**Survey on Library Support for People with Disabilities**

**圖書館支援殘疾人士調查**

The International Federation of Library Associations and Institutions (IFLA) and its Section on Library Service to People with Special Needs (LSN) has been asked to participate in an important United Nations project on serving people with disabilities. You can help IFLA/LSN participate in this project by providing information on the survey below, and show the value of libraries in achieving the [UN's Sustainable Development Goals.](https://sustainabledevelopment.un.org/)

國際圖書館協會與機構聯盟 (IFLA) 及其以圖書館服務有特殊需要人士部門(LSN)被邀請參加一項聯合國服務殘疾人士的重要計劃。 您可以透過回答以下問卷調查，來協助IFLA / LSN參與這個計劃，並展示圖書館在實現聯合國可持續發展目標上的價值。

This survey is being sent to library associations, national libraries, and individual libraries. Some of the questions may not apply to your type of organization. The questions are divided into the following categories:

這項調查已發送給世界各地不同的圖書館協會、國家圖書館和個別圖書館。 一些問題可能不適用於你的圖書館類別。問卷問題可分為以下幾類：

• National Libraries (including questions about policies and services from your national government)

國家圖書館（包括 貴國政府的政策和服務問題）

• Library associations

圖書館協會

• Individual libraries (with the possibility to choose one or more individual library type)

個別圖書館（可選擇多於一個的個別圖書館類別）

Feel free to skip any questions that do not pertain to you, or to offer information for multiple categories or library types if you can offer answers. For any questions, please contact Nancy Bolt: [nancybolt@earthlink.net](mailto:nancybolt@earthlink.net).

請隨時跳過與你無關的任何問題，或提供多於一種圖書館類別或類型的答案。 如有任何問題，請聯繫Nancy Bolt：nancybolt@earthlink.net。

1. General Information 一般資料

Name of the person completing this survey 完成本次調查的人員姓名:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Library affiliation隸屬圖書館名稱:

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

What is your e-mail address你的電郵地址是什麼？

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_＿＿＿＿＿＿＿＿＿＿＿＿\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

May we contact you for further information about your response?

我們可以與你聯絡以便就你的回覆獲取更多資訊嗎?

Yes 可以 \_\_\_\_\_

No 不可以 \_\_\_\_\_\_

If not you, who should we contact? Please fill in their name, title, and e-mail address:

若不是你，我們應該聯絡誰？ 請填寫他/她們的姓名、職稱和電郵地址：

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

Job Title 職稱: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

E-mail 電郵地址：\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

In which country are you based　你屬於哪個國家的人士?

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_＿＿＿＿＿＿＿＿＿＿＿＿＿\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

1. Do you want to hear about the results of this survey?

你想知道這個調查的結果嗎？

Yes 想 \_\_\_\_\_

No 不想 \_\_\_\_\_

If yes (and if not already given above), please fill in your e-mail address

如果想知道（但仍未在問卷上列出聯絡資料），請填寫你的電郵地址

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

**Your Perspective你的觀點**

1. Which of the below best describes the perspective from which you are answering this survey?

以下哪項最能描述你的觀點

National Library 國家圖書館 \_\_\_\_\_ See immediately below 請回答下列問題

Library Association 圖書館協會 \_\_\_\_\_ Go to question 26請由第二十六條開始回答

Individual Library 個別圖書館 \_\_\_\_\_ Go to question 35請由第三十五條開始回答

**National Libraries 國家圖書館**

**National Laws and Policies 國家法律與政策**

These questions ask about **laws and policies** of your country about services to people with disabilities and also about your own libraries policies and services.

