



# **Empowering Libraries to Serve All Visitors**

11 - 22 Jan 2027  
Casablanca

# Empowering Libraries to Serve All Visitors

**Ref.:** 103600403\_58327 **Date:** 11 - 22 Jan 2027 **Location:** Casablanca **Fees:** 7000 **Euro**

## Course Overview

The Inclusive Advancing Accessibility: Building Library Systems to Serve All Users Equitably is a specialized program designed for library professionals who want to develop the skills, knowledge, and confidence needed to provide exceptional service to clients with disabilities. This inclusive library services training focuses on equipping participants with practical communication techniques, service adaptation strategies, and environmental adjustments that make libraries more welcoming for all.

Drawing on authoritative resources such as the IFLA Guidelines for Making Libraries Accessible, Universal Design for Equal Access principles, and Accessible Communication Toolkits, this accessibility in libraries course covers a comprehensive range of disability inclusion areas—physical, visual, auditory, cognitive, and autism spectrum. Participants will explore the essentials of library staff disability awareness, serving patrons with disabilities training, and accessible library space design.

Through interactive workshops, case studies, and role-play, participants will learn how to provide library services for people with disabilities, implement universal design for libraries, and embed inclusive library environment best practices in daily operations. This training ensures that all library professionals leave with actionable strategies for improving customer service, expanding access, and fostering community trust.

## Target Audience

- Library directors, managers, and supervisors
- Public services and reference librarians
- Children's, youth, and adult services librarians
- Circulation and front-desk staff
- Outreach and community engagement coordinators
- Library program and event planners
- IT and digital services staff in libraries

## Targeted Organizational Departments

- Public services departments
- Outreach and programming departments
- IT and digital services teams
- Facilities and operations units
- Staff development and HR units
- Collection development teams

## Targeted Industries

- Public libraries
- Academic libraries
- School libraries
- Special libraries in hospitals, legal institutions, and corporations
- Museum and cultural heritage center libraries
- Government and community information centers

## Course Offerings

By the end of this course, participants will be able to:

- Apply inclusive library services training techniques to serve clients with diverse disabilities.
- Deliver accessible and respectful customer service for patrons with physical, visual, auditory, cognitive, and autism spectrum needs.
- Implement universal design for libraries to ensure equitable access in both physical and digital environments.
- Adapt library programs, collections, and services to align with inclusive library environment best practices.
- Communicate effectively using methods from accessible communication guidelines.
- Conduct accessibility audits of library spaces and services and create actionable improvement plans.

## Training Methodology

This library accessibility training program combines theory with practice to ensure participants gain both understanding and applied skills. The course uses case studies from international and regional libraries, group discussions to address local challenges, and interactive role-play to practice serving patrons with disabilities training.

Participants will analyze real-life service scenarios, apply universal design for libraries principles, and use tools from the Accessible Communication Toolkit to adapt services. Reflection and review sessions at the end of each day reinforce learning and connect it to participants' workplace realities. Trainers will facilitate peer feedback and help participants develop action plans that integrate disability inclusion training for librarians into ongoing library operations.



## Course Toolbox

- IFLA Guidelines for Making Libraries Accessible 2024
  - Equal Access: Universal Design for Libraries checklist
  - Accessible Communication Toolkit and Communication Access Guidelines
  - Sample policies for autism-friendly library training
  - Accessibility audit templates for facilities and programs
  - Digital accessibility compliance checklist for library websites and e-services
  - Inclusive signage and wayfinding design samples
- Note: Tools are not physically provided; participants will receive downloadable resources, templates, and practical examples.

## Course Agenda

### Day 1: Introduction to Disability Inclusion in Libraries

- **Topic 1:** Understanding disability diversity and its impact on library services
- **Topic 2:** The role of libraries in promoting community accessibility
- **Topic 3:** Global frameworks and local laws affecting accessibility in libraries
- **Topic 4:** Barriers in physical, digital, and programmatic library services
- **Topic 5:** Principles of universal design for libraries
- **Topic 6:** The benefits of inclusive library services for patrons and communities
- **Reflection & Review:** Initial self-assessment of accessibility readiness

