

Serving the Deaf & Hard of Hearing Community at Montgomery County Public Libraries

Library Services to People with
Special Needs Section of IFLA
March 9, 2017

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Maryland Deaf Culture Digital Library
Librarian II,
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Germantown, Maryland



MCPL Community



- The Deaf and Hard of Hearing Community
- Community Connections
- 21 library branches + Correctional Services Library



MCPL HISTORY

- 1976- TTY donations, programs
- 1982 – Ad hoc Citizen Planning Committee
- 1985- Librarian II staff position
- 1986 – 2006: Special Needs Library
 - Central point of contact for collection, services, and programs
 - Materials on deaf culture, history, literature, arts, hearing loss, Deaf education, parenting
 - TTY service in 99% of the library branches
- 2017: Assistant Facilities and Program Manager, Accessibility Services



REFERENCE SERVICES

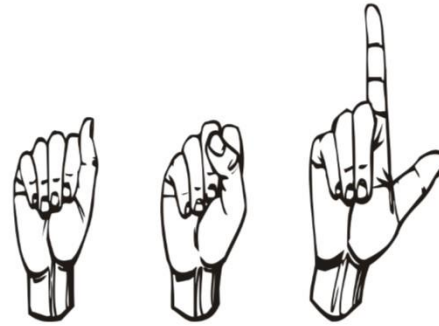
- Ask A Librarian Email Reference,
 - Tweet a question
 - Chat Reference Service
 - TTY Access
-
- 24/7 AskUsNow Chat Service (part of worldwide cooperative)

LIBRARY PROGRAMS AND ACCESSIBILITY

ACCESSIBILITY SERVICES

- Visual Communications contract
 - ASL & PSE interpreters
 - Close vision and tactile interpreters
 - Cued speech transliteration services
 - Communication Access Real Time Translation (CART)
 - CDI – Certified Deaf Interpreters
 - VRI – Video Remote Interpreting
- Audio loops in meeting rooms at 9 library branches
- Portable FM system via County

BOOK DISCUSSION IN ASL



Book Group Discussion in American Sign Language

**10:15 a.m.
to discuss**

February 11, 2017	The Light Between Oceans by M.L.. Stedman
April 8, 2017	Hands of My Father by Myron Uhlberg
June 10, 2017	The Glass Castle by Jeannette Walls
August 12, 2017	All the Light We Cannot See by Anthony Doerr
October 14, 2017	Deaf in DC by Vasishta Madan
December 9, 2017	Distance Between Us by Reyna Grande

Copies of each title will be distributed at each preceding book discussion meeting. For more information, email: MCPL.DeafAccess@montgomerycountymd.gov.

**Germantown Library
19840 Century Blvd
Germantown, MD 20874
240-777-0110**



To request sign language interpretation or other deaf/hard of hearing services for library-sponsored programs, email MCPL.DeafAccess@montgomerycountymd.gov, preferably with three business days' notice. To request other accommodations, contact your local library.

