

# Assistive Technology Survey Report

October 2021

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## Executive Report

In fall 2021, the Library Accessibility Committee conducted an online survey about assistive technologies in the Libraries. The purpose of this survey was 1) to learn more about the assistive technology in the Libraries (e.g., types of technology, employee knowledge, etc.) and 2) to learn more about employee training preferences. The survey included 13 questions divided among three sections: assistive technology, training preferences, and suggestions. Survey logic was applied to this survey, allowing some respondents to answer fewer questions depending on their responses. For example, if a respondent selected “no” as a response, then follow up questions were not displayed.

Survey respondents were asked both select-response and open-ended questions. Select-response questions included multiple choice and two questions that asked respondents to indicate their levels of agreement on a 4-point scale of strongly disagree to strongly agree. Open-ended questions provided an opportunity for respondents to express their experiences and/or suggestions.

Respondents were invited to participate in the assistive technology survey regardless of their experience or knowledge with assistive technologies. An email was sent to all library employees with a general description of the survey, a link to the survey, and a statement indicating survey responses would be anonymous. The survey remained opened for two weeks and multiple reminders to complete the survey were provided to library employees in the two-week period.

### Findings

Survey links were sent to over 330 library employees of which 67 employees responded to the survey.

#### Assistive Technology Types and Knowledge

The first set of questions focused on identifying types of assistive technologies in the Libraries and gauging what employees knew about assistive technology. The majority of respondents indicated they knew (N=27) or assumed (N=33) the Libraries had some type of assistive technology available to patrons. The most common assistive technologies stated included JAWS, Magnifier, Braille, and MAGic. Nearly all respondents (N=56) indicated Willis had assistive technology while Media, Sycamore, and Discovery park Libraries had approximately 20 respondents each reporting assistive technology can be found at those locations. When it came to assistive technology knowledge, slightly over half of the respondents did not know the location of technology (N=37), how to teach patrons how to use it (N=42), or how to assist/troubleshoot problems (N=42). About half of respondents (N=28) knew what types of assistive technologies we have. Several departments were specifically mentioned as having some type of assistive technology for patrons to use.

When asked about the Persons with Disabilities website, respondents reported it was somewhat easy to navigate, find the information they were looking for, information was up-to-date/relevant, and that the information was useful. Common suggestions included providing more information on the types of technology we have, a contact person for questions, better organization of the website, updates to the layout and wording, and better visibility of this webpage on the Libraries homepage.

## Training Preferences

The second set of questions focused on identifying employee training preferences. The majority of respondents were interested in future trainings and/or resources related to assistive technology and showed interest in general knowledge, how to use the technology, location of the technology and strategies for assisting patrons as potential topics of trainings. Online components (N=41) was the most preferred training modality followed by face-to-face workshops (N=31), live online trainings (N=30), and a LibGuide (N=29).

## Suggestions & Comments

The last two questions of the survey provided an opportunity for respondents to express any suggestions on assistive technology the Libraries should acquire and for them to list any questions, comments, and/or concerns they may have. Respondents offered many suggestions related to assistive technology such as updates to current equipment and software, growing our collection of audio books, better promotion of the assistive technology we have, and having a similar set of assistive technology at all the library locations. Respondents also offered lots of comments including thoughts about trainings, partnering with ODA so we are not duplicating efforts, suggestions on a contact person, and where the technology should be housed in the library.