這些問題詢問 貴國有關殘疾人士服務的法律和政策，以及你的圖書館政策和服務。

1. Is there a national or federal law in your country that requires that library access be provided for people with disabilities? 貴國是否有國家或聯邦法律要求，為殘疾人士提供圖書館服務？

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know不知道 \_\_\_\_\_

5. If there is a law, does the law require libraries to provide 如果有法律，法律是否要求圖書館提供:

Yes 是 No 不是 I don't know 不知道

a. Accessible facilities for people with disabilities? \_\_\_ \_\_\_ \_\_\_

為殘疾人士提供無障礙設施?

b. Accessible resources for people with disabilities? \_\_\_ \_\_\_ \_\_\_

為殘疾人士提供無障礙資源?

c. Equal access to resources, services and programmes \_\_\_ \_\_\_ \_\_\_

for people with disabilities?

殘疾人士能平等獲得資源、服務和活動計劃?

d. Other requirements to serve people with disabilities? \_\_\_ \_\_\_ \_\_\_

服務殘疾人士的其他要求?

6. If there is a law, please provide a link and comments. (An English-language version would be ideal, but local language versions are also useful, preferably in a format allowing for automatic translation).

如果是有法律規管，請提供連結和評論。 （英文版本為佳，但是本地語言版本也合用，最好是具備允許自動翻譯的格式）。

7. Has your country ratified the Convention on the Rights of Persons with Disabilities ([CRPD](http://www.ohchr.org/EN/HRBodies/CRPD/Pages/ConventionRightsPersonsWithDisabilities.aspx))?

貴國是否批准了“殘疾人士權利公約”(CRPD)?

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

8. Please use the space below to offer any comments on your country's ratification (or not) of the [CPRD](http://www.ohchr.org/EN/HRBodies/CRPD/Pages/ConventionRightsPersonsWithDisabilities.aspx):

請使用以下的空白位置來提供你所在國家批准（或不）“殘疾人士權利公約”(CPRD)的意見:

9. If your country has ratified the CRPD, have there been resources, services and programmes specifically for persons with disabilities available to increase the awareness or to educate what [CRPD](http://www.ohchr.org/EN/HRBodies/CRPD/Pages/ConventionRightsPersonsWithDisabilities.aspx) means?

如果 貴國已經批准“殘疾人士權利公約”，是否有專門為殘疾人士以設的資源、服務和計劃，來提高意識或教育“殘疾人士權利公約”的意思？

Yes有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

10. Please use the space below to provide any links or details on the programmes referred to in the previous question:

請使用以下的空白位置來提供上一個問題中提及的計劃連結或詳情：

11. Has your country ratified the [Marrakesh Treaty](http://www.wipo.int/treaties/en/ip/marrakesh) to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled?

貴國是否批准了“馬拉喀什條約”(Marrakesh Treaty)，以便盲人、視障者或其他打印殘疾人士可讀取出版作品。

Yes 是 \_\_\_\_\_

No否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

12. Please use the space below to offer any comments on your country's ratification (or not) of the [Marrakesh Treaty](http://www.wipo.int/treaties/en/ip/marrakesh):

請使用以下的空白位置來就 貴國對“馬拉喀什條約”的批准（或否）提出任何意見：

13. Are there funds set aside by your government to help provide facilities or services to people with disabilities?

貴國是否有資金為殘疾人士提供設施或服務？

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

14. Please use the space below to offer any further details about the programmes and financing available, including links:

請使用以下的空白位置來提供有關計劃和可用財政的更多詳細資料，包括連結：

**National Library Policies and Services 國家圖書館政策與服務**

This section focuses on the policies and services put in place by your institution.

本節聚焦於 貴機構制定的政策和服務。

15. Does your country’s National Library have guidelines or policies about the accessibility of the library itself, both to get into the building and throughout the building (i.e. no steps, elevators, distance between aisles) ?

貴國的國家圖書館是否設有無障礙圖書館指引或政策，無論是進入建築物還是建築物的室內設備（即不使用梯級、設有電梯、適當通道距離）?

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

16. Please use the space below to provide any relevant comments or links relating to the previous answer:

請使用以下的空白位置來提供與上一個答案相關的任何意見或連結：

17. Does your National Library have an official policy on access by people with disabilities:

你的的國家圖書館是否設有關於殘疾人士使用的官方政策:

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

If yes 若有:

Yes是 No 不是 I don’t know不知道

a. To your facility? \_\_\_ \_\_\_ \_\_\_

涉及圖書館設施?

b. To materials produced by your library \_\_\_ \_\_\_ \_\_\_

(including online materials)?

