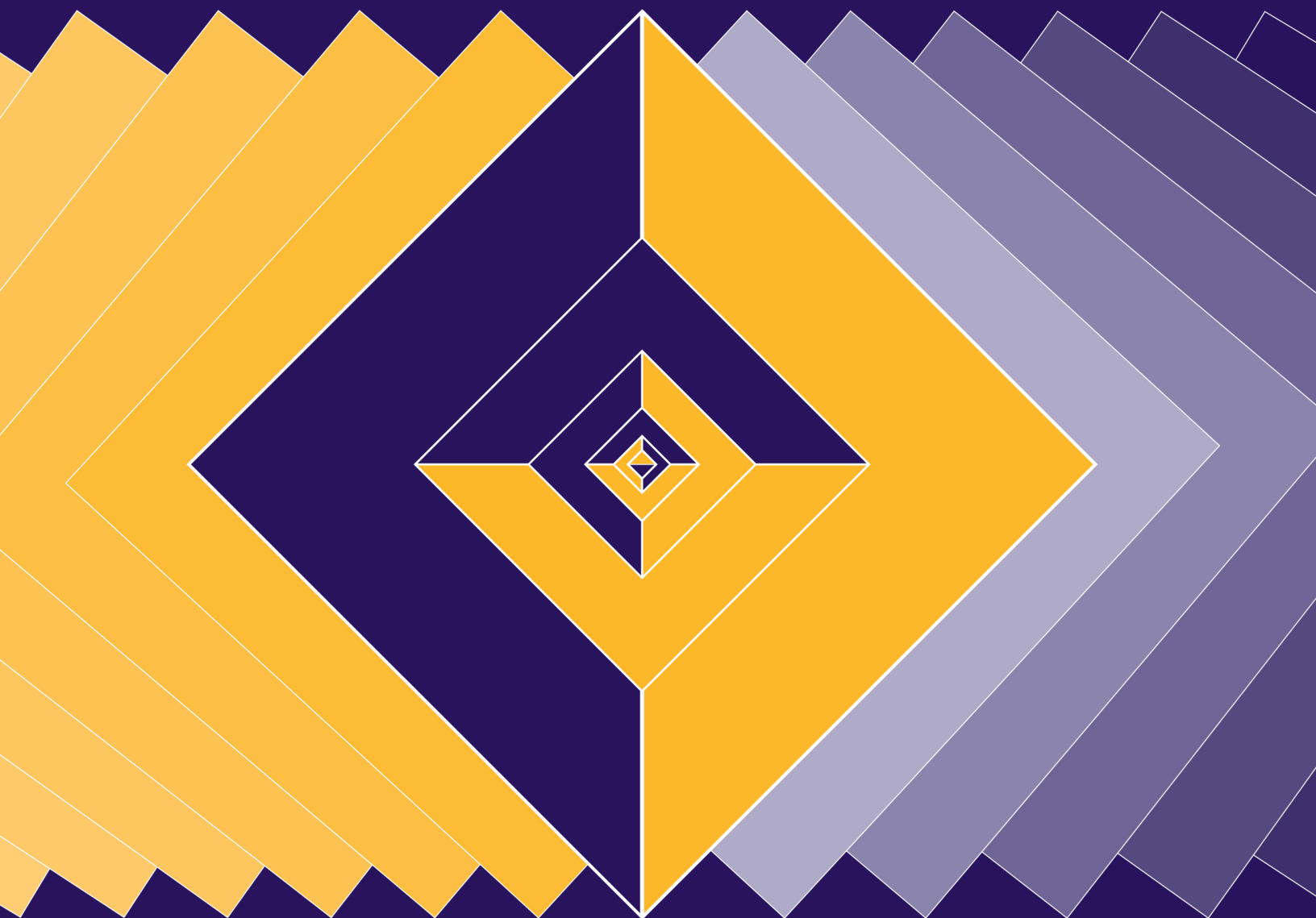




# Kit 321

Services for Users with Disabilities  
December 2010



ASSOCIATION OF RESEARCH LIBRARIES

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# SPEC Kit 321

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Services for Users with Disabilities

December 2010

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ASSOCIATION OF RESEARCH LIBRARIES

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## **SURVEY RESULTS**



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## EXECUTIVE SUMMARY

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### Introduction

When ARL last gathered information from member libraries about services for users with disabilities more than 10 years ago, several trends emerged. There were a growing number of library users with a broad range of disabilities. While physical access to libraries was improving, more work remained, particularly in older buildings. Assistive technology was prevalent, but equipment maintenance could be an issue. And staff training and attitudes were the weak link in the service chain.