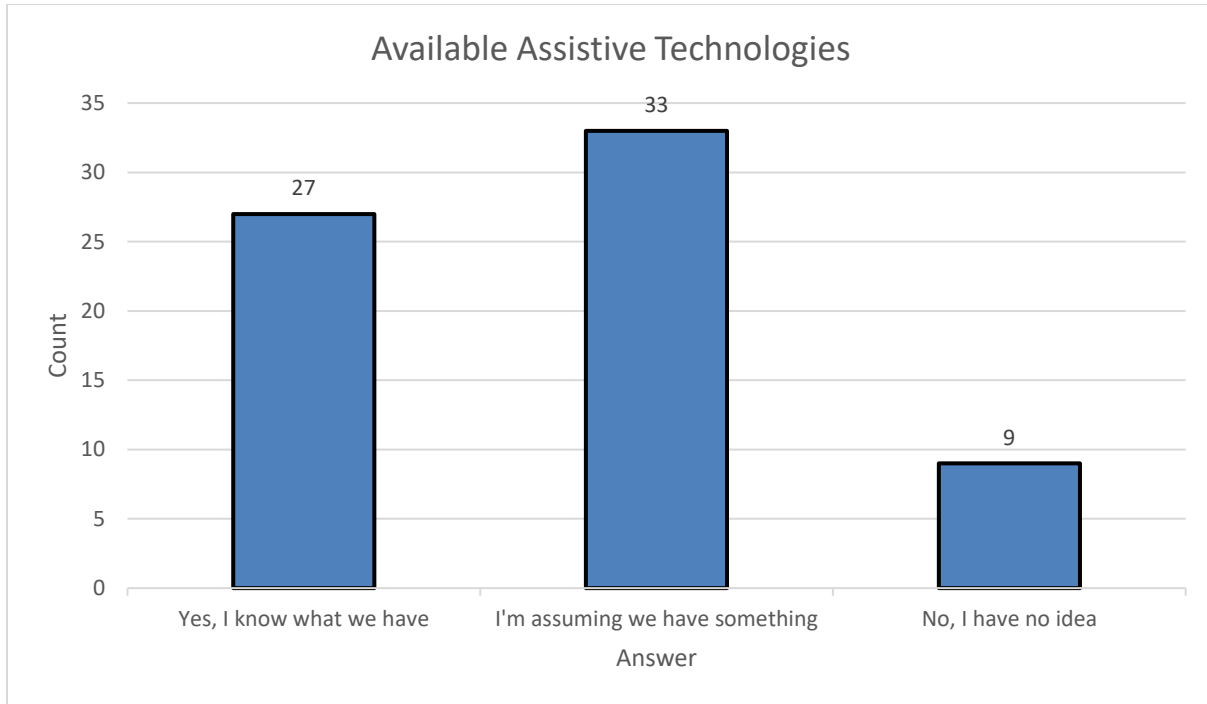
## Conclusions

Information from this survey will be used to make data-informed decisions related to assistive technologies in the Libraries. Additionally, information obtained from the second section of this survey will be used to create a variety of training and resources available to all library employees.

# Survey Results

## Part 1: Assistive Technology

Q1 - Do you know what assistive technology is available at the Libraries?



### Dataset Q1

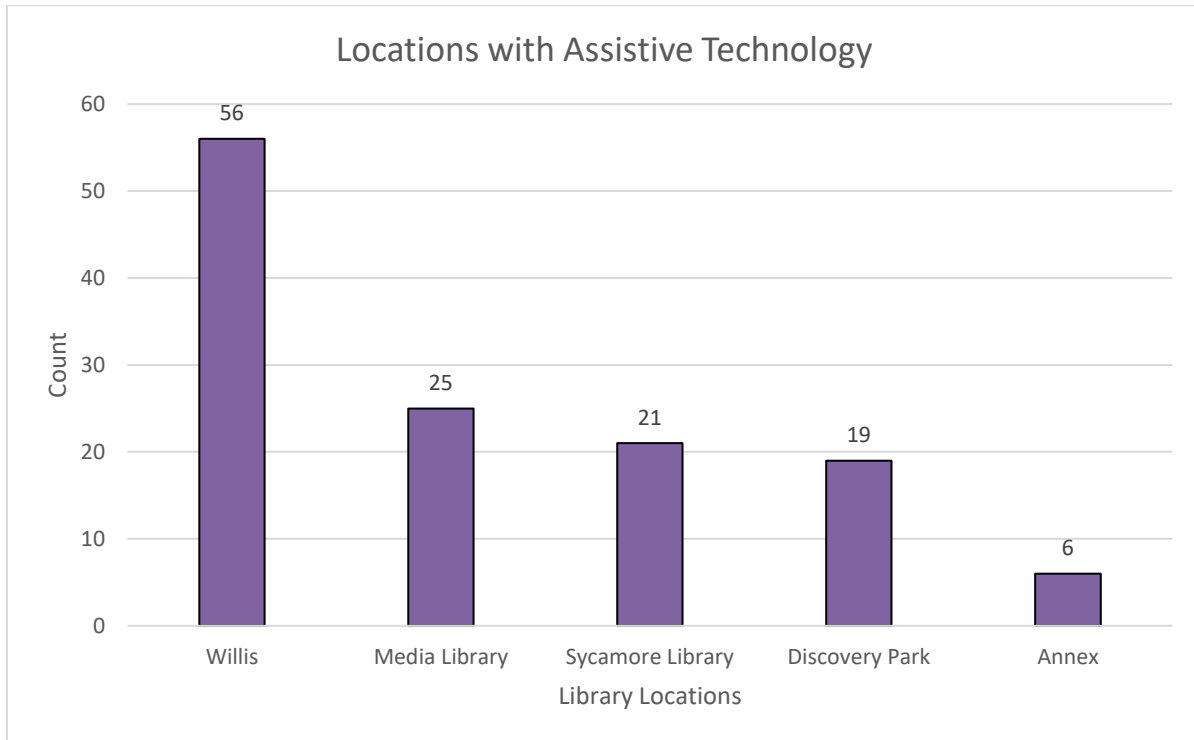
ANSWER	%	COUNT
YES, I KNOW WHAT WE HAVE	39.13%	27
I'M ASSUMING WE HAVE SOMETHING	47.83%	33
NO, I HAVE NO IDEA	13.04%	9
<b>TOTAL</b>	<b>100%</b>	<b>69</b>

