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**Specification of public library services for the hearing
impaired**

公共图书馆听障人士服务规范

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Specification of public library services for the hearing impaired

1 Scope

This document specifies the general principles, service objects, service resources, service content and form, service requirements, service publicity and promotion, and service supervision and evaluation for public libraries to provide services for the hearing impaired.

This document is applicable to public libraries at the county (district) level and above. It can be used as a reference for implementation by libraries and other specialized places established by specialized organizations such as the Disabled Persons' Federations and Deaf Associations at all levels in all regions.

2 Normative references

The following referenced documents are indispensable for the application of this document. For dated references, only the edition cited applies. For undated references, the latest edition of the referenced document (including any amendments) applies.

GB/T 13191, *Information and documentation -- Library statistics*

GB/T 15565 (all parts), *Graphical symbols -- Terms*

GB/T 15566 (all parts), *Public information guidance systems -- Setting principles and requirements*

GB/T 20501 (all parts), *Public information guidance systems -- Design principles and requirements for guidance elements*

GB/T 28220, *Public library service specifications*

GB/T 31015, *Public information guidance systems -- Design and setting principles and requirements for the consideration of accessible needs*

GB 50763, *Codes for accessibility design*

YD/T 1761, *Technical requirements for web accessibility*

3 Terms and definitions

For the purposes of this document, the following terms and definitions apply.

3.1 the hearing impaired

A person who has a partial or complete loss of the ability to sense or understand sounds due to a hearing disability (3.2) or dysaudia (3.3).

3.2 hearing disability

Permanent dysaudia (3.3) of varying degrees in both ears, making it impossible to hear or hear clearly surrounding sounds and speech, thus affecting daily life and social participation.

[Source: GB/T 26341-2010, 4.3, modified]

3.3 dysaudia

Organic or functional abnormalities occur in the sensory, transmission and auditory centers of the auditory system, resulting in varying degrees of hearing loss.

[Source: GB/T 26341-2010, 3.5]

3.4 visual warning signal

Visual signals to draw the attention of the hearing impaired (3.1) to fire alarms, announcements, etc., by means of flashing or rotating lights.

3.5 assistive listening system

A hearing enhancement system consisting of a transmitter and a receiver that can eliminate background noise interference caused by external factors.

NOTE: Common hearing assistance systems include hearing aids, cochlear implant (3.6) and wireless frequency modulation hearing system (3.7).

3.6 cochlear implant; artificial cochlear; electronic cochlear implant

An electronic device that converts sound into coded electrical signals through an external speech processor and directly stimulates the auditory nerve through an electrode system implanted in the body to help the hearing impaired (3.1) recover or reconstruct their hearing function.

3.7 wireless frequency modulation hearing system

An assistive listening system (3.5) that uses the frequency characteristics of wireless FM radio waves to transmit and amplify the speaker's voice.

3.8 closed captioned

The dialogue content and sound effects need to be converted into subtitles through a decoder (3.9), and the subtitles can be displayed or not.

3.9 decoder

A device that, when connected to or embedded in a television, converts the electronic signals of a video program into closed captioned (3.8) and displays them on the screen along with the video image.

3.10 computer-assisted notetaking

An information system that can record the content of on-site communication into notes using a computer keyboard and display it on a projection screen or monitor.

3.11 computer-assisted real-time captioning

An information system that can convert the content of on-site communication into text through a stenographer or computer and display it instantly on a video display or projection screen.

3.12 barrier-free film and television

Film and television resources that have been processed by adding subtitles and other means to facilitate viewing for people with disabilities.

4 General

4.1 With equality as the primary principle, equal access to public library services for the hearing impaired is achieved and guaranteed regardless of age, race, gender, language, physical condition or family background.

4.2 Following the principle of mutual assistance and win-win, we will carry out in-depth cooperation with disability management agencies and cultural service agencies at all levels and in all regions to meet the needs of the hearing impaired for knowledge, information and various cultural activities.

4.3 Based on the characteristics of the hearing impaired, we provide standardized, barrier-free, optional and proactive services, and continuously improve service quality and enhance service capabilities.

5 Service objects

Including but not limited to the following groups:

6.2.2 Guidance signs

It shall comply with the provisions of GB/T 28220 and set up eye-catching layout function signs. There shall be floor plans at the entrances of each floor. There shall be space signs such as reading areas, activity areas, and office areas at the entrances of each area. Detailed service process signs shall be set up in service areas open to the public.

6.3 Equipment and facilities

6.3.1 The lobby and reading room shall be equipped with large electronic display screens.

6.3.2 Computers at major service points (such as information desks) shall be equipped with dual screens or dual monitors. Public libraries with the necessary conditions may also be equipped with wireless frequency modulation hearing system, computer-assisted real-time captioning, computer-assisted notetaking and other equipment and facilities.

6.3.3 The volume of telephones used by readers and front-line staff shall be adjustable. The call volume can be amplified when necessary.

6.3.4 Public libraries that provide video resources reading services shall provide closed captioned decoders. Public libraries that provide audio resources reading services shall provide speech-to-text equipment. Public libraries that have the conditions shall set up a special counter or area for speech-to-text services.