涉及對圖書館生產的材料

（包括線上資料）？

c. To any other aspects of your resources, \_\_\_ \_\_\_ \_\_\_

services or programmes?

涉及圖書館任何其他資源、服務或計劃？

18. Please use the space below to provide any links or comments about this policy:

請使用以下的空白位置來提供有關此政策的任何連結或意見：

19. Has your National Library provided any standards, guidelines, or guides to best practices for other libraries to use in developing resources, services and programmes for people with disabilities?

你的國家圖書館是否有為其他圖書館就開發殘疾人士圖書館資源，服務和計劃上， 制訂任何 最佳做法的標準、準則或指引？

Yes有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

20. If yes, Please use the space below to provide any links or comments about this guidance:

如果有，請使用以下的空白位置來提供有關指引的任何連結或意見:

21. Does your National Library provide consulting services to help other libraries develop programs and services for people with disabilities?

你的的國家是否有提供諮詢服務，幫助其他圖書館為殘疾人士發展計劃和服務？

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

22. Please use the space below to provide any links or comments about these services:

請使用以下的空白位置來提供有關這些服務的任何連結或意見:

23. Is your national library aware of the UN Sustainable Development Goals?

你所屬的國家圖書館是對聯合國可持續發展目標有所認識？

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

24. Has your National Library actively addressed the [United Nations 2030 Sustainable Development Goals](http://www.un.org/sustainabledevelopment/sustainable-development-goals/) in any of the following ways:

貴國國家圖書館是否以下列方式積極實踐聯合國2030年可持續發展目標：

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know不知道 \_\_\_\_\_

If yes 若是: Yes 有 No沒有 I don’t know不知道

1. Endorsed all or some of them as

appropriate for your library to address \_\_\_ \_\_\_ \_\_\_

你的圖書館收納全部或部分可持續發展目標

1. Planned activities in relation to the \_\_\_ \_\_\_ \_\_\_

SDGs 設計與可持續發展目標相關的活動

1. We are aware of them, but have \_\_\_ \_\_\_ \_\_\_

not taken action so far

我們認識可持續發展目標，但迄今尚未採取行動

1. Enter another option (Please explain in the space below)

填寫另一個選項（請在下面的空白位置說明）

25. Please use the space below to provide any further links or comments about these actions:

請使用下面的空白位置來提供有關這些行動的任何連結或意見:來

**Library Association 圖書館協會**

26. Does your library association have an official policy on access by people with disabilities:

你的圖書館協會是否設有關於殘疾人使用的官方政策

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

If yes 若有: Yes有 No沒有 I don’t know不知道

a. At your conferences? \_\_\_ \_\_\_ \_\_\_

有關會議埸地安排

b. To resources, services and programmes \_\_\_ \_\_\_ \_\_\_

produced by your association (including

online materials)?

有關你的協會資源，服務和計劃（包括線上資料）？

c. Enter another option \_\_\_ \_\_\_ \_\_\_

填寫另一個選項

27. Please use the space below to provide any relevant comments or links relating to the previous answer:

請使用下面的空白位置來提供與前一個答案相關的任何意見或連結:

28. Has your library association provided any standards, guidelines, or guides to best practices to help libraries develop resources, services and programmes for people with disabilities?

你的圖書館協會是否有為其他圖書館就開發殘疾人士圖書館資源，服務和計劃上， 制訂任何 最佳做法的標準、準則或指引？

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know不知道 \_\_\_\_\_

29. Please use the space below to provide any links or comments about these standards or guidelines:

請使用下面的空白位置來提供有關這些標准或指引的任何連結或意見:

30. Does your library association provide consulting services to help other libraries develop resources, services and programmes for people with disabilities?

