioned

## **Barriers to provision of services**

What are the most important barriers to the provision of services e.g. copyright, funding levels?

Which barrier would you most like to take away?

If there were absolutely no constraints

If you were constrained by reality

# Ideal system

What would the ideal system for your country look like?

Where would the money come from?

Who would deliver the services?

How would public libraries, education libraries and specialist libraries for visually impaired people work together?

How would services be delivered to the end-user?

What would constitute the ideal level of service?

# Services

## What services do education libraries in your country provide specifically for Visually Impaired People?

### Books for leisure/recreation/informal learning:

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

### Educational books and materials:

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Newspapers:**

Weekly audio summary

Daily on-line delivery of formatted XML files

Other (please say what)

## **Magazines:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Official publications/public information:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

# **What other services do you provide to Visually Impaired People?:**

Online access

Training in Braille

Training in use of alternative formats and equipment

Training in use of computers

Loan of standard consumer equipment such as CD players and cassette players (please specify)

Loan of specialist equipment for VIPs such as Braille readers or bars, Daisy players or specialist audio players (please specify)

Personal transcription

Other (please say what)

**What are the most popular content and services provided by education libraries for Visually Impaired People?**

# **How do education libraries work with other organisations to provide services (for example specialist libraries for visually impaired people)**

## **User fees**

Do Visually Impaired People pay for any of the materials or services?

How is the level of fee decided?

Is the level of fee a barrier to users?

## **Access**

### **Are the services available:**

only in the library building

only direct to the user

both?

If direct, how are books, tapes or discs delivered and returned?

How long will a user normally have to wait for an item he or she has ordered?

## **Other services**

Do education libraries also provide services for people such as dyslexics who do not have visual impairments but are print-impaired people?

Are these services different to the ones they provide for Visually Impaired People?

**Thank you very much for taking the time to complete the questionnaire.**

Please email it to: [vipstudy@rightscom.com](mailto:vipstudy@rightscom.com)

# Section D – Libraries Specialising in Providing Materials to Visually Impaired People

**Please answer this section** if you would like to give information for libraries specialising in providing materials to visually impaired people in your country.

**Please insert your answers into this file**

## Definitions

What definitions of “visual impairment” do specialist libraries for Visually Impaired People in your country use?

Do you think these definitions are inclusive enough? If not, what definition would you suggest?

How do you think the definitions in use affect the measures of how many Visually Impaired

People there are in your country (for example, over-estimating or under-estimating them)?

What definitions of “print impairment” do specialist libraries in your country use?

What is the relationship between services for visually impaired people and print impaired people in specialist libraries in your country? (For example, are they provided by the same organisations or from the same budget?)

What do you think will happen to the relationship between services for the visually impaired and for the print impaired in your country over the next five years?

Please make any comments you think are relevant on the position of print impaired people when you are answering any of the questions

What is the difference if any between the standards specialist libraries for Visually Impaired People use when deciding if someone is a visually-impaired reader, and the standards that your government uses to determine the number of visually-impaired people?

## **Legal and policy support**

### **Gaps between policy and practice**

Are there significant gaps between policy on services for Visually Impaired People and actual support and services they receive from specialist libraries for Visually Impaired People?

Why do you think these gaps exist?

## **Policy trends**

What local and national initiatives have taken place or are taking place in providing specialist libraries for Visually Impaired People?

Is policy or practice changing in this area and if so, why?

## **Social and cultural attitudes**

Do Visually Impaired People generally expect the same access to reading materials and level of service as sighted people?

If not, what do they expect?

Does this expectation vary according to age of onset of sight loss or any other factors?

Do many Visually Impaired People have a good network of family and friends who help them get access to reading materials or not?

# Provision of specialist library services for Visually Impaired People

## Governance, roles and responsibilities

Which government ministry or department, if any, makes the key decisions about specialist library services for Visually Impaired People (for example Ministry of Culture, Ministry of Education, Ministry for Social Welfare)? If more than one, how is the responsibility divided?

Which other organisations involved in providing library services for visually impaired people in your country do specialist libraries work with?

General public libraries

Other specialist libraries for the blind

Educational libraries

Charities, voluntary organisations or non-governmental organisations

Other specialist organisations, please specify

Other, please specify

Do these organisations have clear roles and responsibilities in providing or funding library services to Visually Impaired People?

How do their roles and responsibilities overlap?

How have their roles and responsibilities changed recently?

How do you expect them to change in the next few years?

How far are Visually Impaired People involved in the leadership and operations of specialist organisations providing services?

How far are Visually Impaired People involved in making decisions about services that specialist libraries for Visually Impaired People should provide?

## **Scenarios**

Please write a few sentences on as many of these scenarios as you can. It will help us to understand much better the most important practical and emotional issues that users and libraries face in each country.

For the scenarios you choose, please try to include information such as:

Where would they need to go or who would they need to contact and how?

What steps would the library have to take to deliver the material they asked for?

What would other organisations do to help the library?