6.3.5 Free wireless internet access shall be provided for the hearing impaired.

6.3.6 Self-service equipment such as bibliographic retrieval, book borrowing, printing services or digital resources shall be provided.

6.3.7 It is advisable to equip lectures, training and meeting places with visual equipment and facilities such as screens, projectors and voice-to-text.

6.3.8 Public libraries that have the conditions shall introduce and adopt the latest technologies that facilitate effective communication with the hearing impaired.

6.4 Literature resources

6.4.1 Resource collection

The following principles shall be met:

- a) The collection of literature resources shall comply with the requirements of GB/T 28220. Focus on collecting barrier-free film and television resources and other

resources that meet the cognitive characteristics of the hearing impaired and are easy for hearing impaired people to use;

- b) When collecting film, television and audio resources, you shall try to choose versions with subtitles or sign language instructions, and mark each resource with subtitles/sign language;
- c) The collection shall include literature resources that are of interest to both general readers and the hearing impaired. They are directly related to the hearing impaired.

6.4.2 Resource collection

The collection resources shall be counted, reviewed, counted, and eliminated regularly. The collection resources shall be analyzed and evaluated, so as to scientifically handle the relationship between the collection and use of the collection resources.

6.4.3 Total collection

The total amount of collections exclusively for the hearing impaired shall be determined based on local economic conditions, the needs of the hearing-impaired community and the library's purchasing capacity.

6.4.4 Annual average increase in reserves

The average annual increase in collection resources exclusively for the hearing impaired shall be determined based on factors such as the library building area, collection size, and annual reader service volume.

6.5 Human resources

6.5.1 Personnel requirements

It shall comply with the requirements of GB/T 28220. Master the basic knowledge of communicating with the hearing impaired. Be proficient in using special equipment for the hearing impaired, with other skills to serve the hearing impaired.

6.5.2 Staffing

The following principles shall be met:

- a) Based on factors such as service volume and service duration, we will equip full-time and part-time staff to meet service needs;
- b) Assign staff who have received relevant training to plan and implement services for the hearing impaired;
- c) The hearing impaired with good reputation and strong ability can be selected to provide full-time or part-time services;

7.1.2 There shall be a service desk to provide sign language/lip reading interpretation services.

7.1.3 Visual promotional materials such as display boards and leaflets shall be provided in the library area to promote the collection resources and services, promote services to the hearing impaired, and reveal the latest documents and special collections.

7.1.4 Through targeted bibliographic retrieval, book borrowing, literature recommendation, reference consultation and reading equipment use and other training and educational activities, the hearing impaired can be guided to independently obtain the required resources and improve their ability to use public libraries.

7.2 Mobile services

Based on the needs of the hearing impaired, mobile services can be carried out regularly to extend document lending services and other public library services to communities, towns and villages.

7.3 Remote services

7.3.1 The website shall be renovated to be accessible according to the requirements of YD/T 1761. Remote network information services such as online bibliographic retrieval, reference consultation, and document provision shall be provided.

7.3.2 Convenience shall be provided for the hearing impaired to understand. Use digital resources in the library collection, including but not limited to promoting digital resources through websites, apps, etc.

7.3.3 Databases and information on the Internet related to the local hearing impaired shall be covered.

7.4 Expanded services

7.4.1 A service file for the hearing impaired may be established to record their basic situation, reading preferences and needs, and to provide targeted services.

7.4.2 Provide loan services such as mailing and door-to-door book delivery to the hearing impaired who are unable to go to public libraries.

7.4.3 Charity events held for the hearing impaired shall be equipped with shorthand or sign language/lip reading translation services, or provide computer-assisted real-time captioning or computer-assisted notetaking services at the event site.

7.4.4 Public library literacy programs can be developed based on the actual needs of the hearing impaired. Local literacy program information can be provided to the hearing

impaired who cannot read.

7.4.5 Provide education and training in rehabilitation, skills, talents, etc.

8 Service request

8.1 Service hours

They shall be in accordance with GB/T 28220 and consistent with the service hours for ordinary readers.

8.2 Service announcement

8.2.1 Service announcement

The following requirements shall be met:

- a) Basic service policies such as service scope, service content, service convention, reader instructions, borrowing (use) rules, and service commitments shall be publicized in public libraries and on their websites;
- b) Staff who provide services for the hearing impaired shall be equipped with job description signs that list in detail the business they are responsible for or can undertake;
- c) Areas equipped with equipment and facilities for the hearing impaired, such as wireless FM listening systems, shall be equipped with reminder signs. Each self-service device for external services shall be equipped with detailed instructions for use;
- d) Self-service equipment with instructions in video or audio format shall be provided with subtitles.

8.2.2 Announcements

The following requirements shall be met:

- a) All kinds of notices and announcements such as changes in opening hours during holidays or temporary closures due to reasons shall be released one week in advance through multiple channels such as the public library website, bulletin boards, text messages, QQ groups, WeChat groups, etc.;
- b) If the library needs to be temporarily closed or some areas closed or some services suspended due to emergencies such as public safety and network security, this shall be promptly announced through scrolling red words on the screens in each

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