



RUNNYMEDE ACCESS LIAISON GROUP

ACCESS APPRAISAL OF EGHAM LIBRARY
CARRIED OUT ON 28 APRIL 2012

Those present:

Jonathan Fisher, Dolsie Clarke, Jo Wright, Brian Relph, Lee Jenner (plus wife Carole and daughter Sophie)

ACCESS APPRAISAL EGHAM LIBRARY

PARKING	
Do information and direction signs clearly identify and locate the building?	Good clear signage from main road and at the library itself.
Is the directional signage to the main entrance clear?	Yes
Are there parking facilities?	Many parking spaces at the rear of the building with 2 hours free parking.
Are accessible parking spaces clearly signposted and near the main entrance?	Two disabled parking spaces near the main entrance, but raised kerbs make them difficult for wheelchair users. There is no tactile safe walking route for a visually impaired person approaching the library from the main road.
ENTRANCE	
Is the main entry ramped with handrails on both sides or level access?	Steps and a ramp with handrails. The colour contrasted strips on the edges of the treads are faded and need refreshing.
Is the minimum width of the main entrance door 800mm?	Yes
Are the doors manual or automatic?	Automatic
RECEPTION	
Is the main reception area easily identifiable from the building entrance?	Yes
Is the reception desk an appropriate height for wheelchair users?	No, but the desk is freestanding, so this is not a problem.
Is there an induction loop installed at the reception desk?	Yes. The loop is clearly indicated and works well.
LIFT	
Is there lift access to all floors?	Yes
Does the lift have adequate clearance for wheelchairs?	Yes
Are there low level call buttons, visually contrasting against the background with raised lettering and Braille?	Yes

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Is there visual indication and an audio announcement of the level reached?	No, but lift only goes up one floor.
Is there a mirror on the wall opposite the door to aid reversing out of the lift for wheelchair users?	No
LIBRARY AREAS	
Is there good lighting generally and in particular in the reception area, toilets, corridors and staircases?	Overhead lighting is good and there is also plenty of natural light, even on a dull day as when our visit took place.
Are internal and external pedestrian routes free from clutter and obstructions?	Yes, plenty of space to move around, even for wheelchairs. Some high stools in study areas. There is a children's area.
Are library shelves accessible?	Book shelves are all accessible for those in wheelchairs. However, some newspaper racks are set too high. Shelf subject areas are marked with different colours.
Is printed information available in large print?	Yes, there is a good selection of large print books.
Is audio information available as an alternative to visual print or text?	Yes, audio books are available.
COMPUTER AREA	
Is the computer area available to those with disabilities?	There are six machines. All have a login screen which needs codes including a library number and a PIN. Once logged on to Microsoft Windows, Narrator and Magnifier can be switched on. However, a visually impaired person could not log on or start up unaided. None of the machines has screen reading software available. Supernova was not installed after upgrading the system had taken place.
MEANS OF ESCAPE	
Is there an emergency escape in case of fire?	There is a wide double dogleg main staircase, also an emergency escape staircase, located behind a doorway which is too narrow for easy access by wheelchair users. A standard hand-propelled wheelchair could not negotiate the doorway without the user badly scraping their knuckles. It would be far too narrow to accommodate a large power chair. Once through the fire escape door (which has a coded control) there is an evacuation chair.
What alarm response procedures are in place, and escape strategy for visitors who	There is an alarm bell system and staff on hand to give assistance.

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need assistance?	
ACCESSIBLE TOILETS	
Is there an accessible toilet?	There is only one toilet in the building, at the first floor level behind the fire escape door. It is really intended for use by the staff and not the general public. However, the toilet will accommodate those with disabilities. It is clean, very spacious and included a baby changing surface. All the handrails are well-positioned and sturdy.
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?	Two/three friendly staff were on duty during our visit.
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	The whole building was welcoming to the majority of users of all ages. The staff were welcoming and efficient. Overall, it is a pleasant public facility.
RECOMMENDATIONS	