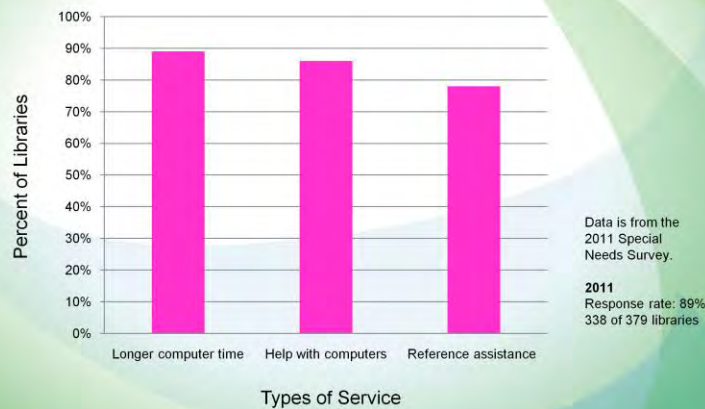
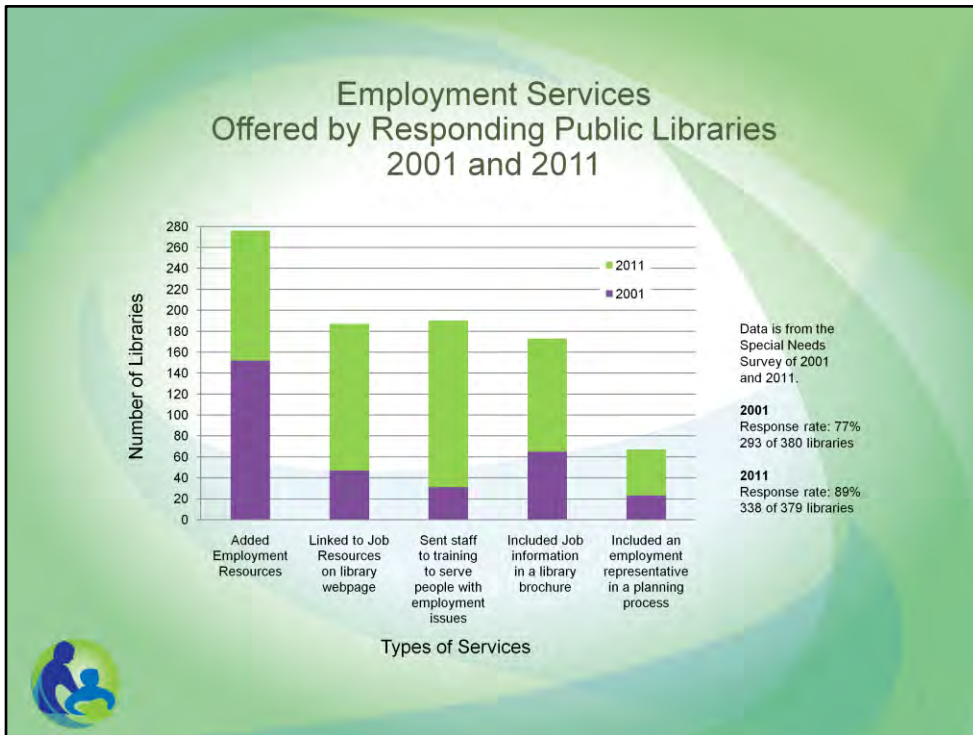


## Increased Demand for Employment Assistance Offered by Responding Public Libraries in 2011



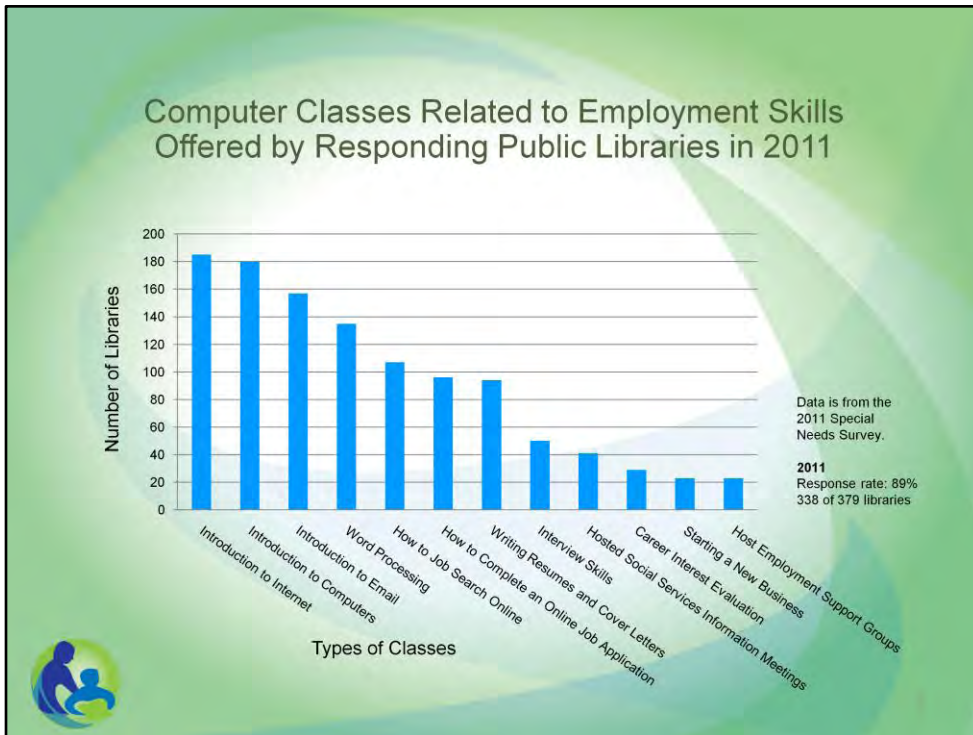
### Highlights:

- Almost 90% of responding libraries have had requests by people working on employment activities for longer time on computers.
- 86% of the libraries responding to the survey have had increased requests for help with computers from adults who do not have computer skills.
- More than three-quarters of the responding libraries have experienced increased reference assistance for employment related activities.



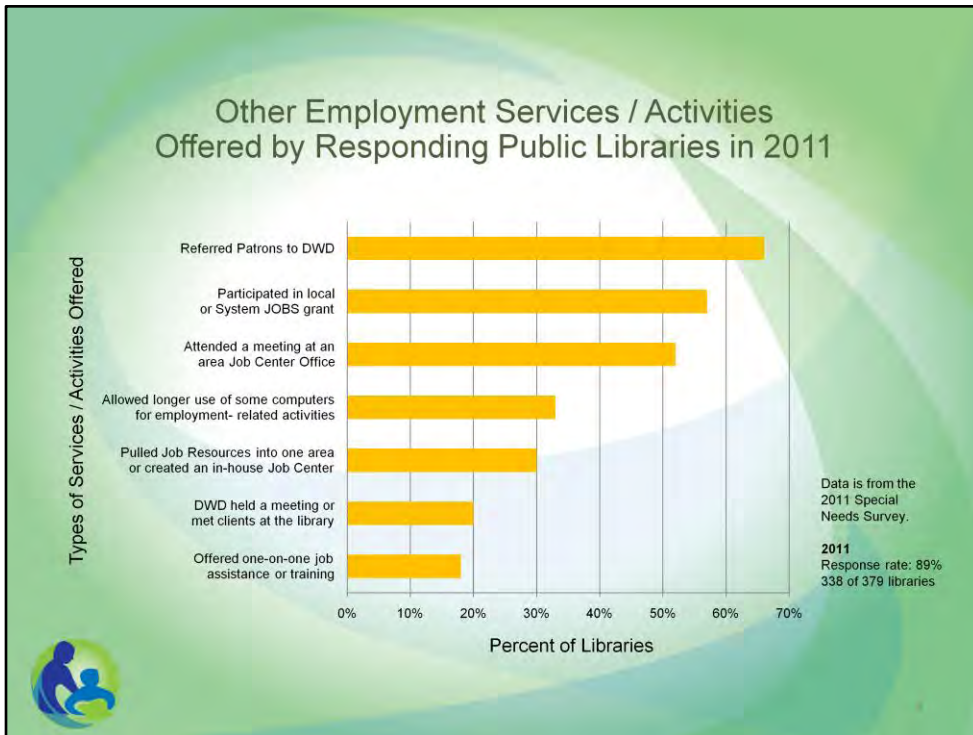
**Highlights:**

- Substantial increases in the number of libraries addressing employment issues from 2001 to 2011 in all areas included on both surveys.
- In 2011 almost three-quarters of the reporting libraries responded to the increased demands by adding resources to their collections.
- Half or more of the libraries that responded to the survey sent staff to training, added links to employment resources on their web pages, and/or created brochures to help job seekers.