你的圖書館協會是否有提供諮詢服務，幫助其他圖書館為殘疾人士開發資源，服務和計劃？

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

31. Please use the space below to provide any links or comments about these services.

請使用以下的空白位置來提供有關這些服務的任何連結或意見.

32. Is your library association aware of the [UN Sustainable Development Goals](http://www.un.org/sustainabledevelopment/sustainable-development-goals/)?

你的圖書館協會是否意識到聯合國可持續發展目標?

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

33. Has your library association addressed the United Nations 2030 Sustainable Development Goals in any of the following ways:

你的圖書館協會是否透過以下任何一種方式實踐聯合國2030年可持續發展目標

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don’t know 不知道 \_\_\_\_\_

If yes若是,

Yes有 No沒有 I don’t know不知道

1. Endorsed all or some of them as \_\_\_ \_\_\_ \_\_\_

appropriate for your library association to address

你的圖書館協會收納全部或部分可持續發展目標

b. Planned activities in relation to the SDGs \_\_\_ \_\_\_ \_\_\_

設計與可持續發展目標相關的活動

c. We are aware of them, but have not taken \_\_\_ \_\_\_ \_\_\_

action so far

我們認識可持續發展目標，但迄今尚未採取行動

d. Enter another option \_\_\_ \_\_\_ \_\_\_

填寫另一個選項

34. Please use the below box to provide any further links or comments about these actions:

請使用下面的空白位置來提供有關這些行動的任何連結或意見:

**Individual Libraries 個別圖書館**

35. On behalf of what type(s) of library are you answering?

你代表什麼類型的圖書館作回答

Academic Library 學術圖書館 \_\_\_\_\_

Public Library 公共圖書館 \_\_\_\_\_

School Library 學校圖書館 \_\_\_\_\_

Special Library 特別圖書館 \_\_\_\_\_

Other - Write In 其他 – 請列明 \_\_\_\_\_

36. Does your library have an official policy on access by people with disabilities:

你的圖書館是否設有關於殘疾人士使用的官方政策

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

37. Please use this space below to provide any relevant comments or links relating to the previous answer:

請使用下面的空白位置來提供與上一個答案有關的任何相關意見或連結:

38. Is there a national law in your country that requires you to provide access for people with disabilities?

貴國是否有國家法律要求你為提供給殘疾人士使用

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

If yes, does the law require you to provide若有，法律是否要求你提供:

Yes是 No否 I don’t know不知道

a. Accessibility facilities for people with disabilities? \_\_\_ \_\_\_ \_\_\_

殘疾人士的無障礙設施

b. Accessible resources for people with disabilities? \_\_\_ \_\_\_ \_\_\_

為殘疾人提供無障礙資源

c. Equal access to resources, services and programmes? \_\_\_ \_\_\_ \_\_\_

殘疾人士能平等獲得資源、服務和活動計劃?

d. Enter another option \_\_\_ \_\_\_ \_\_\_

填寫另一個選項

39. Is your library accessible to people with physical disabilities (e.g, via a ramp into library, elevator, adequate distance between aisles, etc.)

你的圖書館是否可以讓身體殘疾的人士使用（例如: 設有通道斜坡進入圖書館、電梯、適當通道距離等）

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

40. Please use the space below to offer comments on your previous answer:

請使用下面的空白位置來為你前一個答案提供意見:

41. Does your library have books or other resources specifically for people with disabilities?

你的圖書館是否有專門為殘疾人士以設的書籍或其他資源

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

42. Please use the space below to offer any comments on your previous answer:

請使用下面的空白位置來為你前一個答案提供任何意見:

43. Does your library offer services for people with a specific disability?

你的圖書館是否為某類特定殘疾人士提供服務

Yes 是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

If yes, please state the disability 若有, 請申明類別:

a. Deaf or hard of hearing聾或聽覺障礙 \_\_\_\_\_

b. Blind, partially sighted or unable to \_\_\_\_\_

read print material失明、低視力或無法閱讀打印材料

c. Mobility impairment \_\_\_\_\_

行動障礙

d. Dyslexia or other learning disability \_\_\_\_\_

讀寫障礙或其他學習障礙

e. Enter another option \_\_\_\_\_

填寫另一個選項

44. Does your library provide any special services or programs that:

你的圖書館是否有提供任何特殊服務或計劃

Yes有 No沒有I don’t know不知道

1. Assist people with disabilities to obtain \_\_\_ \_\_\_ \_\_\_

employment?

