The ULAC Accessibility Task Force reviewed the library, campus, and campus disability services websites for 17 peer institutions of UNC Charlotte to determine the information academic libraries typically provide and announce for those with disabilities. The peer institutions included schools from across the country. This review demonstrated a lack of consistency in the services provided and in how they were presented and organized on the websites. ULAC asked the Task Force to present best practices or models for what services, policies, and web information member libraries might provide for those with disabilities. Using a similar methodology as in the initial peer review, the Task Force conducted an analysis of the UNC system institution websites and found significant inconsistency in the content available on system library/institution websites. The Task Force identified the UNC-CH Davis Library (Davis: Access Information) as the most thorough and helpful of the system library disability services pages and made a list of the elements covered on that library’s page:

- Link to Campus Office of Disability Services
- Parking and transportation information for those with disabilities
- Phone, chat, and text contact information - how to get assistance
- Specific contact person in the library
- Building access issues and solutions
- Hours for building and/or assistance
- Book retrieval
- Microforms: retrieval and use
- Photocopying
- Document Delivery/On-campus delivery
- Format change for library materials
- Software available
- Equipment and adaptive technologies available
- Special room(s) and locations
- Proxy (assistant) borrower’s card
- Citation/bibliography assistance.

We then conducted an inventory of these elements on the other system library websites. It appeared that many libraries would have to invest time, effort, and perhaps funds to match the level of service provided by the UNC-CH Davis Library. We decided to digest the list to make it easier for all system libraries to establish a baseline/minimum of essential services and policies that could be presented on each library’s website. The Task Force recommends the following services and policies be developed by all libraries and included on all of our websites:

- Make the “Accessibility” web page easy to locate from the top-level page of the library website
• Link to the Campus Office of Disability Services
• Provide phone, chat, and text contact information - how to get assistance
• Address any building access issues and solutions
• Include hours for the building and/or assistance if different
• Provide a list of software and adaptive technology equipment available
• Explain procedures for requesting retrieval and pick-up/delivery of items in the collection: books, journals/articles, microforms, Government Documents, Special Collections items, etc.
• Explain how to request a change of format of library and textbook materials.

The Task Force encourages libraries to go beyond the essential policies and procedures listed here if it is within their means.

The Task Force identified system library websites that might be used as examples by libraries at institutions of varying sizes, resources, and staffing:

<table>
<thead>
<tr>
<th>Size</th>
<th>Institution - Library</th>
<th>Webpage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Large</td>
<td>UNC-CH - Davis</td>
<td><a href="http://library.unc.edu/davis/access/">http://library.unc.edu/davis/access/</a></td>
</tr>
<tr>
<td>Medium</td>
<td>East Carolina - Joyner</td>
<td><a href="http://www.ecu.edu/cs-lib/services/disabilityservices.cfm">http://www.ecu.edu/cs-lib/services/disabilityservices.cfm</a></td>
</tr>
<tr>
<td>Medium</td>
<td>UNC Charlotte - Atkins</td>
<td><a href="http://guides.library.uncc.edu/accessibility">http://guides.library.uncc.edu/accessibility</a></td>
</tr>
<tr>
<td>Small</td>
<td>UNC Wilmington - Randall</td>
<td><a href="https://library.unw.edu/disabilities">https://library.unw.edu/disabilities</a></td>
</tr>
<tr>
<td>Small</td>
<td>UNC Asheville - Ramsey</td>
<td><a href="http://library.unca.edu/usingthelibrary/accessibility">http://library.unca.edu/usingthelibrary/accessibility</a></td>
</tr>
</tbody>
</table>

The Task Force concludes its report with links to the relevant laws, policies, and helpful websites that guide the services and policies we should all strive to provide to our patrons with disabilities and special needs:

• ADA Checklist for Existing Facilities (from the Institute for Human Centered Design) - http://adachecklist.org/
• W3C Standards - https://www.w3.org/standards/webdesign/accessibility
• W3C Guidelines - https://www.w3.org/TR/2008/REC-WCAG20-20081211/
• Building an Accessible Digital World: The Obligation to make Electronic Resources Accessible (from NACUA) - http://counsel.cua.edu/res/docs/accessibledigitalworld.pdf
• Web Accessibility Toolkit (from ARL) - http://accessibility.arl.org/community-of-practice/
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