Q2 - Please list any assistive technology you are aware of at the Libraries. [open-ended]

### Dataset Q2

ANSWER	COUNT
Jaws	14
Magnifier	11
Braille	10
Magic	8
Kurzweil	6
Sorensen relay phone	4
General assistive tech (not specified)	3
Scanner	3
Audio books	2
Closed captioned TV	2
Interpreter, Websites, Documents, TTDL, Goodfeel Suite, Windows integrated adaptive technology, headphones, captions for streaming content	1 each

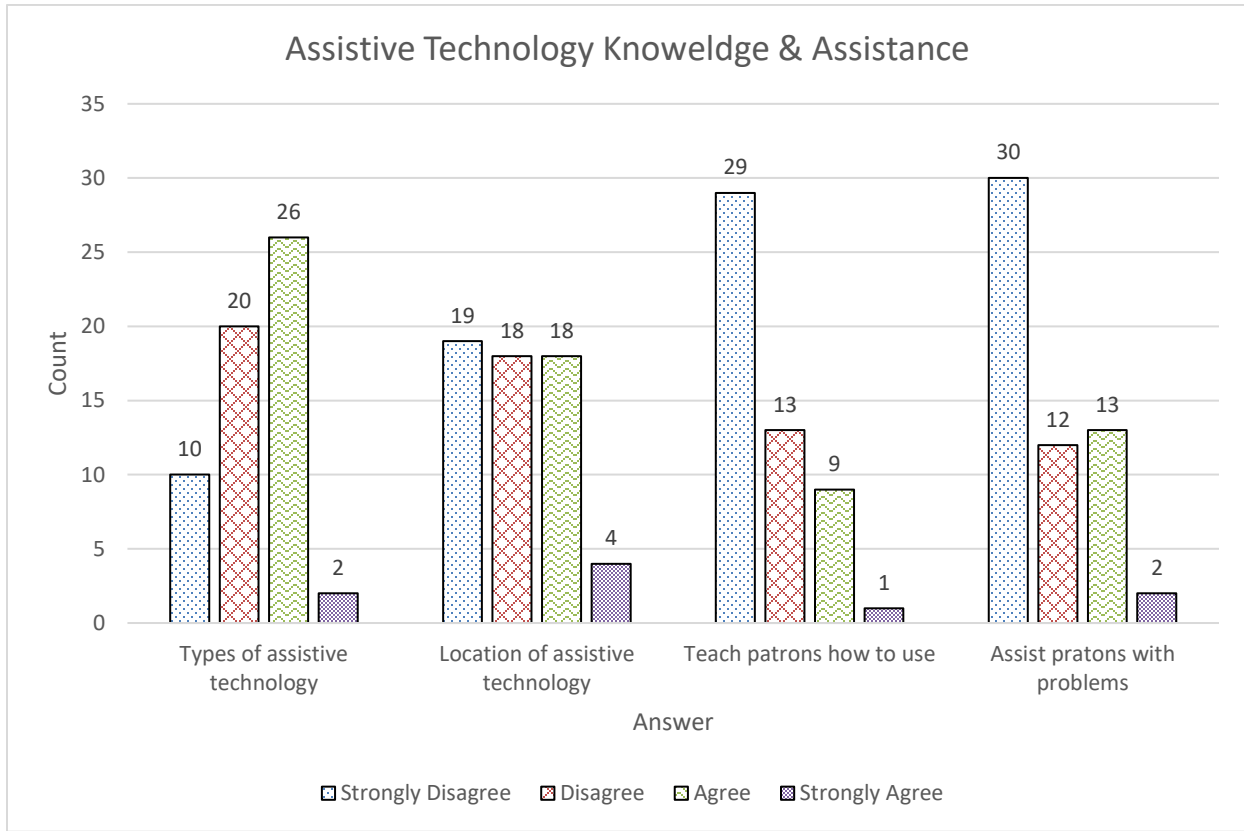
Q3 - Of the following locations, select the Libraries that have assistive technology available for patron use.