協助殘疾人士就業？

1. Assist people with disabilities to obtain job \_\_\_ \_\_\_ \_\_\_

training or further their education?

協助殘疾人士進行職業培訓或進一步接受教育？

1. Assist people with disabilities to find \_\_\_ \_\_\_ \_\_\_

information on health?

幫助殘疾人士找到關於健康的信息？

1. Assist people with access to technology \_\_\_ \_\_\_ \_\_\_

through specific technology?

透過特定科技協助殘疾人士獲取技術？

1. Assist people with access to technology \_\_\_ \_\_\_ \_\_\_

through special training?

透過特殊培訓幫助殘疾人士獲得技術?

1. Assist people with access to technology in \_\_\_ \_\_\_ \_\_\_

other ways?

協助殘疾人士以其他方式獲得技術？

1. Other special programs? \_\_\_ \_\_\_ \_\_\_

其他特別計劃？

45. Please use the space below to provide any links or comments about your previous answer:

請使用下面的空白位置來提供關於你前一個答案的任何連結或意見:

46. Does your library have a special budget for accessible resources, services and programmes for people with disabilities?

你的圖書館是否有特定預算，為殘疾人士提供無障礙資源、服務和計劃?

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know 不知道 \_\_\_\_\_

47. Please use the space below to offer comments about your previous answer:

請使用下面的空白位置來提供有關你前一個答案的意見:

48. Are efforts made to include persons with disabilities into the library’s programming or projects or events?

你的圖書館有致力把殘疾人士納入圖書館的計劃或項目或活動中嗎?

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know不知道 \_\_\_\_\_

49. Please use the space below to provide comments and links relating to your previous answer:

請使用下面的空白位置來提供與你前一個答案有關的意見和連結:

50. Does your library collect data on the amount of use made of your library by people with disabilities?

你的圖書館是否有收集有關殘疾人士使用量的資料?

Yes 有 \_\_\_\_\_

No 沒有 \_\_\_\_\_

I don't know不知道 \_\_\_\_\_

51. Please use the space below to offer any comments or details about your previous answer:

請使用下面的空白位置來提供你前一個答案的任何意見或詳情:

52. Is your library aware of the UN Sustainable Development Goals?

你的圖書館是否對聯合國可持續發展目標有所認識?

Yes是 \_\_\_\_\_

No 否 \_\_\_\_\_

I don’t know 不知道 \_\_\_\_\_

53. Has your library addressed the United Nations 2030 Sustainable Development Goals in any of the following ways:

你的圖書館是否透過以下任何一種方式實踐聯合國2030年可持續發展目標：

Yes有 No沒有I don’t know不知道

1. Endorsed all or some of them as appropriate for your \_\_\_ \_\_\_ \_\_\_

library to address

你的圖書館收納全部或部分可持續發展目標

b. Planned activities in relation to the SDGs \_\_\_ \_\_\_ \_\_\_

設計與可持續發展目標相關的活動

c. Provide services specifically designed to implement \_\_\_ \_\_\_ \_\_\_

the SDGs

提供特設服務以落實可持續發展目標

d. We are aware of them, but have not taken \_\_\_ \_\_\_ \_\_\_

action so far

我們認識可持續發展目標，但迄今尚未採取行動

1. Enter another option \_\_\_ \_\_\_ \_\_\_

填寫另一個選項

54. Please use the below box to provide any further links or comments about these actions:

請使用下面的空白位置來提供有關這些行動的任何連結或意見:

**Thank You! Thank you for taking our survey. Your response is very important to us.**

**謝謝！ 感謝您參加我們的調查。 你的回應對我們來說非常重要。**