A range of formats available (large print, Braille, traditional audio and Daisy audio or Daisy text and audio)

Please describe the typical experience of a VIP in your country who tries to obtain:

A work of fiction

A **new** work of fiction

A reference work

A newspaper

A magazine

A school textbook

A children's book

A scientific journal

An academic book

# Funding

What is the total funding in your country for specialist libraries for Visually Impaired People from all sources)?

What is the funding per VIP?

Who provides the funding?

Please tell us the approximate percentage of total funding provided by:

National or Federal Government

Which ministry or ministries?

State or provincial government

Local or municipal government

Third sector (charities, voluntary organisations etc)

Which third sector organisations?

Libraries' own fundraising activities?

Other e.g. international funding

Has funding been: increasing, decreasing, remaining static?

Is the funding adequate?: Yes/no

If no, how does it compare with what you believe is necessary to provide a good service?

Approximately how much more do you believe is needed for specialist libraries for Visually Impaired People to provide a good service to visually impaired people in your country?

## **Measuring success**

Do specialist libraries for Visually Impaired People measure how successful they are in providing services for Visually Impaired People?

Who decides what measures are used?

Who sets targets, if any?

# **How do specialist libraries for Visually Impaired People libraries measure success?**

Proportion of Visually Impaired People reached by services

Cost to public or charitable funds

Cost to users

Range and depth of material available

Speed of supplying item

What users think of the service

Other

How often are targets changed or raised?

How successful are they according to their own targets?

# **Supply of alternative format materials**

## **Converted from existing text**

### **Braille:**

How are the original materials provided?

Who converts the text to Braille?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

### **Audio – standard cassette and CD:**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Audio – digital (for download or streaming):**

How are original materials provided?

Who converts the text to audio?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **DAISY audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Daisy combined text and audio:**

How are original materials provided?

Who converts the text to DAISY format?

Is this done on-demand?

If conversion is done for stock: how are decisions made on what to convert?

What targets are there for range, depth and speed?

## **Who usually decides which titles are to be converted to an accessible format (percentage)?:**

Committee of experts chooses titles:           % of titles

Winners of literary prizes/reviews:           % of titles

On demand by the clients:           % of titles

Other (please specify):           % of titles

## **Supplied in an alternative format**

For example, large print, standard audio CDs or cassettes:

How are materials in alternative formats provided?

Who provides them?

If they are acquired for stock, how are decisions made on what to acquire?

What targets are there for range, depth and speed?

# Co-operation of publishing industry

Is the publishing industry involved in the provision of alternative formats?

What % of total output of books is available in alternative formats (approximately)?

What % of total output of magazines are easily available in alternative formats (approximately)?

What % of total output of newspapers are easily available in alternative formats (approximately)?

What % of total output of educational materials are available in alternative formats (approximately)?

What % of total output of official publications and public information is easily available in alternative formats (approximately)?

Which type of output would you like to increase most?

Please tell us about any special initiatives such as large digitisation projects if they have not already been mentioned

# Barriers to provision of services

What are the most important barriers to the provision of services e.g. copyright, funding levels?

Which barrier would you most like to take away?

If there were absolutely no constraints

If you were constrained by reality

## Ideal system

What would the ideal system for your country look like?

Where would the money come from?

Who would deliver the services?

How would public libraries, education libraries and specialist libraries for visually impaired people work together?

How would services be delivered to the end-user?

What would constitute the ideal level of service?

## **Services**

**What services do specialist libraries for Visually Impaired People in your country provide?**

**Books for leisure/recreation/informal learning:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Educational books and materials:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Newspapers:**

Weekly audio summary

Daily on-line delivery of formatted XML files

Other (please say what)

## **Magazines:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **Official publications/public information:**

Large format print

Audio on standard CD or cassette (delete as appropriate)

DAISY audio

DAISY combined text and audio

Braille

Streaming audio

Downloadable audio

Other (please say what)

## **What other services do you provide to Visually Impaired People?**

Online access

Training in Braille

Training in use of alternative formats and equipment

Training in use of computers

Loan of standard consumer equipment such as CD players and cassette players (please specify)

Loan of specialist equipment for VIPs such as Braille readers or bars, Daisy players or specialist audio players (please specify)

Personal transcription

Other (please say what)

# **What are the most popular content and services provided by specialist libraries for Visually Impaired People?**

## **User fees**

Do Visually Impaired People pay for any of the materials or services?

How is the level of fee decided?

Is the level of fee a barrier to users?

## **Access**

### **Are the services available:**

only in the library building

only direct to the user

through another organisation (e.g. public library)

two or more of these?

If direct, how are books, tapes or discs delivered and returned?

How long will a user normally have to wait for an item he or she has ordered?

## **Other services**

Do specialist libraries Visually Impaired People also provide services for people such as dyslexics who do not have visual impairments but are print-impaired people?

Are these services different to the ones they provide for Visually Impaired People?

**Thank you very much for taking the time to complete the questionnaire.**

Please email it to: [vipstudy@rightscom.com](mailto:vipstudy@rightscom.com)