Dataset Q3

ANSWER	%	COUNT
<b>WILLIS LIBRARY</b>	44.09%	56
<b>MEDIA LIBRARY</b>	19.69%	25
<b>SYCAMORE HALL LIBRARY</b>	16.54%	21
<b>DISCOVERY PARK LIBRARY</b>	14.96%	19
<b>ANNEX</b>	4.72%	6
<b>TOTAL</b>	100%	127

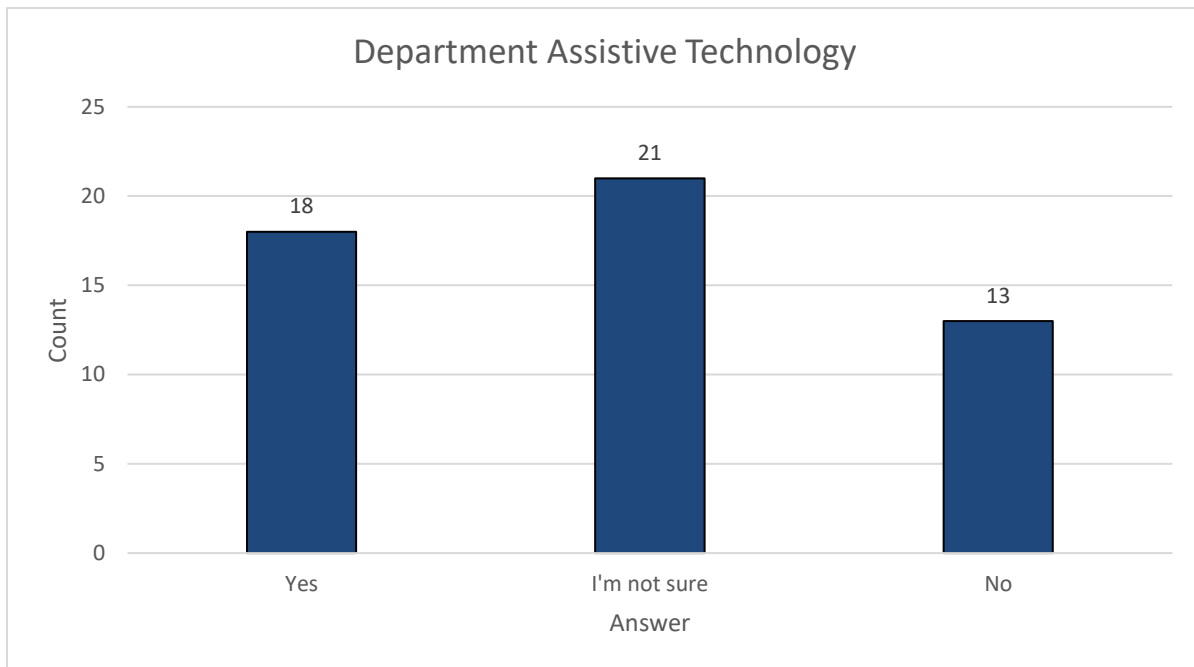
Q4 - How much do you agree or disagree with the following statements?



Dataset Q4

QUESTION	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	TOTAL
I KNOW WHAT ASSISTIVE TECHNOLOGY WE HAVE AVAILABLE FOR USE.	17.24% 10	34.48% 20	44.83% 26	3.45% 2	58
I CAN DIRECT PATRONS TO THE LOCATION OF THE ASSISTIVE TECHNOLOGY.	32.20% 19	30.51% 18	30.51% 18	6.78% 4	59
I CAN TEACH PATRONS HOW TO USE THE ASSISTIVE TECHNOLOGY IF NEEDED.	55.77% 29	25.00% 13	17.31% 9	1.92% 1	52
I CAN ASSIST PATRONS IF THEY EXPERIENCE PROBLEMS WHILE USING ASSISTIVE TECHNOLOGY.	52.63% 30	21.05% 12	22.81% 13	3.51% 2	57

Q5 - Does your department have assistive technology that is available for patrons to use?