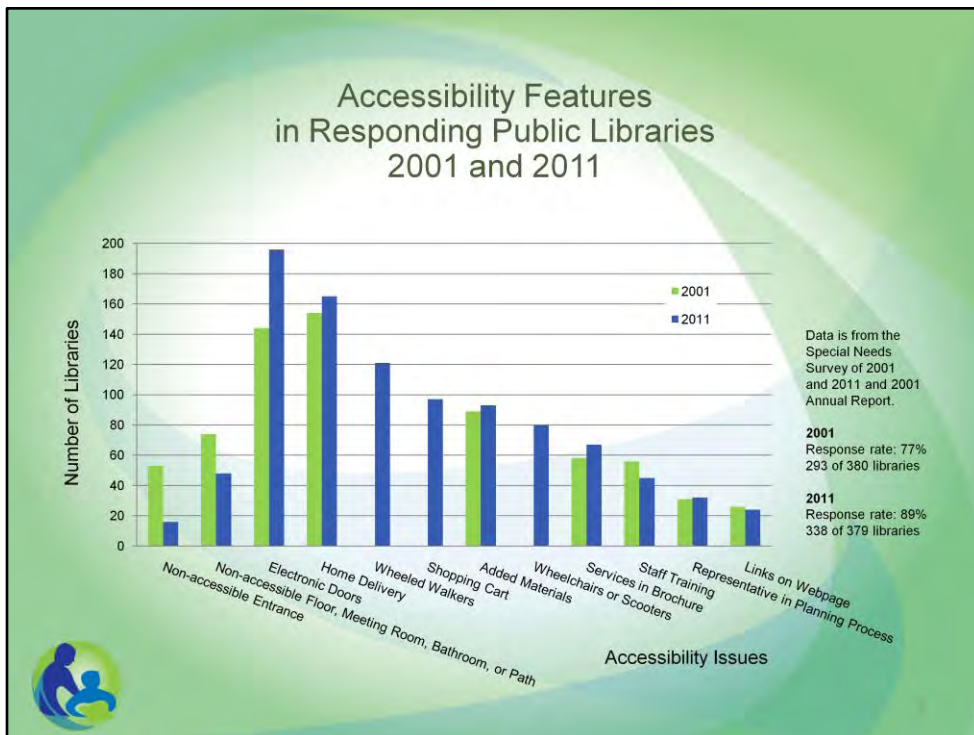
**Highlights:**

- Half or more of the libraries that completed the survey offered introductory classes on how to use a computer and the Internet.
- Over one-third offered introductory classes on using email, word processing, and on how to search online for a job.
- A quarter or more of the responding libraries offer classes on how to complete an online job application and on writing cover letters and resumes.



### Highlights:

- Almost 70% of responding libraries referred patrons to a Job Center or DWD office for assistance.
- Almost 56% of the libraries that responded were part of a system JOBS LSTA project or managed their own grant project.
- Over half of the libraries sent staff to visit a Job Center or DWD office, reflecting a high level of collaboration between DWD and public libraries.
- 30% or more of the libraries completing the survey arrange for people working on job-related activities to have longer access to their computers and/or pulled their job resources together to make them easier to find.
- Just under 20% of all responding libraries have had a Job Center or DWD staff person meet with clients or hold training sessions at the library.
- Almost 20% also offer one-on-one assistance to people working on employment activities or individualized training.



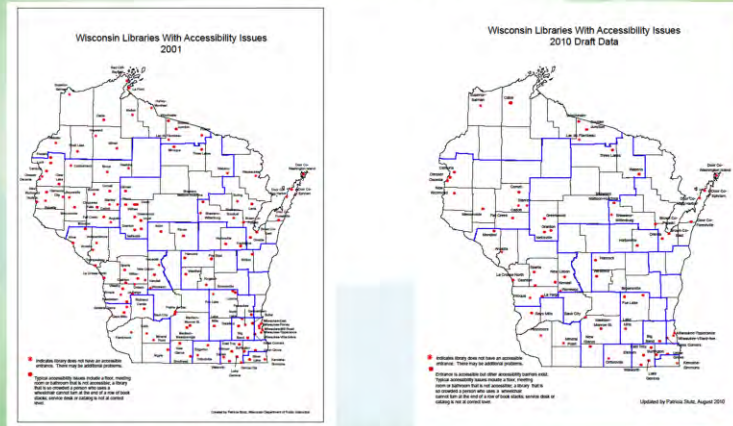
### Highlights:

- Only 5% (16) of libraries in Wisconsin do not have an accessible entrance, down from 14% (53) in 2001.
- 14% (48) of libraries have a non-accessible bathroom (22), floor (17), meeting room (11), or are so crowded that a person who uses a wheelchair can't move throughout the library (8), compared to 19% (74) in 2001.

**Note:** Many libraries that have a non-accessible floor also have a non-accessible bathroom or meeting room because it is located on that floor.

- Over half of the responding libraries have an electronic door at their entrance, up from 38% in 2001. (2001 data for electronic doors is from the 2001 Annual Report.)
- Almost half of Wisconsin's responding libraries offer home delivery services for people who can't leave their homes independently.
- Over 30% of responding libraries have wheeled walkers. Almost one-third have shopping carts, and 20% have a wheelchair or scooter.

## Comparison of Library Accessibility Issues in Responding Public Libraries 2001 and 2011



**Note:** The information for these maps was self-reported by libraries in 2001 and updated since on an annual basis by the System Special Needs Consultants; however, no verification was done and situations that have changed, especially in terms of crowding, are not likely to be reflected.



