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**PLEASED: A NEW RESOURCE FOR LIBRARY STAFF SUPPORTING INDEPENDENT  
USE OF THE PUBLIC LIBRARY BY PEOPLE WITH DISABILITIES**

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In 2007 the 'More Than Just Equipment' report was released. This report identified a number of issues for people with a disability in accessing their public library resources and services via the internet. Following the release of this report library representatives, worked through the report and the issues it raised establishing priority areas to address these issues. One of these was the development of an online resource/directory to provide all Victorian library staff with the tools and information to enable their library service to support the independent use of public libraries by community members with disabilities along with their families and carers.

The result is THE PLEASED (Public Libraries Enabling Accessible Services Encompassing Disability) website, launched in October 2009. PLEASED is a high quality accessible web portal. It is a first for public libraries in Australia demonstrating the innovative use of web technology to assist library staff in providing services to community members with a disability.

This paper will background the development of the Public Libraries Enabling Accessible Services Encompassing Disability (PLEASED) website, highlight the sites features and also briefly discuss the learnings and future of the website.