

Role of NGOs in Accessing Library Resources and Services among People with Disabilities

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ABSTRACT

In this paper, the use of libraries by individuals with disabilities in non-profit organizations (NGOs) in Bangalore is the primary objective. It emphasizes how users can use library resources, services, and physical spaces to advance their academic objectives. This study analyzed a few legislations connected to disability rights in India and overseas, as well as the benefits and drawbacks of library facilities. The researcher suggested that disabled people use assistive technology. NVDA (Non-Visual Desktop Access), JAWS (Job Access with Speech), and other screen-reading applications BRELTTY, ORCA, Voice Over, Open Book, Zoom Text, Kurzweil, Web Anywhere, etc. Software for magnifying the screen includes DAISY text, audio, and MAGic. Low-Vision Equipment Kit: Various eyewear, lenses, and pocket magnifiers are included. Use a Plex Talk device to read content. Software to help you learn the keyboard: Electronic Braille Notepad: Kibo XS device for creating accessible versions of textbooks. The recommendations for adopting IFLA and UNESCO guidelines addressing disabled users' access to library services come as the paper's conclusion.

KEYWORDS: Physically challenged Persons, Impaired Persons, Library Facilities, Disabilities Rights and NGOs.

INTRODUCTION

All citizens, including the disabled, have the right to an education. Article 29(2) of the Constitution states that no person will be denied entrance to or receive help from any educational institution maintained by the State based on religion, race, caste, or language. Article 45 of the Constitution requires the state to offer free and obligatory education to all children (including the disabled) until age 14.

The Rights of Persons with Disabilities Act of 2016 (RPWD Act) promotes and protects the rights and dignity of individuals with disabilities in educational, social, legal, economic, cultural, and political realms. The RPWD Act of

2016 was passed in 2016 and went into effect in 2017. The Act was passed to give effect to the United Nations Convention on the Rights of Persons with Disabilities and related issues.

Non-governmental organizations work on the ground to provide poor children with access to quality education. India is a vast country with a wide demographic and geographic divide and non-governmental organizations (NGOs) play an important role in bringing people together. There are over 48000 registered non-governmental organizations in India, with approximately 25000 NGO's. Education, which includes library-related activities, is one of the causes. The presenter first viewed their websites, where only a few bits of information on work for library development were mentioned.

LITERATURE REVIEW

Sarah Richard, (2022). The paper provides a model of ICT use and its impact on disabled persons, taking into account a variety of disabilities. The findings demonstrate that impaired users' perceived self-efficacy in ICT influences their ICT adoption. ICT use might have negative consequences such as social estrangement and low perceived normalcy. A research agenda is given to address social objectives and develop the literature.

EleniSemertzidou (2022). The purpose of this study is to identify the issues that modern medical libraries confront as well as those that must be adequately addressed to establish an accessible and inviting environment for people with all types of disabilities. Furthermore, it will seek to highlight the respective function of the Medical Librarian, which invariably needs to change and be enhanced to properly recognize and address various cases of disabilities in the framework of integration and accessibility in the library environment.

MidhulaSoman V S andSudhier K G (2022). The investigations found that the information demands of differently-abled students have become complex and troublesome due to a lack of suitable information sources and services and that these students encounter some problems while accessing information from libraries. The study's general conclusion was that, while the school library services are valuable for their academics, the respondents are unable to use them due to barriers. The report makes some practical recommendations for improving library services for differently abled students.

Rohit R. Patil and Kumbar, (2021). According to the research, the major goal of this article is to analyze the present situation of public library services for differently abled people around the world. According to the observations reached from the assessment of literature, the current state of public library services for the differently abled is not very encouraging, since the majority of public libraries do not even provide the bare minimum of services to this user group. Public libraries are physically inaccessible to people with disabilities and often lack resources in alternate forms and services. In comparison to underdeveloped countries, developed countries conduct and publish the majority of research. The published literature also emphasized the need for significant changes in services and additional research in the field of disability services.

OBJECTIVES

- ✓ To investigate the present-day NGOs' library provisions and services for differently abled students in Bangalore.
- ✓ To ascertain student participation degree of satisfaction with library services and Collection

- ✓ Identifying the academic needs of the students with differently abled.
- ✓ To know the Accessible Formats: Libraries should offer materials in various accessible formats such as braille, large print, audio, and electronic formats compatible with screen readers. This ensures that people with different types of disabilities can access information in ways that work best for them.
- ✓ To identify the impediments to using library services.