This survey sought to better understand library services for users with disabilities today and how accessibility has changed for them in the complex environments of ARL libraries. It explored what services are being provided and how users are made aware of them; what assistive technologies are being offered today and who maintains them; which library staff have responsibility for providing services and how are they trained; and what service policies and procedures are in place for users with disabilities. The survey was conducted between August 23 and October 15, 2010. Sixty-two of the 125 ARL member libraries completed the survey for a response rate of 50%.

### Library Staff Assistance

All of the responding libraries provide assistance with retrieving books and other materials from the library stacks. All but a few help users with disabilities to search the catalog and other online resources, and to copy, scan, or print library materials. Some provide delivery service to buildings on campus, assistance with adaptive equipment, and directional assistance for users with visual impairment. Library staff will also order alternative format textbooks or special equipment,

if needed. A significant number of respondents also offer proxy borrowing cards and extended loan periods.

While it is common that students first register with their university's office of disabilities services to obtain a referral for library assistance, almost all of the responding libraries report that users may approach any service desk to request assistance or may request an appointment by phone or e-mail. About half of the respondents also have an online request form; about a quarter have a special service desk.

### Workspace Accommodations

Workspace accommodations are quite varied among the respondents. A majority of the responding libraries (52 or 84%) provide height adjustable workstations, a relatively inexpensive solution and a minimal accommodation for people who are in wheelchairs or who simply need adjustable furniture. One library mentioned that all of their study carrels and tables are wheelchair accessible. Thirty-seven respondents (60%) provide some kind of assistive technology on their general-purpose public computers (several mentioned the Microsoft accessibility package and/or Zoom Text) and well over half provide workstations in a quiet or separate workspace of some kind.

Other workspace accommodations include circulation of special equipment and laptops outfitted with specialized software, accommodation for seeing-eye dogs, light dimmers and window blinds, improved lighting for less reflection and better color rendering, sound-proofed or non-quiet rooms for dictation, and voice recognition tools.

As might be expected, given the range of size of the responding libraries and differing models of collaboration with campus disability offices, the number

of multiple purpose public workstations with some assistive technology is extremely variable. One library system reported 500 workstations, all with some kind of accessibility software, including Zoom Text, JAWS, and Kurzweil 3000. The largest number of public workstations with assistive technology is 558; the smallest units have one. The average is 114 workstations, but the median figure is eight. Clearly, the more common approach is to provide assistive technology on just a few of the general-purpose workstations. The number of dedicated assistive technology workstations is low, commonly only two or three. The average number of quiet rooms is also just two or three, but one respondent reported 20 rooms available.

Disabled patrons have a variety of options for obtaining access to specialized workspaces. Seventy-five percent of the respondents indicated that patrons may approach any service desk. Almost half reported that workspaces are self-service with signage pointing the way. Thirteen libraries have a special service desk. Seven issue a key, code, or card swipe access to special, locked workspaces, and most of the corresponding Web pages had quite specific directions for obtaining and using these keys. The intent of these libraries seems clear: to provide security for equipment but also to provide access without intervention for disabled persons so they can come and go as they please. Only five have online reservations for special rooms or equipment.

### **Specialized Software**

The responses to the Specialized Software section of the study reflect a still fairly limited pool of choices of high-quality software packages. Existing options for software can be cost prohibitive, and the technology may not be as sophisticated as we might expect or desire (e.g., screen readers still cannot interpret graphics.)

Sixty libraries reported use of text magnification software. Of those, 78% use the Zoom Text magnifier and reader, noted above as being ubiquitous in some of the larger public computer labs. Adobe Acrobat and the Microsoft Magnifier come in at 55% and 40%, respectively. MAGic seems to have lost ground, used for magnification by only twelve of the respondents. Of the 52 responding libraries reporting use of screen reader software, 47 (90%) have JAWS, 13 (25%) use

MAGic as a reader, and 13 have Narrator (part of the Microsoft Accessibility package.)

