

CREATING INCLUSIVE LIBRARY ENVIRONMENTS: A PLANNING GUIDE FOR SERVING PATRONS WITH DISABILITIES. Michelle Kowalsky, John Woodruff. *Chicago, IL: ALA Editions, an imprint of the American Library Association, 2017, 218 pp., ISBN: 978-0-8389-1485-4, \$62.00, e-book ISBN: 978-0-8389-1488-5, \$50.00.*

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In the digital age, many libraries face an increasingly diverse user population. Library administrators have to address increasing enrollment, budgetary needs or restrictions, as well as provide useful accommodations for users with disabilities. Kowalsky and Woodruff introduce strategies to assist library staff in meeting the needs of all library patrons. Essentially, the book illustrates means by which public and academic libraries can serve all users effectively.

The book introduction and succeeding 10 chapters address the impact of the Americans with Disabilities Act (1990), the characteristics of library users today, best practices for libraries to utilize in serving their patron populations, the effectiveness of universal design as it relates to most libraries, assessment strategies, library staff training, on-campus resources, and library policies that can help people with disabilities. Each chapter of the book offers useful tips for library staff to reference, or “for your informations” boxes which serve to depict a particular theme that the authors are trying to emphasize (for example, equity of access to library resources).

While there has been research done on library structure and policies, this work by Kowalsky and Woodruff illustrates effectively key components which all libraries will require to assist patrons with disabilities, including the following: universal design, annual review of policies and procedures, equitable use, disability awareness training, provision of barrier-free environments, and effective customer service. On-campus or community organizations like the Office of Disability Services (or Accessibility Resource Center), disability organization websites (like the Association of Specialized and Cooperative Library Agencies, Disability.gov, or the

National Council on Disability) might be good sources for community outreach to potential patrons who might have a specific disability.

Michelle Kowalsky is employed at Rowan University (Glassboro, NJ) as a librarian and professor. Prior to becoming an academic librarian, she had been a public librarian, corporate librarian, and public school media coordinator. One of her chief job responsibilities at the University is to provide information literacy instruction and reference services coordination in different subject areas. John Woodruff, also employed at Rowan University, is the Director of the Academic Success Center and Disability Resources Center. The co-author's specific job responsibilities include coordinating campus services for students with disabilities, leading outreach activities at Rowan University which will increase awareness of patrons with disabilities, and helping to organize annual programming efforts to develop disability awareness across the larger campus community.

University faculty, academic librarians or administrators, Office of Disability Services/Accessibility Resource Center directors, library school deans/professors, library school students, or public librarians will discover that this book goes a long way in helping all of us understand how vital it is to provide effective accommodations for library patrons with disabilities. Making this book available in both academic and public libraries as a means for action and discussion will help ensure that the various needs of all patrons from the community are met successfully.

*David W. Young
Catalog Librarian
Mary Livermore Library
UNC Pembroke*