SCOPE AND LIMITATION

Non-Governmental Organizations (NGOs) play a significant role in conducting research across a wide range of fields, from social and environmental issues to healthcare and education. However, like any other institution, NGOs have their scope and limitations when it comes to research. This study is limited to NGOs in Bangalore City special focus on Persons with Disabilities and the Role of Library services and Facilities.

METHODOLOGY

The study used survey methodologies with questionnaires for data collection, as well as observations and interviews as needed. The study covers four NGOs in Bangalore City and its users include 50 people with disabilities who use library services at their respective NGOs/organizations. Based on the research objectives, the present investigation makes use of SPSS and MS-Excel statistical tools for data analysis.

DATA ANALYSIS AND INTERPRETATION

The process begins with gathering relevant data from various sources, which could include surveys, Questionnaires observation, Interviews, and more. Statistical techniques are used to quantify relationships and make predictions. This step involves applying descriptive and inferential statistics to conclude.

Table -1 Background Information

Gender	Respondents	%
Male	37	(74%)
Female	13	(26%)
Total	50	(100.00%)
Age Group	Respondents	%
16-18	25	(50%)
19-22	15	(30%)
23-25	6	(12%)
25 and above	4	(8%)
Total	50	(100.00%)
Types of Disabilities	Respondents	%
Visually Challenged	33	66%
Physically Challenged	10	20%
Hearing Impaired	7	14%
Total	50	100.00%

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The backgrounds of the respondents are displayed in Table 1. 26% of Females responded to the questionnaires, compared to 74% of Male. 50% of the responders in the table were between the ages of 16 and 18. While 12% were between the ages of 23 and 25, 30% were between the ages of 19 and 22%. In this table, 66% of respondents had visual impairments, followed by 20% who had physical impairments and 14% who had hearing impairments.

Table-2 Use of Library Facilities

Availabilities of Library	Respondents	%
Yes	50	100
No	0	0
Total	50	100

Table 2 shows that NGOs are offering library services to all 100% of the users. Taking government-related tests and writing class notes and assignments are vital for their knowledge.

Table -3 Purpose of Library Visiting

Purpose	Respondents	%
To obtain course related information	24	(48%)
To Read Newspaper	6	(12%)
To prepare for exams	12	(24%)
To Prepare for Government Exam	6	(12%)
Recreation	2	(4%)
Total	50	(100%)

Table 3 shows that 48% of users visited the library to get information for their classes, 24% attended to study for examinations, 12% read newspapers, and 6% visited in order to prepare for government exams.

Table- 4 Users' Views on the Library Collections

Library Collections	Opinion							
	Outstanding	%	Excellent	%	Adequate	%	Poor	%
Printed documents	2	(4%)	3	(6%)	12	(24%)	0	(0%)
Braille books	15	(30%)	9	(18%)	5	(10%)	3	(6%)
Audio books	4	(8%)	3	(6%)	0	(0%)	0	(0%)
E-books	5	(10%)	9	(18%)	3	(6%)	0	(0%)
CDs	21	(42%)	16	(32%)	13	(26%)	0	(0%)
Newspapers	3	(6%)	10	(20%)	4	(8%)	0	(0%)
Government exam sources	8	(16%)	14	(28%)	22	(44%)	6	(12%)

According to table 4 user ratings of the library's collections, 30% of the braille books are outstanding, followed by 42% of the CDs and 16% of the government examination resources. E-books and audio study materials were rated as excellent by 18% of users, while newspapers and government exam sources were rated as adequate by 26% of users and 44% of users, respectively.