The increase of awareness of learning disabilities was noted in SPEC Kit 243 in 1999 and is reflected in much of the current literature. As knowledge of such disabilities has increased, the more sophisticated scanner/reading/writing systems have gained in popularity and usage. These systems are also very useful for learners of English as a second language. Twenty-nine of the 62 responding libraries report using some version of Kurzweil, clearly the front runner in this type of system. Survey respondents also reported use of regular scanners plus OCR software such as OpenBook (Freedom Scientific) and ABBYY FineReader. Dragon Naturally Speaking dominates the field of speech recognition or dictation software. Eighteen respondents have word completion software with Inspiration as the front runner.

Only 16 respondents reported use of the Microsoft Windows accessibility package (now under "Ease of Access" in the Accessories menu of Windows 7). Since individual components of the Microsoft accessibility package drew higher numbers in responses to other sections of this survey, this low number could reflect usage of only parts of the package and/or confusion over the name of this suite. It is likely that most libraries have not explored all the components of this toolkit, which may be readily available on their public computers. Only three libraries reported using the Premier Accessibility package, probably due to the readily available Windows package. It should be noted that software for converting text to Braille was not included in the survey but is mentioned in the open comments by at least three libraries. Several libraries in this and other sections of the survey also mentioned the services for Braille readers available through the Library of Congress.

### **Specialized Hardware**

The responding libraries provide a large array of assistive hardware for disabled users. At the 53 responding libraries, scanners (79%) and speakers (66%) are the most common types of equipment, followed by microphones, noise reduction headphones, and motor trackballs. A third of the respondents provide some kind of augmented keyboard and some provide joysticks.



Only one library has vocal labels for the keyboard, and one other has light signals for computer sounds.

Desktop video magnifiers and CCTV units for the visually impaired are available at a majority of the responding libraries. Three libraries have at least small pocket or portable magnifiers. In the open comments, fifteen respondents reported the availability of some kind of Braille equipment: raised, tactile keyboards, Braille printers, Braille embossers, and Braille writers (typewriters). Two libraries mentioned videophones for sign language. Others noted talking calculators, desktop illuminated magnifiers, and talking book players, including the discontinued Kurzweil Reading Edge machine. Digital voice recorders are provided at fourteen locations.

### Selecting and Publicizing Services

When asked how the library decides which services and technology to provide for users with disabilities, the majority reported that they respond to patrons' requests. At a little more than half of the libraries, a service coordinator makes recommendations. At many institutions, a central disabilities office mandates which services and technology to provide, and a significant number of the responding libraries consult or coordinate with that office. About a quarter of the respondents have received donations for specific items. Only nine libraries report that they have surveyed their users about their needs.

The three most common methods libraries use to inform potential users about services are through the campus disabilities office, the library website, and word of mouth. Services are also promoted through library signage, in instruction and orientation sessions, and through brochures and flyers. A few respondents have placed articles in either a library newsletter or campus newspaper.

### Coordinating Services

At 18 of the responding institutions, an individual in a central unit has primary responsibility for coordinating support services for persons with disabilities. At another 18 institutions, this responsibility is shared between the central disabilities coordinator and a library disabilities coordinator. Thirteen respondents report that a library disabilities coordinator has primary

responsibility for this role. Ten other libraries report that another individual or a committee assumes the service coordination responsibility.

The frequency with which the central coordinator and library staff interact ranges from infrequently, to as needed, to often. Most of the respondents indicated there is regular, on-going contact as often as they feel is necessary.

The survey asked the libraries that employ an ADA officer/disabilities coordinator or other designated person to oversee services for users with disabilities to provide the approximate percentage of time spent coordinating services. Of the 29 positions described, only three spend 90% to 100% of their time on coordinating services. Four devote 30% to 50% of their time to these activities. For the rest, service coordination accounts for between 1% and 10% of their work responsibilities.