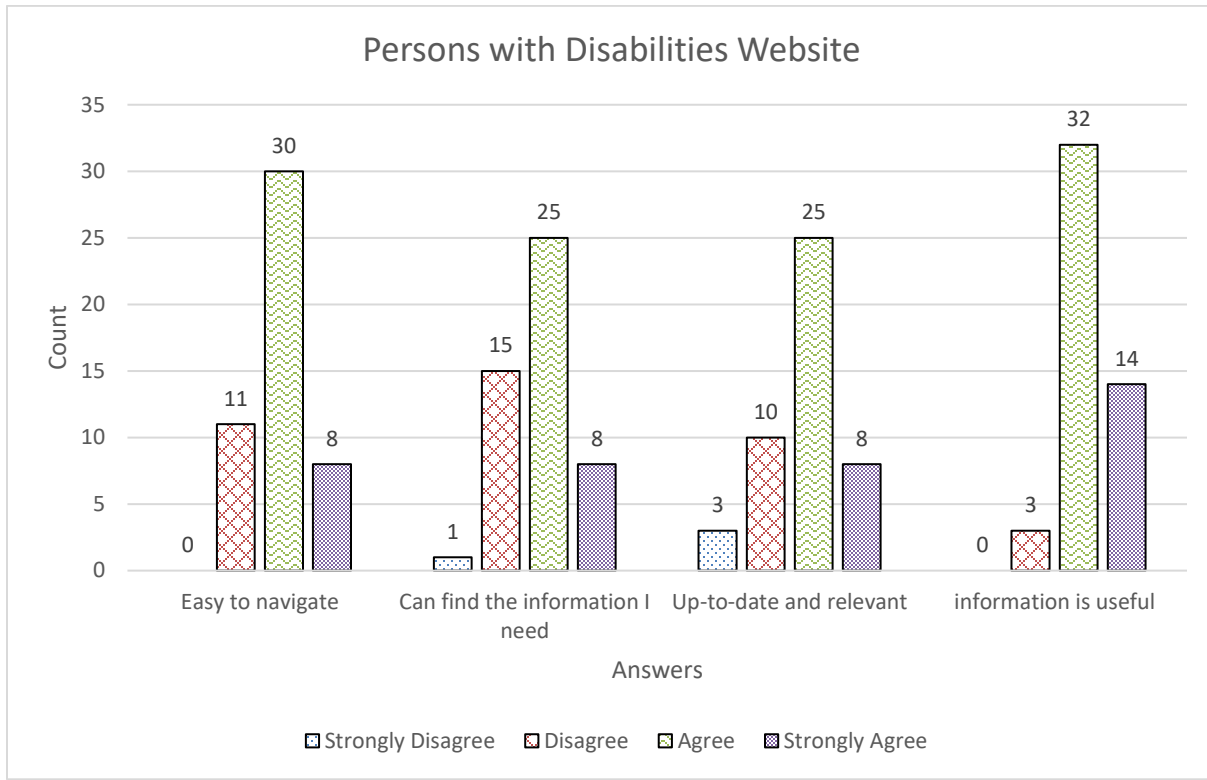
Dataset Q5

ANSWER	%	COUNT
YES	34.62%	18
I'M NOT SURE	40.38%	21
NO	25.00%	13
TOTAL	100%	52

Q6 - Please list and briefly describe (e.g., location, how it assists patrons, etc.) the assistive technology you have available. Please include the department. [open-ended]

DEPARTMENT	ASSISTIVE TECHNOLOGY
ACCESS SERVICES	Kurzweil, Braille, magnifier, talking calculators, c-pen readers, listening devices, etc.
MUSIC LIBRARY	Braille reader (braille USB keyboard and braille display for reading web pages or braille music), GOODFEEL suite
NOT SPECIFIED	<a href="#">Self-help devices for people with disabilities</a>
SPARK MAKERSPACE	JAWS 13, MAGic 11, Windows integrated adaptive software, TOPAZ Desktop Magnifier, Kurzweil 3000, Perkins Brailer
SYCAMORE WILLIS	magnifying glasses and low-tech items; JAWS and Magic technically every workstation has the adaptive resources built in Windows Ease of Access Wizard configured for DELL workstations and the Universal Access Wizard for APPLE workstations (laptops as well), Perkins brailier, the Topaz magnifier, Kurzweil scanner, ADA height printer, JAWS13, MAGic 11,

Q7 - Please rate the degree to which you agree or disagree with the following statements regarding the Services for Persons with Disabilities webpage:



*Dataset Q7*

QUESTION	STRONGLY DISAGREE	DISAGREE	AGREE	STRONGLY AGREE	TOTAL
THE WEBSITE IS EASY TO NAVIGATE.	0.00% 0	22.45% 11	61.22% 30	16.33% 8	49
THE WEBSITE IS ORGANIZED IN A WAY THAT IS EASY TO FIND THE INFORMATION I AM LOOKING FOR.	2.04% 1	30.61% 15	51.02% 25	16.33% 8	49
THE INFORMATION ON THE WEBSITE IS RELEVANT AND UP-TO-DATE.	6.52% 3	21.74% 10	54.35% 25	17.39% 8	46
THE INFORMATION ON THE WEBSITE IS USEFUL.	0.00% 0	6.12% 3	65.31% 32	28.57% 14	49



