



SERVING DEAF & HARD OF HEARING PATRONS AT MORRIS LIBRARY

The need for Deaf and Hard of Hearing (DHH) service initiatives is bigger than ever, and Morris Library has the opportunity to prioritize inclusion and accommodation in this academic community!

DID YOU KNOW?

According to the CDC, 5% of Delawareans suffer a form of hearing disability. That's more than 50,000 people!

THE NEED FOR DHH SUPPORT

"The Association will... identify and work to eliminate barriers to equitable services, spaces, resources, and scholarship."

ACRL Core Commitment

Librarianship is consistently devoted to the service of users or patrons regardless of social demographic. This requires professionals and institutions to offer considerations and accommodations to populations to improve the quality of service and user experience. The University of Delaware Morris Library must develop strategies to serve the deaf and hard of hearing population in its surrounding community.

University of Delaware
Morris Library
181 S College Ave
Newark, DE 19717





STAFF TRAINING

Individual service has the biggest impact on user experience in the library. The Morris Library staff will be educated in service strategies for assisting DHH patrons.

SERVICE STRATEGIES

- **Visual Cues.** Ensure a well-lit area to enhance visibility. Do not speak louder or slower than usual, but use some annunciation for clarity. If the patron does not understand something, try rephrasing rather than repeating.
- **Kindness and Consideration.** The library experience is user-based, so prioritize attitude. If an interpreter is present, still speak directly to the patron, not the interpreter.
- **Universal Approach.** If addressing a group of people that includes a DHH patron, be sure that the patron can see you, but avoid singling them out.
- **Be open to Variation.** Remember that every patron is an individual. One person might prefer a different way of communicating than another (writing rather than lip reading or ASL, for example), Be observant and pay attention to the patron's preferences.

References

(Mvanyek, 2021).

(K. Mendez, CF-SLP).

(Cawthon, 2021).

"...perhaps the most important aspect of a deaf-centered framework is that it is not just inclusive of deaf perspectives but begins with them in mind."

Cawthon, 2021