The survey next asked who has responsibility for interpreting applicable disabilities laws for library staff. At all but a few institutions, the central disabilities coordinator has primary responsibility. At many institutions, this individual shares the responsibility with the organization's counsel or legal unit and the library's disabilities coordinator. At the other institutions the responsibility falls primarily on legal counsel.

### Library Service Providers

Responses to a question about which library staff members are expected to provide services for users with disabilities overwhelmingly echoed the statement that, "All staff who work on a public services desk are responsible for assisting users with disabilities." Or as one respondent commented, "At the minimum, anyone approached should be able to make a proper referral."

The primary way that library staff members receive training about assisting users with disabilities and how to use the available assistive technology is by hands-on training from the disabilities coordinator. A number of respondents report that staff also occasionally attend workshops, webinars, and conferences, or consult manuals. Twelve libraries reported making use of vendors or outside consultants for technology training as well as tips on helping the users and

sensitivity awareness. A significant number report that staff members are entirely self-trained. Online tutorials and video training are not common, used by 10% or fewer of the respondents.

### **Assistive Technology and Funding Support**

The survey asked respondents to indicate financial support for three types of assistive technology: software, computer hardware, and other equipment. The funding source for 60% of the libraries is their regular library operating budget. Just under half of the respondents indicated some financial assistance from the central disabilities office. The library IT budget provides funding at 38% of the responding libraries and the central IT budget provides funds at 19%. Only three libraries have a portion of their budget identified specifically as an ADA/disabilities allocation. Other sources were grants and donations. One respondent mentioned the university's computer access fee as a possible source that could be applied for, but was very competitive.

By far, the major source of technical support for maintaining library workstation hardware, software, and other equipment is the library's IT staff. The central disabilities office and/or the central IT staff supplement this support at 17 libraries (29%), depending on the type of service. At about a quarter of the surveyed libraries, the library coordinator has some responsibility for troubleshooting software, but has little to do with installations or hardware and equipment repair. A significant number of respondents indicated that library facilities staff service equipment and also mentioned warranties that are serviced by the vendor.

### **Library Website Accessibility**

Having an accessible library website is clearly a concern for the majority of libraries; over 60% of those surveyed have staff trained in Web accessibility for users with disabilities. Fewer libraries (about half) have staff trained in testing Web products such as databases, in-house branded pages, and Web tutorials. Most libraries have at least one Web developer on whom they depend for special skills in these areas. One library mentioned their systems staff as resources. Several libraries noted that the Web developer is

mainly self-taught or has a special interest in accessibility issues. Support from the central disabilities office is a fairly common way for the library Web person to develop skills in this area.

Few libraries are looking at vendor databases yet; some respondents said they rely on their reference staff to notice problems with databases, the catalog, and other resources. Regular and frequent auditing of Web pages appears to be uncommon, but there seems to be a heightened awareness of Web accessibility standards and the need to apply them. The question dealing with the criteria used for Web accessibility testing yielded very specific responses that demonstrated a considerable depth of understanding and awareness; libraries may be doing more evaluation than they realize. Compliance with Section 508 of the Americans with Disabilities Act and/or W3C (World Wide Web Consortium) standards is the method most often mentioned in the survey responses. WAVE is a frequently mentioned accessibility evaluation tool.

### **Conclusion**

Most sources, including the US Census Bureau, cite figures of almost 20% of the population being affected by a disability of some kind. The majority of these people are not institutionalized. As the baby boomer generation grows, this figure will likely increase, hopefully in concert with greater understanding and awareness of what it means to have a disability that requires adaptive technology. Libraries are particularly willing partners in providing accessibility, but challenged further by shrinking budgets to meet the needs of this growing population. One way to offset the lack of resources is to collaborate. The survey results indicate an increasingly close relationship between campus or central disabilities offices and the academic libraries. In several cases, the campus disabilities office runs the library assistive technology center or workstations and usually provides funding and staff support at some level. Often, the library's services are guided by the campus office; libraries tend to work through them rather than surveying the students themselves.

Information technology is changing at lightning speed and the assistive technologies will likely improve accordingly. However, the names of some of

the major players in the field of assistive software and hardware have not changed since 1999, although they may have swapped parent companies. Prices of the older tools remain high and newer, more sophisticated programs are sometimes impossibly expensive, especially for smaller library systems. Hopefully, the growing market for adaptive technology will drive a more competitive market and result in more reasonable pricing.