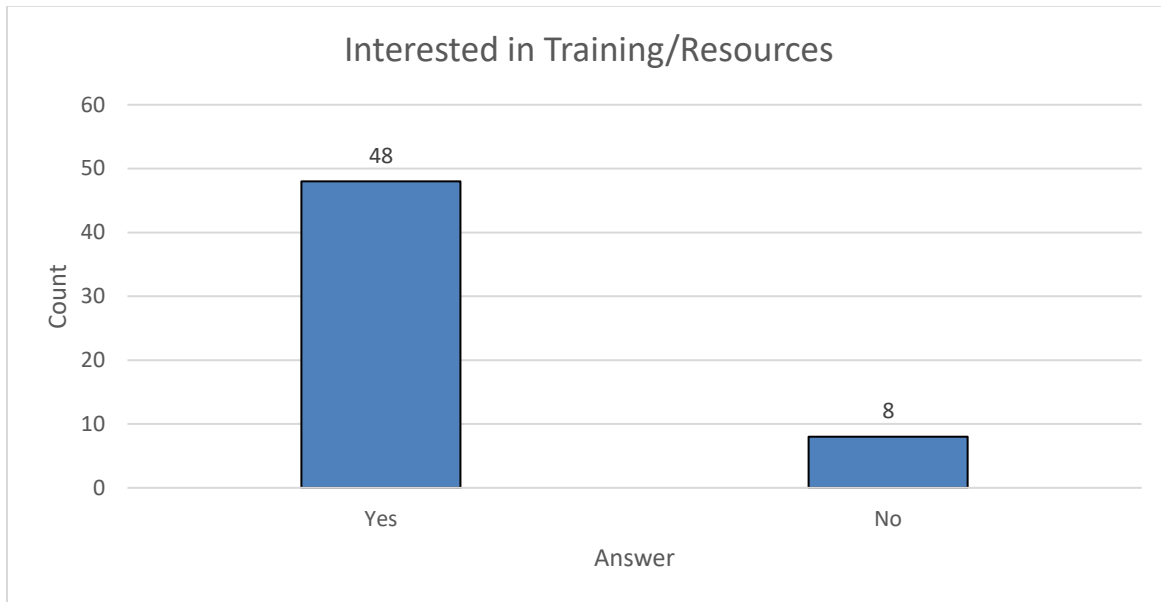
## Q8 - What suggestions do you have to improve the Services for Persons with Disabilities website?

### *Themes from data*

1. Assistive Technology
  - a. Include images, brief descriptions, and locations for all technology/devices
2. Contact person
  - a. Someone that can answer questions and report issues too (not Scott or a dean → students will not likely contact them); someone pleasant and willing to help
  - b. List resources/contact people/departments outside the Libraries that help (accessibility/disabilities)
3. Organization
  - a. Assistive technology could be organized by disability type or popularity
  - b. Section dedicated to services that are available
  - c. Policies at the bottom after technology and services have been listed
  - d. Provide a contact person at the bottom of the page
4. Layout & Wording
  - a. Needs to be easier to read – lots of information that is overwhelming and hard to find the information you are looking for
  - b. Wrong names of services
  - c. List date at the bottom of the page for last update
  - d. More welcoming language (community members are not well represented in the language)
  - e. Needs to be accessible
5. Navigation to the website
  - a. Better visibility on the library's homepage
  - b. Searching for adaptive equipment or disabilities does not bring up this webpage – maybe change/add metadata so it's easier to find