### Summary of Resolved Accessibility Issues 2001 – 2011

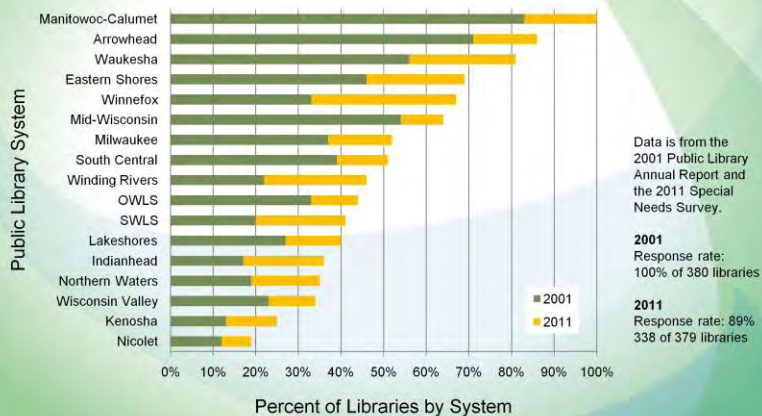
Wisconsin public libraries have made significant progress in last 10 years in terms of accessibility.

- Public libraries resolved 82 significant accessibility problems between 2001 and 2011.
- People who use wheelchairs can now get in the front door of 23 libraries that were not accessible ten years ago.
- The bathrooms in 36 libraries are now usable by people who have disabilities.
- In 11 libraries, people are attending meetings in rooms that were not accessible ten years ago.
- A second level that was not usable by people with disabilities ten years ago are now accessible in 7 libraries.
- 6 libraries made it possible for someone in a wheelchair to go between book stacks to select materials, or to pass unassisted through seating areas, or adjusted the height of their service desk to make them accessible to people who use wheelchairs.

But we're not finished:

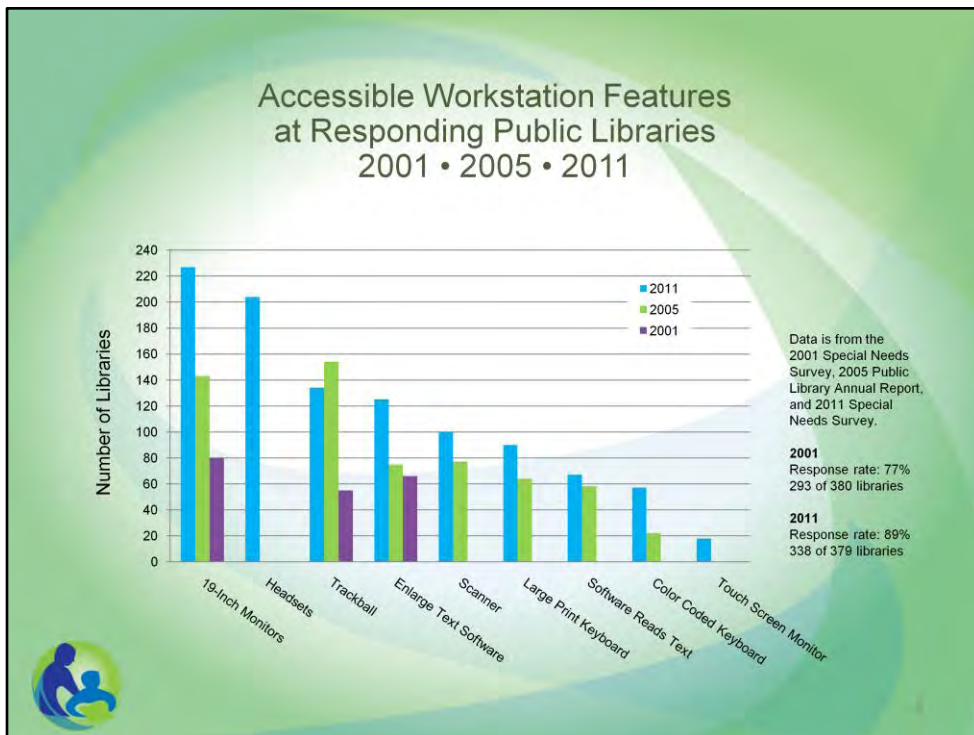
- 16 libraries still do not have accessible entrances.
- 22 still have bathrooms that are non-accessible.
- 7 hold meetings in rooms that are not accessible to people with disabilities.
- 13 have materials or services on a level that is not accessible.
- 9 are so crowded that a person who uses a wheelchair can't go between the book stacks or navigate through seating areas, or reach the top of the service desk. (There may be more who have become crowded since 2000 and have not reported the problem since then.)

