

Access Policy Statement

Glasgow Women's Library is fully committed to ensuring that its premises, collections, learning programmes, range of events, projects and all other services are fully accessible to the broadest range of visitors, users and learners.

This commitment is underpinned by GWL's Core Values, Aims, Objectives and its other policies and procedures, for example the Equality & Diversity Policy and Complaints Procedures.

GWL recognises that among its staff, volunteers, users, visitors and learners, there are people with different needs, interests, experiences, backgrounds, strengths and abilities. All staff and volunteers are committed to providing an inclusive service at all times to the diverse communities that we serve.

To ensure that access issues are reviewed and constantly improved, GWL will:

- Conduct regular Access Audits of its building, seeking professional and / or external advice where necessary
- Respond to the accessibility needs of people positively and proactively to enact necessary change
- Support those with literacy needs through the GWL Adult Literacy and Numeracy Project
- Support its culturally diverse audiences by: providing speakers of Urdu, Punjabi, Arabic and French (and where possible and reasonable, other languages in addition); and by delivering ESOL classes at GWL in partnership with Glasgow Clyde College
- Offering travel reimbursement costs to project learners and volunteers
- Ensure that information about GWL is accessible and in 'Plain English'
- Develop, revise and implement GWL's Equality, Diversity and Inclusion Action Plan, evaluating progress regularly
- Be clear and open as to the reasons why some of our events are targeted at specific groups of people
- Make contact and connections with a range of communities and groups to increase awareness of GWL and encourage access and use, especially for those who have limited experience of and access to libraries, museums and cultural activities
- Use technology to create access virtually to GWL resources

Access to GWL's collections will always be maximised but will also be balanced against ensuring the professional care and management of the items along with the safety and wellbeing of users and staff.

This Policy will be reviewed annually.