Static library budgets have also resulted in significant staffing cuts throughout the past decade. Some of the most striking parts of this survey are the responses in the staff training and library providers sections. Although all or nearly all staff in most of the surveyed libraries are expected to have some level of ability to help users with disabilities, a surprising number of staff members are entirely self-taught or getting their training as best they can, in occasional workshops, at conferences, or from vendors. The majority

of library ADA coordinators allocate only 1% – 10% of their time to performing ADA-related duties. They are bibliographic instruction coordinators, subject specialists, building managers, reference librarians, and digital services librarians with many additional responsibilities. Only two of the surveyed libraries had full-time coordinators for ADA services. This fragmented approach to coordinating the programs was in evidence at the time of the older ARL surveys and has not changed. However, this did not stop the vast majority of responding libraries from providing an impressive array of services which is well demonstrated by a perusal of some of the representative Web pages in this publication. Yet the respondents' comments yielded repeated concerns that they were not doing enough. Clearly, the dedication to providing assistive services is there and the challenge remains to find ways to maintain them at a high level.



## SURVEY QUESTIONS AND RESPONSES

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The SPEC survey on Services for Users with Disabilities was designed by **M. Suzanne Brown**, Research Assistance, Instruction & Outreach Services Librarian, University of Florida. These results are based on data submitted by 62 of the 125 ARL member libraries (50%) by the deadline of October 15, 2010. The survey's introductory text and questions are reproduced below, followed by the response data and selected comments from the respondents.

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When ARL last gathered information from member libraries about services for users with disabilities more than 10 years ago, several trends emerged. Library staff were encountering a broad range of disabilities from a growing number of users. While federal and regional regulations, such as the Americans with Disabilities Act (ADA), were leading to improvements in physical access to libraries, more work remained, particularly in older buildings. Assistive technology was prevalent, but equipment maintenance could be an issue. And staff training and attitudes were the weak link in the service chain. The current literature describes an ongoing expectation of larger numbers of disabled persons to serve requiring specialized equipment that increases maintenance needs as well as the demand for more assistance from trained staff.

Some academic and public libraries have an assigned coordinator with specialized skills to manage equipment or other services for users with disabilities. Other libraries may include responsibility for providing assistive services in the job descriptions of all public services desk staff. With budget declines, meeting the service needs of this library population is more challenging as all libraries, special, public, and academic, predict the continued need to do more with less.

This survey seeks to better understand library services for users with disabilities today and how accessibility has changed for them in the complex environments of ARL libraries. It explores what services are being provided and how users are made aware of them; what assistive technologies are being offered today and who maintains them; which library staff have responsibility for providing services and how are they trained; and what service policies and procedures are in place for users with disabilities. The answers to these questions will provide an updated snapshot of ARL library services for users with disabilities at the beginning of the 21<sup>st</sup> century.

## LIBRARY STAFF ASSISTANCE AND OTHER SERVICES

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1. Please indicate which of the following services your library provides for users with disabilities. Check all that apply. N=62

### Library staff assistance to

Retrieve books and other library materials from the stacks	62	100%
Search catalog and online resources	59	95%
Copy/scan/print library materials	58	94%
Set up personal equipment for use in the library	23	37%
Other staff assistance	19	31%

### Please briefly describe the other assistance offered by library staff.

Acquire alternate format texts for courses. Assistance with completion of library forms.

ADA computer workstation.

Assist users with disability workstations.

Assistance with adaptive equipment.

Convert some print materials into digital materials to be read by computer program.

Delivery service to buildings on campus; Braille printing.

Directional assistance for users with visual impairment.

Library provides enhanced services for users with disabilities. The library works cooperatively with university Access and Diversity to meet users' needs.

Order alternative format textbooks.

Order special equipment, if needed.

Orientation to library (new students/parents); teaching adaptive software; teaching how to make material available in alternative formats.

Paging services are available through an online booking service to all current students, faculty and staff. We make special arrangement when community users need assistance in retrieving material from our stacks.