## Percent of Responding Public Libraries with Electronic Entrance Doors 2001 and 2011



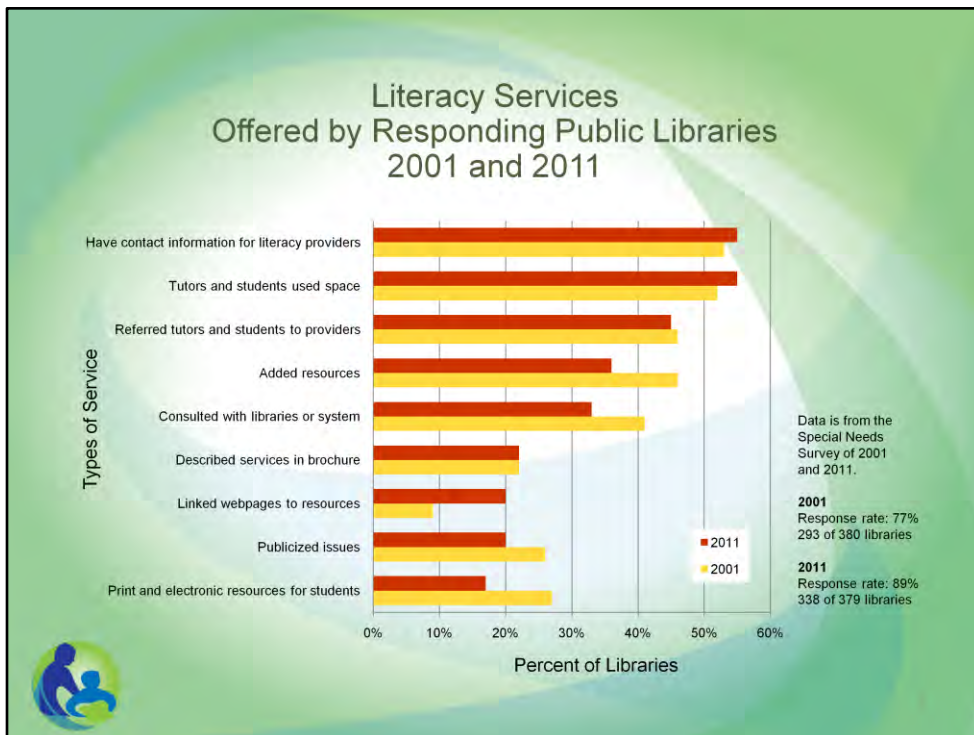
### Highlight:

- 8 of the 17 library systems have electronic doors in 50-100% of their libraries in 2011, up from 4 systems in 2001.



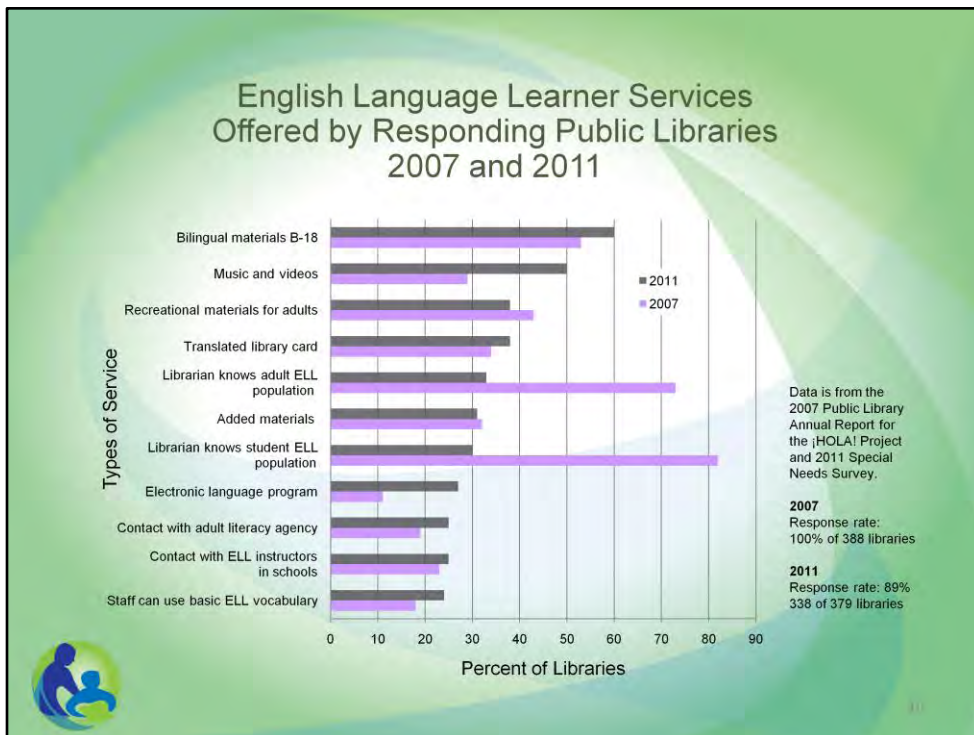
## Highlights:

- Responses on the 2005 Annual Report indicated 80% of libraries had a computer cart or table that was accessible to people who use wheelchairs.
- Over 60% of the responding libraries had 19-inch or larger monitors and headsets in 2011.
- Over one-third of the libraries that completed the survey indicated they have a trackball or other input device as an alternative to a mouse, software that enlarges the text to greater modification than the computers offer.
- Just about 30% of the responding libraries have scanners and large print keyboards.
- About one-fifth of the libraries that completed the survey have software that reads text aloud.
- New in 2011 touch screen monitors were reported.