### Day 2: Library Staff Disability Awareness

- **Topic 1:** Key concepts in disability awareness for library staff
- **Topic 2:** Challenging stereotypes and misconceptions about disabilities
- **Topic 3:** Respectful interaction guidelines with patrons with disabilities
- **Topic 4:** Creating a welcoming atmosphere from first contact
- **Topic 5:** Understanding hidden disabilities and their service implications
- **Topic 6:** Recognizing and respecting patron autonomy and independence
- **Reflection & Review:** Staff role analysis and behavioral adjustments

### Day 3: Communication Strategies for Accessibility

- **Topic 1:** Foundations of accessible communication in public services
- **Topic 2:** Communicating with patrons with hearing impairments
- **Topic 3:** Visual communication strategies for patrons with hearing loss
- **Topic 4:** Supporting patrons with visual impairments through adaptive tools
- **Topic 5:** Interacting effectively with patrons with cognitive disabilities
- **Topic 6:** Using plain language and accessible formatting in written communication
- **Reflection & Review:** Communication role-play and feedback



## **Day 4: Autism-Friendly and Sensory-Inclusive Library Practices**

- **Topic 1:** Understanding autism spectrum disorders in library contexts
- **Topic 2:** Reducing sensory overload in library spaces
- **Topic 3:** Adapting programs to be autism-friendly
- **Topic 4:** Using visual schedules and social stories in service delivery
- **Topic 5:** Staff preparedness for sensory emergencies and meltdowns
- **Topic 6:** Creating quiet spaces and sensory zones in libraries
- **Reflection & Review:** Case study of an autism-friendly library initiative

## **Day 5: Accessible Library Space Design**

- **Topic 1:** Conducting accessibility audits of library facilities
- **Topic 2:** Space planning for wheelchair and mobility device users
- **Topic 3:** Signage design principles for accessibility
- **Topic 4:** Creating barrier-free circulation and shelving systems
- **Topic 5:** Integrating technology in accessible space layouts
- **Topic 6:** Outdoor and entrance accessibility considerations
- **Reflection & Review:** Facility redesign exercise

## **Day 6: Assistive Technologies in Library Services**

- **Topic 1:** Overview of assistive technology categories for libraries
- **Topic 2:** Adaptive software for visual and hearing impairments
- **Topic 3:** Loanable assistive devices for patrons
- **Topic 4:** Technology training programs for patrons with disabilities
- **Topic 5:** Digital accessibility in public computer areas
- **Topic 6:** Maintaining and updating assistive technology collections
- **Reflection & Review:** Technology demonstration and practice

## **Day 7: Inclusive Program and Event Planning**

- **Topic 1:** Designing inclusive programs for all community members
- **Topic 2:** Adapting storytimes and educational programs for accessibility
- **Topic 3:** Collaborating with disability advocacy organizations on events
- **Topic 4:** Inclusive cultural, literacy, and outreach events
- **Topic 5:** Accessibility checklists for event planning
- **Topic 6:** Volunteer training for supporting accessible programs
- **Reflection & Review:** Program adaptation workshop



## **Day 8: Digital and Online Service Accessibility**

- **Topic 1:** Web accessibility compliance for library websites
- **Topic 2:** Accessible catalog systems and search tools
- **Topic 3:** Providing e-books and audiobooks in accessible formats
- **Topic 4:** Captioning and transcribing digital media content
- **Topic 5:** Virtual programming for patrons with disabilities
- **Topic 6:** Online reference and chat services accessibility
- **Reflection & Review:** Digital accessibility audit

## **Day 9: Policy, Advocacy, and Partnership Development**

- **Topic 1:** Creating and updating accessibility policies for libraries
- **Topic 2:** Embedding accessibility into strategic planning
- **Topic 3:** Advocacy for inclusive policies at local and national levels
- **Topic 4:** Building partnerships with disability organizations
- **Topic 5:** Leveraging grants and funding for accessibility initiatives
- **Topic 6:** Engaging patrons with disabilities in decision-making
- **Reflection & Review:** Drafting an accessibility policy framework

## **Day 10: Sustainability and Continuous Improvement**

- **Topic 1:** Staff training and onboarding for long-term accessibility practices
- **Topic 2:** Evaluating the impact of accessibility initiatives
- **Topic 3:** Gathering and using patron feedback to improve services
- **Topic 4:** Keeping up-to-date with evolving accessibility technologies
- **Topic 5:** Celebrating successes and sharing best practices
- **Topic 6:** Creating a multi-year action plan for accessibility in libraries
- **Reflection & Review:** Presentation of participants' action plans

## **FAQ**

### **What specific qualifications or prerequisites are needed for participants before enrolling in the course?**

No prerequisites are required; it is designed for all library professionals committed to improving disability inclusion in services.