Table- 5 Users' Views on the Library Services

Library Services	Opinion			
	Outstanding	Excellent	Adequate	Poor
Internet	4 (8%)	21 (42%)	17 (34%)	8 (16%)
References	9 (18%)	27 (54%)	14 (28%)	0 (0%)
Current Awareness Services	11 (22%)	15 (30%)	21 (42%)	3 (6%)
Photo Copy Services	4 (8%)	6 (12%)	23 (46%)	17 (34%)
Staff assistance	2 (4%)	25 (50%)	12 (24%)	11 (22%)
Online resources training	2 (4%)	14 (28%)	25 (50%)	9 (18%)

The accompanying table 5 shows user perceptions about library services. 22% of users expressed that 18% of references are outstanding in their perspective, followed by current awareness services. 42% of Internet services, 50% of staff assistance, and 54% of reference services are rated Excellent. In my opinion, 50% of online training resources and 46% of photocopy services are sufficient. Poor Opinion: 34% Photo Copy Services, 18% Online Training, and 16% Internet Services.

Table - 6 Opinion on Infrastructure facilities

Infrastructure	Opinion			
	Satisfaction	%	Dis satisfaction	%
wheelchair	10	(20%)	00	(0)
Automatic door opener	00	(0%)	50	(100%)
Glass doors marked	00	(0%)	50	(100%)
Stairs and steps	35	(70%)	15	(30%)
Elevators with buttons	00	(0%)	00	(0%)
Signs in Braille and synthetic speech	26	(52%)	04	(8%)
The physical space of Library	39	(78%)	11	(22%)
Electronic reader	15	(30%)	35	(70%)
Computers with screen adapters	17	(34%)	33	(66%)

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Comfortable seating Chairs	26	(52%)	14	(28%)
Digital talking book system	15	(30%)	35	(70%)
Ramp	11	(22%)	39	(78%)
Toilet	32	(64%)	12	(24%)
Drinking water	35	(70%)	15	(30%)
Lights and ventilations	32	(64%)	18	(36%)

Opinion on infrastructure facilities in table 6. 78% of respondents identified the physical library area, 70% mentioned stairs and steps, 64% indicated lighting, ventilation, and restrooms, 52% named comfortable chairs and signs in Braille and synthesized speech, 34% noted computers with screen adapters, 30% of respondents digital talking book systems, and 17% mentioned electronic readers. Physical facilities: satisfied.

Dissatisfaction follows. Automatic door openers and glass doors were marked as dissatisfactory by 100% of users, followed by 78% Ramp, 70% Digital talking book system and Electronic reader, 66% Computers with screen adapters, 36% Lights and ventilations, 30% Stairs and steps, and 30% Drinking water.

RESULTS AND DISCUSSION

The researcher finds the information listed below.

- 66% of respondents had visual impairments, followed by 20% who had physical impairments and 14% who had hearing impairments for participated in survey.
- 48% of users visited the library to get information for their course related Information
- 30% of the braille books are satisfied
- 44% of users were says adequate collection of Government Sources
- 42% of Internet services, 50% of staff assistance, and 54% of reference services are rated Excellent
- Poor Opinion: 34% Photo Copy Services, 18% Online Training, and 16% Internet Services.
- 78% of respondents identified the physical library area were satisfied.
- 70% mentioned stairs and steps were satisfied.
- 64% indicated lighting, ventilation, and Restrooms are satisfaction
- 52% respondents are saying comfortable chairs are available in the Library.
- 100% of users dissatisfied with Automatic door openers and glass doors were marked facilities.
- 78% Ramp, 70% Digital talking book system and Electronic reader, 66% Computers with screen adapters facilities dissatisfaction of users.

RECOMMENDATIONS

- Wider entrances to allow wheelchair users to enter freely and without assistance.
- Push-button accessible elevators are kept at a reachable level.
- Symbols and signage: These should be utilized in all essential areas of the libraries, both inside and outside. Inside, the circulation desks of libraries should be easily accessible. Furthermore, braille and synthetic speech signs should be employed to ensure accessibility for learners with sensory impairments.

- Staff training should be made mandatory because it can benefit adolescents with impairments. The library personnel should get induction and refresher training. These trainings should concentrate on understanding inclusiveness, various sorts of disability, and sign language.
- Follow the IFLA and UNESCO recommendations for access to library services for those with disabilities users.

CONCLUSION

Different sorts of assistive technology hardware and software were required by users with various forms of impairment, including screen readers, magnifiers, enlargers, hearing aids, mobility devices, Speech recognition, talking word processors, huge pointer tools, electronic Braille, and closed-circuit video should all be used in NGOs' libraries.

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