montgomerycountymd.gov/library



LIBRARY PROGRAMS

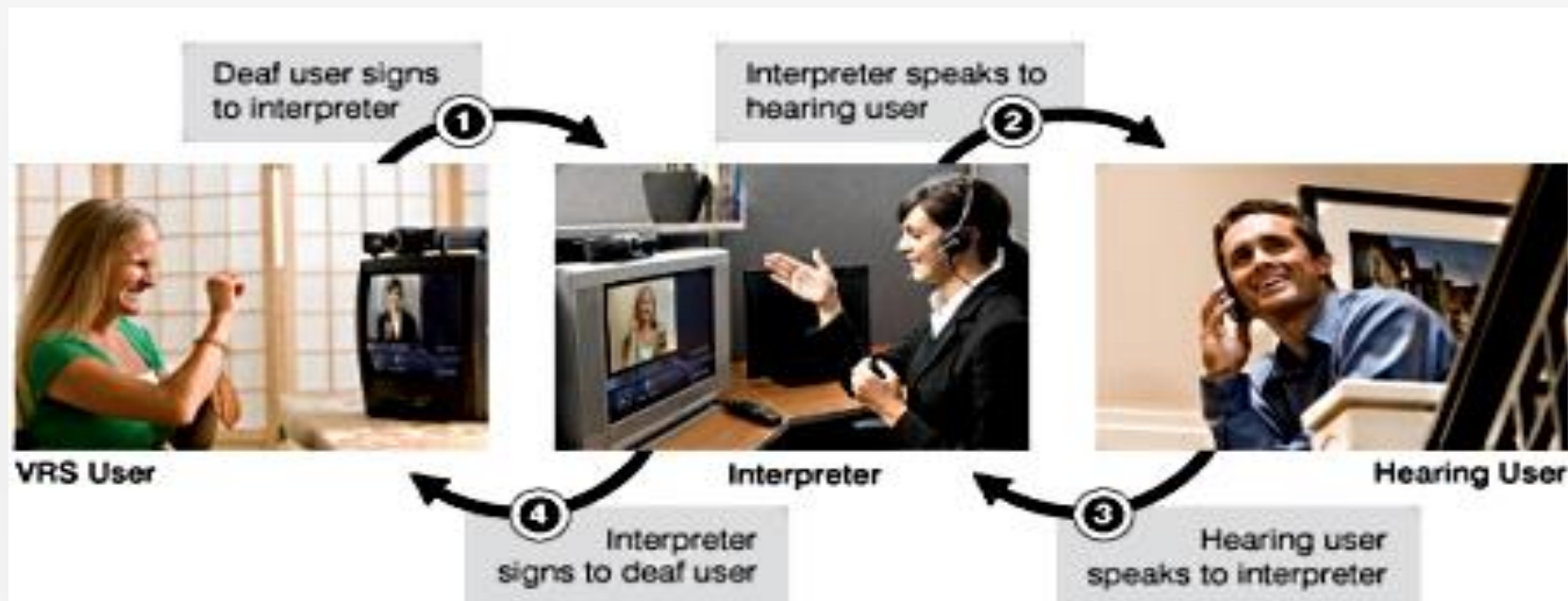
Programming collaboration with organizations and community partners

- ESL for Deaf Individuals
- ASL and Cued Speech classes, bi-annually
- Annual Deaf History Month observance
- ASL and tactile interpreted programs
- ASL Storytelling (pilot)
- Coping with Hearing Changes

TECHNOLOGY

VIDEO RELAY SERVICE

- Geographically distributed at four library branches
- Customers contact video interpreters through a Relay Center to help make telephone calls
- Customers call videophone users to communicate directly in ASL



AUDIO LOOPS

- Nine library locations
- Three work day lead time for requests
- Renovated and new construction projects
- Promote awareness
 - Placard
 - Website
 - ADA statement



COLLECTIONS

PHYSICAL COLLECTIONS

At many library branches or via ILL:

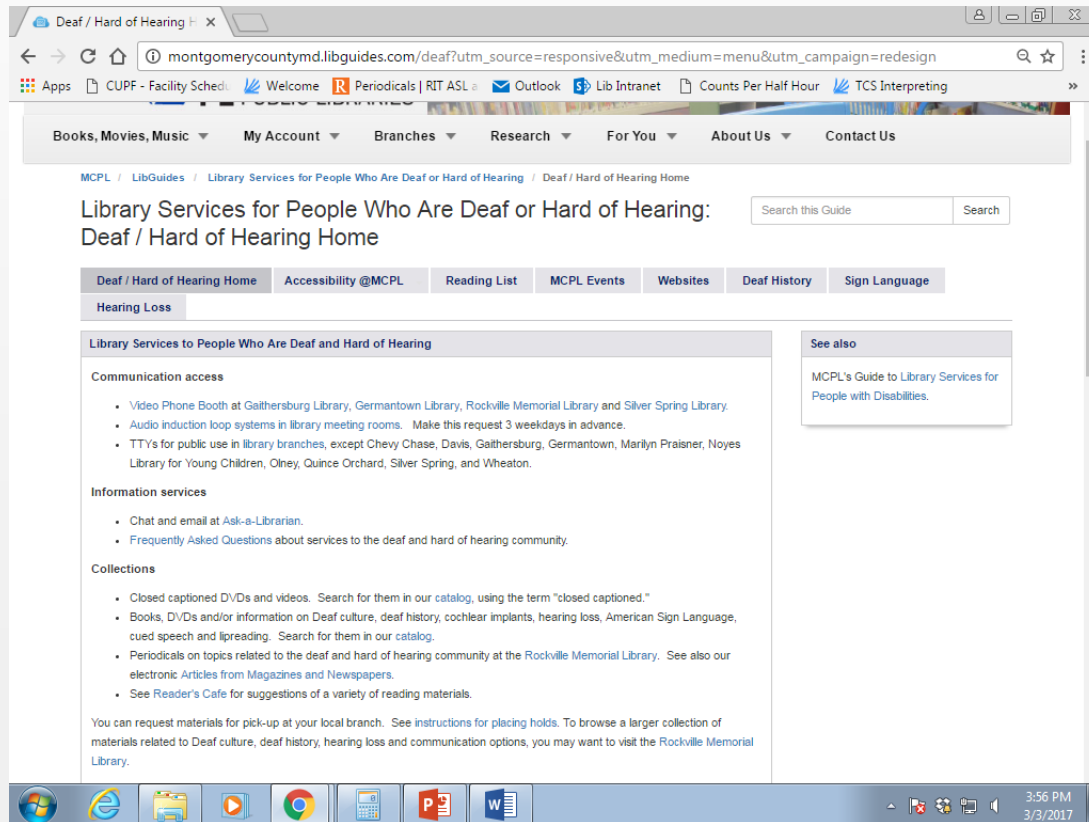
- Captioned entertainment DVDs, blue ray
- ASL Language Learning DVDs
- Print books and/or DVDs - Deaf culture, history, ASL, adapting to hearing changes
- Large Type books for adults
- Braille Children's Books

