

# Library Services for Customers with Special Requirements

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## Facilities for disabled people, individuals with visual impairments and older people:

Wheelchair access is provided in all Flintshire libraries and all have lifts available if they are on more than one floor. Some libraries have disabled toilet facilities for library users.

All Flintshire library computers have assistance available on screen for magnification. Each library also has a range of equipment to give assistance to a wide variety of customers, including those with visual impairment, including:

- Text to speech software
- Big key keyboard & high contrast keyboard- both offer increased visibility
- Roller trackballs for users with physical disabilities
- Predictive software to give support with spelling for those with dyslexia or physical disabilities
- Height adjustable trolleys for wheelchair access

**Home Delivery Service:** Flintshire Libraries provide a home delivery service for people who, due to age or disability, are unable to visit the library. Items available for loan include large print books, audio books and DVDs, with each item selected to suit particular needs and preferences. Deliveries to your doorstep are available every 3 weeks or every 6 weeks. For more information or to register for the service please contact Libraries Head Office on 01352 704400 or email [paula.jones@flintshire.gov.uk](mailto:paula.jones@flintshire.gov.uk)

All libraries in Flintshire have a selection of Large Print Books, fiction and non-fiction, to make reading easier and more comfortable for those with poor eyesight.

Audio Books on CD are held in most Flintshire libraries. There is a hire charge for borrowing audio books, but they are available free of charge to those who are registered blind, partially sighted or housebound. Audio books which are

held by the county may be reserved for no extra charge, those not in our stock may be reserved on payment of a small request fee. Flintshire library members can download audio books free to a computer or mobile device, including MP3 players, iPods, tablets and mobile phones.

Flintshire Library & Information Service pays the membership fees to the RNIB and NLB for all eligible residents in Flintshire. The RNIB provides a digital talking book player and regular collections of titles of your choice. RNIB membership forms are available from Flintshire Libraries or from Adult Social Care. The NLB provide a large selection of books in Braille and Moon as well as an information service. NLB membership forms are available direct from NLB.

The Reminiscence Collection contains material which can be used to stimulate and support reminiscence work. It is kept at Holywell Library and Learners' Centre and consists of videos, posters, quizzes, printed and recorded music, photographs, talking tapes and books. Items may be requested via your local library which holds a catalogue of the collection. Reminiscence can create an opportunity for people to look back over different stages of their lives and recognise the knowledge and skills that they have accumulated. As a therapeutic aid it can build bridges between older people and those who care for them.

Residential Homes may borrow a collection of books, including large print and books on tape or CD, for use by residents. You can ask for the collection to be tailored to meet the needs of residents. A maximum of 75 items are loaned at any one time. Exchanges are made quarterly. An annual charge is payable (£105.00 incl. VAT) if the collection is delivered by the library service. No charge is made if books are collected by you. Contact your local library for details.

**Book Prescription Wales - for self-help and health:** People can sometimes be helped by reading self-help material and if GPs think that books can help, they will give their patient a prescription for a recommended 'self-help' title. These books can all be borrowed from any library in Flintshire.

Book Prescription Wales is a scheme which provides library books for self-help and health. If your doctor thinks that a book may help you they can give you a prescription for a recommended self-help title. These books can be borrowed from any library in Flintshire and cover such topics as depression, compulsive behaviour, over eating, dieting, child abuse, bereavement, and much more. Flintshire Library and Information Service work in partnership with the Betsi Cadwaladr University Health Board in delivering the bibliotherapy project. As well as the prescription scheme, a selection of self-help books is available to borrow in every library in Flintshire.

**Resources to help people to improve their literacy or numeracy:** Some main libraries have basic skills collections for adults who would like to improve their literacy and numeracy, and classes are also held at some of these venues

**Resources for children with special needs:** Flintshire Libraries positively welcome children with special needs. All libraries have disabled access, audio books, tactile books, and Parents' Collections containing titles of interest to parents and carers of children with special needs.

**Problem Pages:** Books to help children and young people deal with problems from everyday issues to special needs can be borrowed from a central collection including general and specific topics.