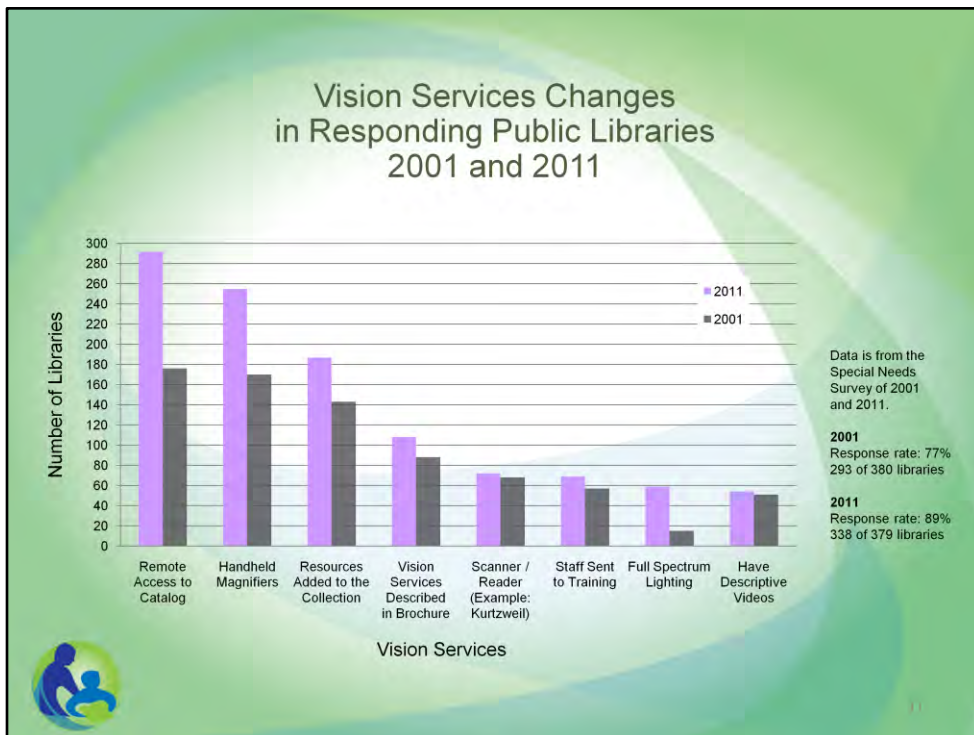
### Highlights:

- Services have increased or stayed the same in four of the nine service areas.
- More than half the responding libraries provide contact information on local literacy providers and have literacy tutors and students working at the library.
- Between 33 and 40 percent of responding libraries refer tutors and/or students to literacy providers, added new adult literacy materials recently, and consulted on literacy areas with either a system or other library. All three areas are down from 2001.
- A little over 20% have a service brochure that includes information for adult new readers which hasn't changed since 2001. The same percentage have links on their webpages to resources, an increase of more than 50%.
- Fewer libraries are publicizing literacy issues in 2011 than in 2001, down from more than 25% of libraries to less than 20%.
- The number of libraries that have print and electronic resources specifically for adult new readers dropped, down from 27% to 17%.



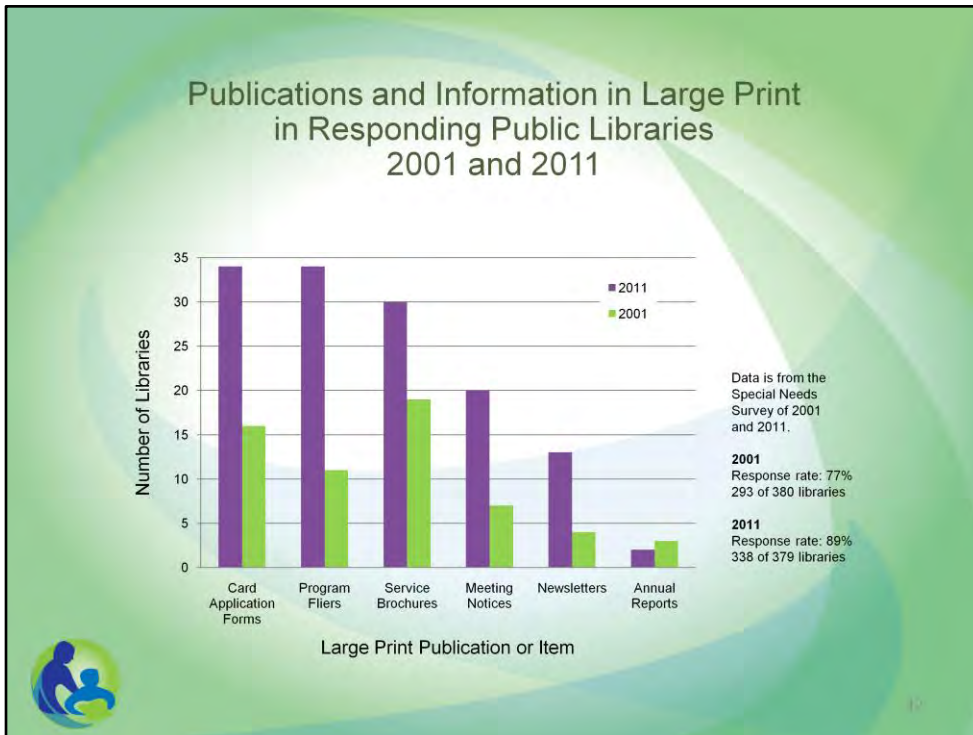
### Highlights:

- 60 percent of responding libraries have bilingual materials for youth, birth through 18.
- Half of Wisconsin libraries have music and videos in languages other than English.
- More than 35% of the libraries that completed the survey in 2011 have recreational materials for adults in a language other than English (down since 2007) and have translated versions of their library card application form. The translations are up from 2007.
- 30% or more know the size of the ELL population in the community and the student ELL population (both significantly down since 2007), and have added ELL materials recently (down since 2007).
- About one-quarter of the libraries sent staff to training, which is an increase since 2007. More libraries have electronic language programs. About one-quarter of public libraries keep in contact with ELL adult literacy providers and the ELL instructors in the schools (both slightly down since 2007).
- Almost one-quarter of the responding libraries have staff who can use basic words in a language other than English.



### Highlights:

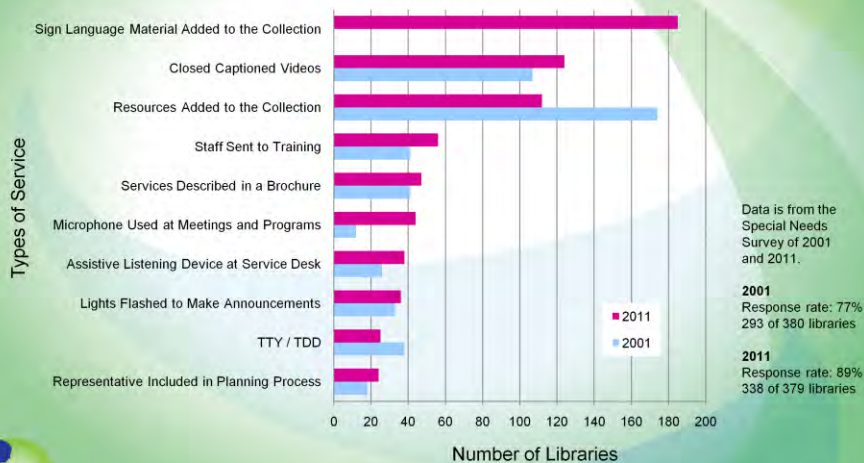
- Progress was made in all vision services areas, from 2001 to 2011.
- Over three-quarters of the responding libraries offer remote access to their catalogs and have hand magnifiers.
- Just over half of these libraries recently added materials intended for people who have vision loss.
- Over one-quarter of the libraries that responded describe their vision services in a brochure.
- About 20% of the responding libraries sent staff to training and have equipment that scans and reads print aloud (Kirtzweil).
- More than 15% of the libraries have portable full spectrum lighting and descriptive videos.



### Highlights:

- Responding libraries report increases in the number of publications they offer in large print, with the exception of their Annual Reports.
- Libraries completing the survey are most likely to create their library card application forms, service brochures, and program fliers in large print.

