

Digital access resources Southampton City Libraries – A summary of Services, Hardware and Software Southampton City Libraries

Introduction

Southampton City Libraries offer access to digital information and resources from 11 libraries in the city. Six libraries are run by the Council and are part of a statutory service and a further 5 libraries are run in partnership with community groups and organisations. The City Council continues to support the equipment, technology and infrastructure for digital access across all sites.

In summary and post Covid the service has rationalised its equipment to offer safe long-term access to digital and is in transition from PC based resources to self service Samsung tablets available in the library to offer greater flexibility and access options which users can tailor to their own need on all equipment.

Equipment available

Public Access PCs		Tablets for hire	Printers/MFDs/ Scanners	Assistive Tech	Assistive Software
January 2020	January 2022				
138	103	16 (due for launch)	7 for use by the public. Staff assisted.	Big Keys keyboard Simplified enlarged MFD control panel available	Standard Microsoft Ease of Access - Magnifier Narrator On-Screen Keyboard Windows Speech Recognition High contrast Sticky keys SS Overlay -

					software coloured screen filters support for dyslexia Standard Samsung accessibility settings: Talk back, visibility enhancements, high contrast or inversion, zoom and magnifier
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Support and training

There has been a pause in training during Covid but the library has a good track record of supporting individual and specific groups with digital skills and access.

UP to 2019 Libraries ran Library licence courses to support people with learning disabilities to access library services which including exploiting digital media music, film, PCs and becoming confident with self service technology.

From 2017 to Covid, as part of NHS Widening Digital Participation, the library ran regular ipad courses for stroke survivors to support people recovering from a stroke to use ipads to make daily life easier – use of maps, calendars, memory enhancers, games and exercises to improve motor skills. Additionally, the library offered support for those with dementia and their carers specifically using tech for reminiscence and diary and memory book creation.

Most recently we ran ipad Tablet and by extension smartphone sessions at Southampton Sight for those with a visual impairment.

We offer a reading group for those who are visually impaired through provision of digital spoken word books.

Individuals in libraries are supported by Digital Champions – volunteers who, with training, offer 1-2-1 support on basic technology and digital access.

New Services – Citizens Advice Hub. Launched as a response to Covid at Central and Shirley Libraries this allows anyone with no IT skills to meet a Citizens Advice employee in a digital hub, scan documents and in the future print forms completed by the adviser. Very simple and very popular.

E- books and E-resources

These have opened up opportunities for reading and listening to those with visual impairments through use of digital readers.

Borrowbox

Dyslexic Users – they have added a special font to the eBook reader that makes text more readable for dyslexic users.

Adjustable Player Speeds – with the playback-speed options users can enjoy eAudiobooks at your own pace.

Visually Impaired Users – The entire app is optimised to work with VoiceOver functionality that is built into iOS and Android devices. BorrowBox utilises the built-in screen reader to provide meaningful auditory descriptions of each on-screen element. This also includes an optimised eBook experience for the visually impaired.

PressReader

Font enhancement for easier readability and customisation. Article view instead of newspaper or magazine view. Text extracted for the benefit of simpler navigation and compatibility with screen readers and VoiceOver functionality.

Accessibility options available on both desktop and mobile sites as well as the PressReader app.

Ancestry (and in part ProQuest) have a detailed and impressive accessibility statement - https://support.proquest.com/s/article/Ancestry-Library-Edition-Accessibility-Statement?language=en_US