ONLINE RESOURCES

- Book Flix and Tumble Book Library
(online children's books with text)
- E-books on deaf culture, deaf history, ASL, cochlear implants, interpreting via Maryland Digital Library Consortium
- E-magazines (Flipster, Zinio)



LIBGUIDE – DEAF AND HARD OF HEARING SERVICES



<http://tinyurl.com/jxqदानs>

- Service to the Deaf and Hard of Hearing Community
- Accessibility Services
- Reading List
- MCPL Events
- Websites
- Deaf History
- Sign Language
- Hearing Loss

MARYLAND DEAF CULTURE DIGITAL LIBRARY

- Maryland State Legislation, Section
- Funded by IMLS grant, utilizing staff resources of MCPL
- MCPL as host library in cooperation with Maryland DLDS and Maryland ODHOH
- Staffing
- Components
 - Website maintenance and development
 - Digital and non-digital collections
 - Outreach
 - Programming
 - Training
 - Partnerships
- Library Advisory Board
- Friends of the Library

**MARYLAND DEAF CULTURE
DIGITAL LIBRARY**

MARYLAND DEAF CULTURE DIGITAL LIBRARY

Home - Maryland Deaf C x

https://montgomerycountymd.libguides.com/mddeafculturedigilib

Contact Us MCPL / LibGuides / Maryland Deaf Culture Digital Library / Home

Maryland Deaf Culture Digital Library: Home

Information about the Maryland Deaf Culture Digital Library

Home Finding Materials Deaf History Deaf Culture American Sign Language Programs
Organizations Deaf Community News & Events Job Resources Library Accessibility

UPDATES

- Request for Friends of MD DCDL Application Form
Join the Friends of MD DCDL. Click on the link to learn more and fill out the application form by March 14, 2017.

Maryland Deaf Culture Digital Library

Welcome to the Maryland Deaf Culture Digital Library! This interim LibGuide for the Maryland DCDL is a work in progress.

The Maryland Deaf Culture Digital Library, the result of a bill that was passed into law, is the "first stop" information center that will provide Maryland residents, local public library staff, college and university librarians and other libraries in the state of Maryland with access to:

- online resources on deaf culture,
- a comprehensive electronic collection of deaf resources,
- deaf cultural programs, and
- training programs for library staff.

5:07 PM
3/3/2017

Maryland Deaf Culture
Digital Library
<http://tinyurl.com/hntqrg3>

- Updates
- About MD DCDL
- Finding Materials
- Deaf History
- Deaf Culture
- American Sign Language
- Programs
- Organizations
- Deaf Community News & Events
- Job Resources
- Library Accessibility

CHALLENGES

- Limited resources for ESOL deaf community
- Marketing audio loops to target population

USER NEEDS

- Reference service via Videophone
- Applicability of RTTs in library services
- ASL vlogs
- ASL digital displays
- Streaming ASL stories (i.e. VL2 at Gallaudet)
- Streaming videos of ASL led or interpreted library programs
- Glass enclosed elevators
- Best practice for architectural design conducive to needs of deaf and hard of hearing customers

Contact for Questions

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