## Part 2: Training & Resource Preferences

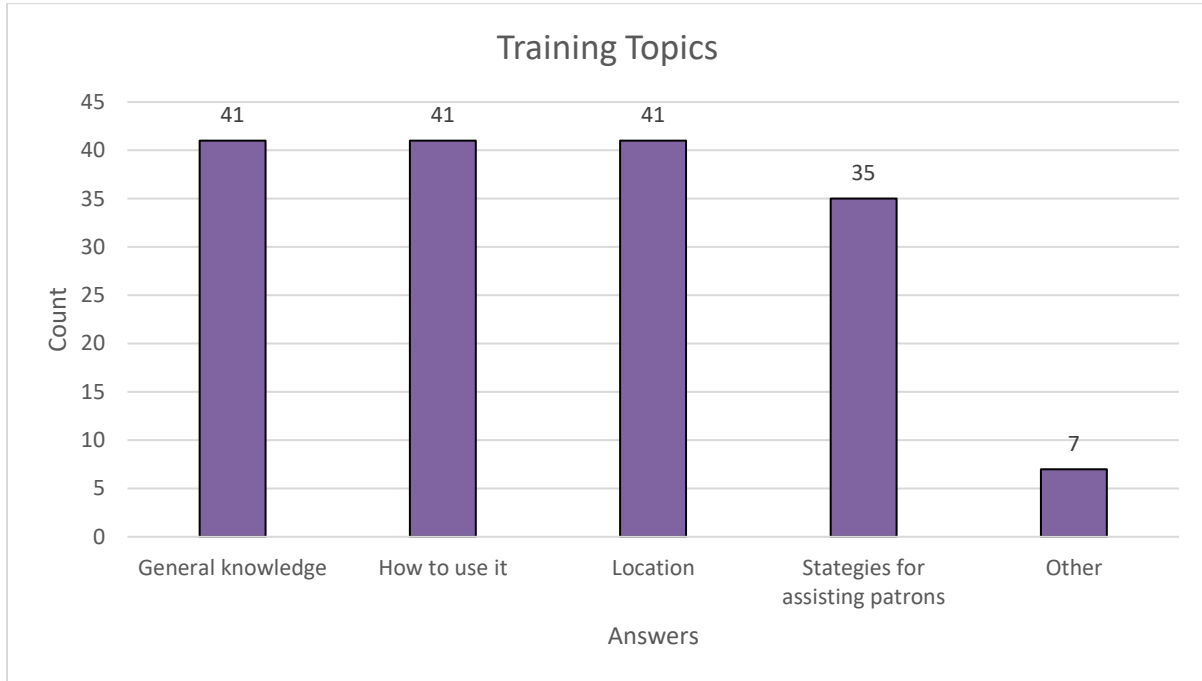
Q9 - Would you be interested in future trainings and/or resources related to assistive technology we have at the Libraries?



### Dataset Q9

ANSWER	%	COUNT
YES	85.71%	48
NO	14.29%	8
TOTAL	100%	56

Q10 - What topics would you like to learn more about in a workshop or training?