Provide training in use of adaptive technology.

Research assistance through the Personal Librarian Program, in partnership with Student Disability Services.

Sign users onto computer with JAWS and Kurzweil 3000 software/hardware.

Soundproof study/tutoring rooms.

We have two group study rooms with assistive technology for the exclusive use of users with disabilities.

We offer the same services that we offer to all our users.

We will retrieve books if call numbers are provided.

#### **Other services N=39**

Proxy borrower cards	27	69%
Extended loan periods	17	44%
Other service(s)	16	41%

#### **Please briefly describe the other service(s) for users with disabilities.**

Adaptive technology center in library.

Adaptive Technology Centre and study areas.

Adaptive Technology Room in the Information Commons available only to students registered with our Disability Resource Centre — available 7 days a week 24/5 Sunday to Friday.

Additionally, we provide special research training for staff from the university's Disability Support Services office and we provide research assistance appointments and classes for students in collaboration with this office.

Any of the above could be arranged but have never been requested.

Generally not applicable since members of the public can't remove collection materials from the reading rooms.

The Library of Congress is the home of the National Library Service for the Blind and Physically Handicapped, which circulates Braille and audio materials to eligible borrowers through its national network of cooperating libraries.

Library Services for Users with Disabilities described on extensive website: <http://www2.lib.udel.edu/atc/polatc.htm>, includes information about Assistive Technology Center with five workstations in private room.

Maintain an adaptive technology lab, run the alternate-format text service, loan adaptive tech and equipment, provide bookable private study space.

Online renewal of circulating materials is available. Non-Circulating Materials: Arrange for a special short-term loan to use non-circulating materials with equipment at the Disability Resource Center.

Online requests are taken to "hold" items for 24 hours.

Provides study carrels if there is a need.

The Disability Center on campus will provide readers for special collections and other materials that cannot be used with adaptive technologies.

There is an Assistive Technologies Center (ATC) in the Libraries Learning Commons: specialized equipment, furniture and software available for use, with full-time support staff available for basic assistance.

Users with disabilities may apply for a proximity access card for unassisted entry to the library building through a secure entrance that is closer to some parking areas and may be more convenient than the main entrance.

We make whatever accommodations are needed.

We will make many accommodations as needed.

2. How does a disabled person obtain staff assistance in the library? Check all that apply. N=62

Approach any service desk	61	98%
Request an appointment with a specialist by phone	58	94%
Request an appointment with a specialist by e-mail	58	94%
Request an appointment with a specialist online	33	52%
Request an appointment with a specialist by text message	23	37%
Approach a special service desk	13	21%
Other	17	27%

**Please describe the other way(s) disabled users obtain staff assistance in the library.**

Any registered user can request appointments or approach any service desk for assistance. Since the LC collections are completely closed-stack, both special-needs users and other member of the public need to be assisted by reference staff.

Ask campus Disability Services for referral.

Automatically, through online forms/requests.

I receive referrals from the campus Disabilities Resource Center.

Make arrangements through the University Wide Disability Services Office.

Orientation to new students with disabilities by the reference librarian who is the coordinator for users with disabilities for the library.

Patrons may also go through the university Disability Resource Center to obtain staff assistance in the library.

People can also e-mail or telephone the IT ATC specialist for assistance in the ATC.

Referrals from Disabilities Office, faculty or other staff.

Request appointment with specialist via chat.

Students may register at the Disability Support Services Office and request special assistance.

Students requiring specialized library services, especially the use of the Adaptive Technology Centre, must bring a letter of introduction from the Office of Students with Disabilities to the Coordinator, Library Services for Users with Disabilities. This letter details what accommodations they will need in order to use the library in an equitable manner.

The student's first step is to register with the Access & Diversity Office, Student Development and Services. Referrals are also received from professors, teaching assistants, note-takers, etc.

University Office of Disability Services, Affirmative Action Office, and Blind and Visually Impaired Services—a state agency—all make referrals to Libraries Services for Persons with Disabilities.

We do also have a short service desk in our undergraduate library for consultations with those in wheelchairs, but the disabled are not required to use it.



We do not have a specialist for disabled patrons. The Head of Public Services and the Head of Customer Services would function in this regard. Public Services staff are empowered to assist disabled patrons in whatever capacity they need.