### **How long is each day's session, and is there a total number of hours required for the entire course?**

Each day is 4–5 hours, with interactive activities, totaling 40–45 hours over 10 days.



## **What is the difference between accessibility compliance and universal design in libraries?**

Accessibility compliance meets legal requirements, while universal design proactively ensures spaces and services are usable for all from the outset.

## **How This Course is Different from Other Inclusive Library Training Courses**

Unlike general accessibility workshops, this course is specifically designed for library professionals and focuses on real-world service scenarios. It uses evidence-based guidelines from the IFLA, Equal Access, and Accessible Communication Toolkit to create a structured, skill-focused program. Participants will leave with ready-to-use strategies for visual impairment library support, hearing impairment support in libraries, cognitive disabilities in library services, and autism-friendly library training. The program emphasizes continuous improvement and sustainable change, ensuring that inclusive library environment best practices become a standard part of operations rather than a one-time initiative.



# Training Course Categories

**Agile PM and Project Management Training Courses**

**Certified Courses By International Bodies**

**Communication and Public Relations Training Courses**

**Data Analytics Training and Data Science Courses**

**Environment & Sustainability Training Courses**

**Finance and Accounting Training Courses**

**Governance, Risk and Compliance Training Courses**

**Human Resources Training and Development Courses**

**IT Security Training & IT Training Courses**

**Leadership and Management Training Courses**

**Legal Training, Procurement and Contracting Courses**

**Maintenance Training and Engineering Training Courses**

**Marketing, Customer Relations, and Sales Courses**

**Occupational Health, Safety and Security Training Courses**

**Personal & Self-Development Training Courses**

**Quality and Operations Management Training Courses**

**Secretarial and Administration Training Courses**



## Training Cities

|                                 |                                     |                                 |
|---------------------------------|-------------------------------------|---------------------------------|
| <b>Accra</b><br>Ghana           | <b>Al Jubail</b><br>Saudi Arabia    | <b>Amman</b><br>Jordan          |
| <b>Amsterdam</b><br>Netherlands | <b>Athens</b><br>Greece             | <b>Baku</b><br>Azerbaijan       |
| <b>Bangkok</b><br>Thailand      | <b>Barcelona</b><br>Spain           | <b>Berlin</b><br>Germany        |
| <b>Cairo</b><br>Egypt           | <b>Cape town</b><br>South Africa    | <b>Casablanca</b><br>Morocco    |
| <b>Chicago</b><br>USA           | <b>Doha</b><br>Qatar                | <b>Dubai</b><br>UAE             |
| <b>Frankfurt</b><br>Germany     | <b>Geneva</b><br>Switzerland        | <b>Istanbul</b><br>Turkey       |
| <b>Jakarta</b><br>Indonesia     | <b>Johannesburg</b><br>South Africa | <b>Kuala Lumpur</b><br>Malaysia |
| <b>Kuwait</b><br>Kuwait         | <b>Langkawi</b><br>Malaysia         | <b>Lisbon</b><br>Portugal       |
| <b>London</b><br>UK             | <b>Madrid</b><br>Spain              | <b>Manama</b><br>Bahrain        |
| <b>Marbella</b><br>Spain        | <b>Milan</b><br>Italy               | <b>Montreux</b><br>Switzerland  |
| <b>Munich</b><br>Germany        | <b>Muscat</b><br>Oman               | <b>Nairobi</b><br>Kenya         |
| <b>New York</b><br>USA          | <b>Paris</b><br>France              | <b>Phuket</b><br>Thailand       |
| <b>Porto</b><br>Portugal        | <b>Prague</b><br>Czech Republic     | <b>Riyadh</b><br>Saudi Arabia   |



## Training Cities

**Rome**

Italy

**San Diego**

USA

**Seoul**

South Korea

**Sharm El-Sheikh**

Egypt

**Singapore**

Singapore

**Tashkent**

Uzbekistan

**Tbilisi**

Georgia

**Tokyo**

Japan

**Toronto**

Canada

**Trabzon**

Turkey

**Vienna**

Austria

**Zanzibar**

Tanzania

**Zoom**

Online Training