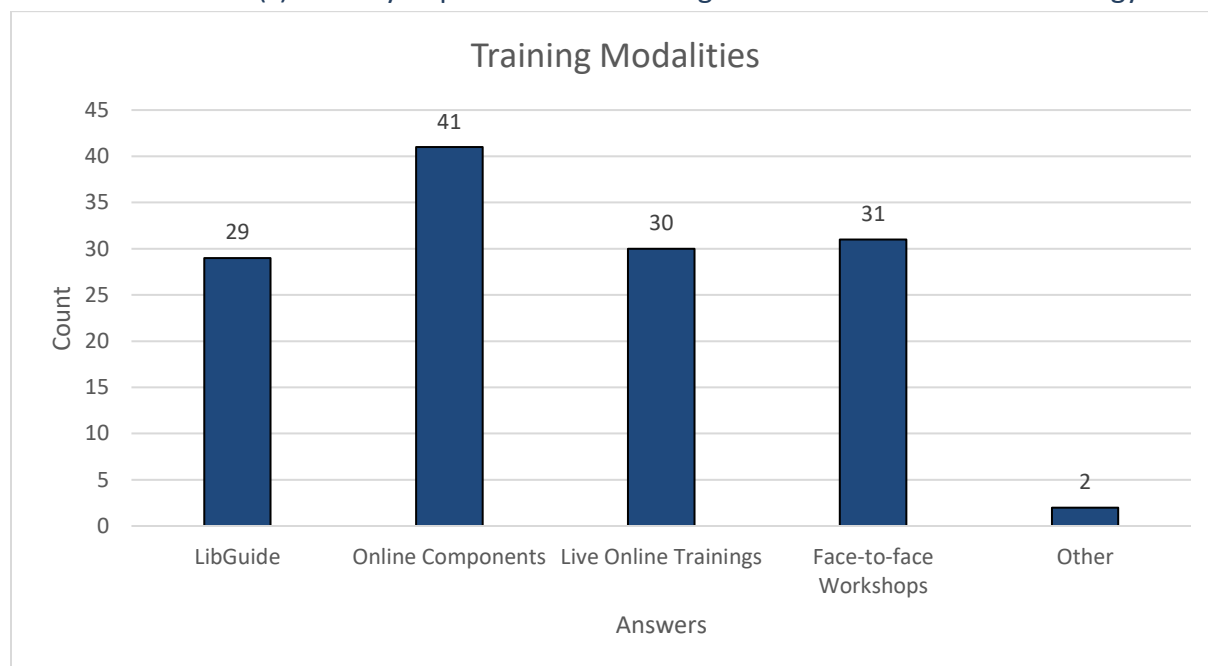
Dataset Q10

ANSWER	%	COUNT
<b>GENERAL KNOWLEDGE ABOUT ASSISTIVE TECHNOLOGY</b>	24.85%	41
<b>HOW TO USE SPECIFIC ASSISTIVE TECHNOLOGY</b>	24.85%	41
<b>THE PLACES WHERE THE ASSISTIVE TECHNOLOGY IS LOCATED</b>	24.85%	41
<b>STRATEGIES FOR TEACHING PATRONS HOW TO USE THE ASSISTIVE TECHNOLOGY</b>	21.21%	35
<b>OTHER</b>	4.24%	7
<b>TOTAL</b>	100%	165

Other Responses Q10

- Accessibility services available at UNT (not just the libraries)
- Engaging with assistive technology in library instruction
- Troubleshooting for assistive technology
- Disability sensitivity training

Q11 - What format(s) would you prefer when learning more about assistive technology?



Dataset Q11

	ANSWER	%	COUNT
	<b>A LIBGUIDE THAT INCLUDES VARIOUS RESOURCES AND LINKS TO VARIOUS TARGETED TRAININGS</b>	21.80%	29
	<b>ONLINE COMPONENTS (E.G., MODULES, VIDEOS, ETC.) THAT CAN BE COMPLETED AND/OR REVIEWED AT YOUR CONVENIENCE</b>	30.83%	41
	<b>LIVE ONLINE TRAININGS (E.G., DEMONSTRATIONS ON SPECIFIC DEVICE(S) AND/OR SOFTWARE)</b>	22.56%	30
	<b>FACE-TO-FACE WORKSHOPS (I.E., HANDS-ON PRACTICE WITH SPECIFIC DEVICE(S) AND/OR SOFTWARE)</b>	23.31%	31
	<b>OTHER</b>	1.50%	2
	<b>TOTAL</b>	100%	133

Other Responses Q11

- One topic at a time
- Less than 1 hour in length
- Different types of training (some may want to be aware while others want hands on trainings)

### Part 3: Open Response Questions

Q12 - Please list any suggestions for assistive technology that you would like the Libraries to consider acquiring.

*Suggestions from responses:*

- Haptic devices
- Scooters, crutches
- ALS interrupters or those fluent in ASL
- Audio books
- Large-faced calculators
- Same technology at all library locations
- Better promotion of assistive technology (to library employees and to students/staff/faculty across campus)
- Adaptive controllers (Media Library)
- Updating the cctv set up
- Talking Typer software
- Updated Sorenson Videophone
- Scanner that is accessible to blind via software connected to a scanner to scan in different documents, etc.

Q13 - Please list any questions, comments, and/or concerns you may have related to assistive technology at the UNT Libraries.

*Suggestions/comments from responses:*

- Better promotion of technology and services available
- Don't find training particularly useful → would rather have a contact person and cheat sheets
- Student employees should be included in trainings
- We need more assistive technology in all locations, in meeting rooms, and in instruction rooms.
- All employees should be trained on what technologies we have, how to use them, and assist patrons with them (want to help student when we can and not refer everyone to ODA for everything).
- A better and more inclusive training from the ODA would be appreciated (ODA seems short-staffed and limited on their information they are providing)
- Are we providing technology that students actually need?
- Partnership with ODA: to receive great training as well as consistent meetings to talk about needs/accommodations/ possible considerations etc.
- Assistive technology should be located on the 1st floor near staff that are trained to use it.
- The library does not have issues with assistive technology.
- Someone in Public Services should be the initial contact for requesting additional accommodations for software/equipment since we are usually more responsive.
- Signage on Willis 1<sup>st</sup> floor: what is the assistive technology and how it can be used, contact person

- Suggestions for website: audio books, captioning of media content, help getting "copies" made for print books in the collection
- Should be a link to this page on the library home page under resources.
- I think there are technologies that could be useful for people without disabilities (like text readers) so I think you all could appeal to both the disabled and people who would like to use resources for efficiency.
- The terms "hard of hearing" or "D/deaf" are generally preferred to "Hearing Impaired" in the Deaf/Hard of Hearing Community.