## Services for People with Hearing Loss or Who are Deaf in Responding Public Libraries 2001 and 2011

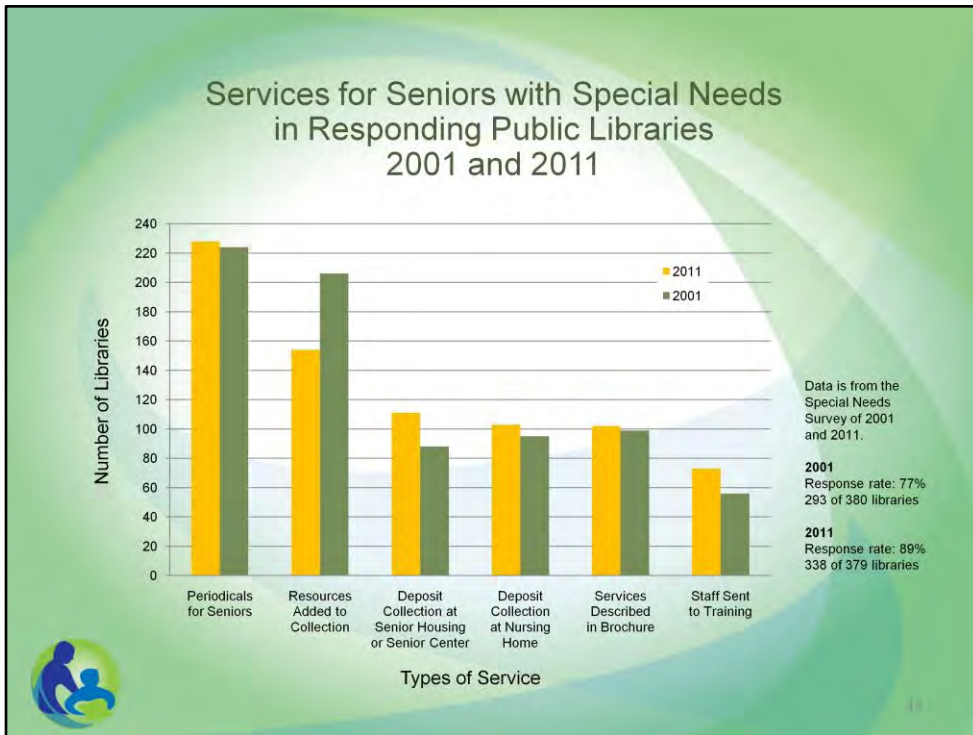


### Highlights:

- There was growth in services for people who are deaf or have a hearing loss in all but two areas – adding resources on deafness and having a TTY/TTD.

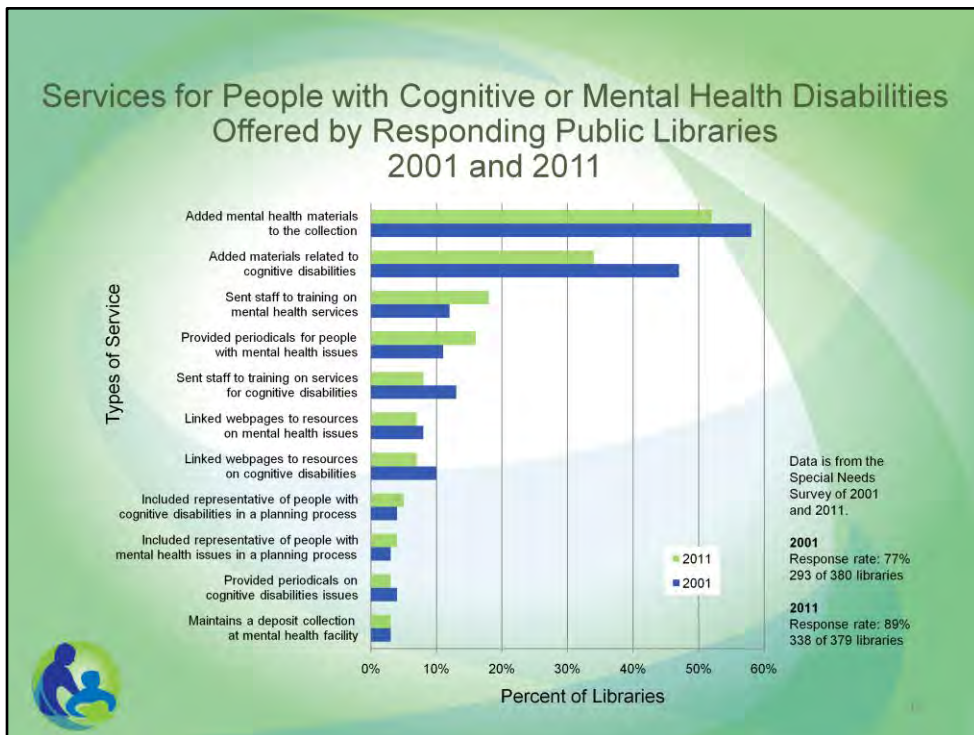
**Note:** While many older people who are deaf may use a TTY/TTD, many younger people are texting and using video phones to communicate. Other developing technology, such as video phones, is likely to make TTY/TTD obsolete in time.

- Over half the libraries completing the survey in 2011 recently added sign language resources.
- Over one-third of responding libraries offer closed-captioned videos and added materials of special interest to people who are deaf or having a hearing loss.
- Just under 15% of responding libraries describe their services in a brochure and routinely use a microphone at meetings.
- 11% have assistive listing devices at service desks, although new in 2011 was interest in sound loop systems for service desks. 11% also flash lights when making emergency or closing announcements.



### Highlights:

- Over half of responding libraries offer periodicals of specific interest to seniors with special needs and added resources on topics of interest to them, including information for care givers.
- One-quarter of the libraries that responded have deposit collections at senior housing centers, senior centers, and at nursing homes, and offer described videos.
- About one-fifth of responding libraries sent staff for training in this service area.



### Highlights:

- Service data did not increase for cognitive disabilities and mental health issues from 2001 to 2011. Progress was seen in only 4 areas, in six areas there was a decrease in services, and services stayed about the same in 2 others.
- Over half of responding libraries added resources on mental health issues to their collections. Just over a third added resources on cognitive disabilities.
- Between 16-18% sent staff to training on services for people with mental health issues and have periodicals on mental health.
- Less than 10 percent of the responding libraries indicated they:
  - Sent staff to training on services for people with cognitive disabilities
  - Have links on their web pages for either mental health or cognitive disabilities
  - Included representatives of either group in a planning process
- Less than 3% of the libraries that completed the survey have deposit collections at mental health facilities or periodicals about cognitive disabilities.