



RUNNYMEDE ACCESS LIAISON GROUP

ACCESS APPRAISAL OF CHERTSEY LIBRARY
CARRIED OUT ON 10 NOVEMBER 2012

Those present:

Jonathan Fisher, Dolsie Clarke, Jo Wright, Brian Relph, Lee and Carole Jenner

Please address any comments or queries by e-mail or print to:

Runnymede Access Liaison Group

Chairman: Jonathan L Fisher BSc

E-mail: jlf@runnymede-court.com

ACCESS APPRAISAL CHERTSEY LIBRARY

LOCATION AND SURROUNDINGS	Addlestone Library is located on the ground floor of Runnymede Civic Centre.
PARKING	
Do information and direction signs clearly identify and locate the building?	The library is indicated on signage outside the Civic Centre. In addition it is clearly visible through the glazing to Station Road.
Is the directional signage to the main entrance clear?	Yes
Are there parking facilities?	The nearest parking for the general public is at the Garfield Road Car Park some 500 yds away.
Are accessible parking spaces clearly signposted and near the main entrance?	There are two designated disabled parking spaces in Station Road, immediately opposite the library with a maximum parking time limit of 3 hours. These bays have a dropped kerb, but stainless steel bollards would inhibit the opening of vehicle doors. There are also # disabled parking spaces at the Garfield Road Car Park.
ENTRANCE	
Is the main entry ramped with handrails on both sides or level access?	Level access.
Is the minimum width of the main entrance door 800mm?	Yes
Are the doors manual or automatic?	Pad operated automatic door.
RECEPTION	
Is the main reception area easily identifiable from the building entrance?	The main reception area is at the rear of the library and is therefore not immediately visible.
Is the reception desk an appropriate height for wheelchair users?	Normal height with a lower area suitable for wheelchairs.
Is there an induction loop installed at the reception desk?	Yes. The loop is clearly indicated but it was not working at the time of our visit.
LIBRARY AREAS	
Is there good lighting generally and in particular in the reception area, toilets and corridors.?	Overhead lighting is good and there is also plenty of natural light.
Are internal and external pedestrian routes free from clutter and obstructions?	Yes, plenty of space to move around, even for wheelchairs. There is a children's area.

ACCESS APPRAISAL CHERTSEY LIBRARY

Are library shelves accessible?	The four-shelf book stacks and the newspaper racks are accessible to those in wheelchairs, but the top shelf of the five-shelf book stacks is inaccessible.
Is printed information available in large print?	Yes, there is a good selection of large print books. In addition magnifying sheets are available at £2 each, making normal letter size easier to read by those with poor eyesight.
Is audio information available as an alternative to visual print or text?	Yes, audio books are available and can be downloaded at no cost.
What other facilities are available?	Free wi-fi. A photocopier. A large, visible clock, 'Time to Read'. A table with books for sale. There is no Braille signage in the library. Plenty of chairs with arms and low, circular tables.
COMPUTER AREA	
Is the computer area available to those with disabilities?	There are two banks of three computers sited back to back on an oval table. They appear to be well used, but access to some work stations would be a bit cramped for a wheelchair user. There are no specialised screen readers for the visually impaired.
MEANS OF ESCAPE	
Is there an emergency escape in case of fire?	Panic-bar operated double escape doors with level threshold opening directly onto Station Road.
What alarm response procedures are in place, and escape strategy for visitors who need assistance?	There is an alarm bell system tested weekly and staff on hand to give assistance. There are ceiling mounted smoke detectors.
ACCESSIBLE TOILETS	
Is there an accessible toilet?	During the times that the Civic Centre is fully operational, visitors to the library can use the toilets in the RBC reception area, which are fully accessible to the disabled. However, during the time of our visit – a Saturday morning – the toilets were partitioned off and not accessible. We were told that the nearest alternative public toilets were in the Tesco store some distance away.
CUSTOMER SERVICE	
Are any staff trained in using sign language?	No
Are staff available to read information for people?	Yes
Do the staff have a friendly and helpful manner?	Yes. Two staff were on duty during our visit.

ACCESS APPRAISAL CHERTSEY LIBRARY

Is one to one assistance available?	Yes
Are guide/assistance dogs welcome?	Yes
Have staff received any disability awareness training?	Yes, all staff receive such training.
GENERAL COMMENTS	There is no defined 'entrance' to the library, the space flows naturally from the Civic Centre reception area. The library has a cheerful, bright environment which is welcoming to the majority of users of all ages. Overall, it is a pleasant public facility.
RECOMMENDATIONS	<ol style="list-style-type: none"> 1. Ensure the induction loop is operational at all times. 2. Consider acquiring NVDA screen readers. These can be downloaded from www.nvaccess.org from its designers in Australia. A donation of \$5 is suggested because the provider's intentions are altruistic and not commercial. 3. Enquire from Runnymede Council whether the toilets can be made available to library users on Saturdays.