We will accept a walk up request for some activity but if it involves a significant amount of work, such as scanning lots of content, we will indicate an appointment is needed.

## WORKSPACE ACCOMMODATIONS

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3. Please indicate which of the following workspace accommodations your library provides for users with disabilities. Check all that apply. N=62

Wheelchair accessible/height-adjustable workstation(s)	52	84%
Assistive technology on general-purpose public workstation(s) (i.e., workstation(s) can be used for either purpose)	37	60%
Assistive technology on workstation(s) in a multi-person quiet room or other separate workspace	32	52%
Dedicated assistive technology workstation(s) in public areas	28	45%
Assistive technology on workstation(s) in a one-person quiet room or other separate workspace	19	31%
Non-fluorescent lighting	9	15%
Assistive technology on workstation(s) in special study carrels	6	10%
Other workspace accommodation	13	21%

### Please briefly describe the other workspace accommodation(s).

Accommodate seeing-eye dogs.

Campus IT provides assistance technology workstations throughout campus.

Circulate equipment provided by campus Disability Support Services.

Instructional Media Collection Department provides access to closed caption video collection.

Light dimmer.

Most library buildings have brighter T8 fluorescent lighting with better colour rendering and specular reflectors.

Non-quiet room for dictation using voice recognition software.

Separate closed individual study rooms reserved through our Disability Support Services office in the library.

The Access & Diversity office, Student Development & Services, offers assistive technology on laptops for students

requiring this support. Library has been advised that this is preferred, rather than the library trying to provide these services directly to students. The Crane Resource Centre & Library offer services.

The library, in partnership with campus IT and campus Disability Services, offers a fully equipped laboratory with assistive technology; quiet reading areas, staffing.

The Student Special Services Office on campus provides special exam arrangements, text in alternate formats, note-sharing, adaptive equipment, assistive technology software and hardware, and library assistance. Student Special Services has made clear to us that the needs on campus are so varied and changing that it makes more sense for them to acquire the exact technology needed for users with disabilities at the time of need, rather than the library installing software that is not used and goes out of date. Students with disabilities work directly with Special Services, and staff and faculty work directly with the Disability Coordinator in Human Resources. We do also have shopping-type carts that users can check out from the circulation desk and use to more easily move print materials they need around the library.

Website is ADA compliant.

Windows to multi-person room have blinds.

#### 4. Please describe how many workstations have assistive technology in each location. N=54

	N	Minimum	Maximum	Mean	Median	Std Dev
Dedicated public workstations	28	1	19	2.75	2	3.52
General public workstations	32	1	558	113.87	8	160.13
Study carrels	6	1	7	2.83	2	2.32
Quiet room	28	1	20	3.32	2	3.68

#### Other Location

ADA room: 7 workstations

Classroom – 1

One group study room wheelchair accessible.

Quiet reading recliner (within the Adaptive Technology Centre)

University-run computer labs in the libraries = 31.2

#### Comments

All computers in the Libraries have some assistive technology available including Kurzweil 3000, ZoomText and JAWS.

All general public workstations in all of the branches have basic assistive software.

All libraries have one workstation with the exception of Hayden that has seven (considered the main library) where the “ADA” room is located and where there is staff dedicated to service for all branches/users with disabilities.

All public computers have Windows assistive technologies.

All study tables and carrels are wheelchair accessible.

Assistive Technology Center in private room with five workstations. Equipment and software described online at: <http://www2.lib.udel.edu/atc/polatc.htm#equip>.

Assistive technology in study carrels and quiet room is provided and maintained by Services for Students with Disabilities. The library provides space only.

Each reading room has at least one wheelchair-accessible general public workstation and ZoomText 7.0 software.

In each service area there is at least one public workstation outfitted with ZoomText that is identified by a sign tented on top of the monitor.

It is impossible to give you an accurate number of all workstations with assistive technologies. Our media center televisions have telecaption equipment and some lighting enhance media carrels. I believe there are some PCs around that have keyboards with large yellow numbers. Across our 17 libraries/service locations there are a variety of height adjustable computer and study carrels.

Most workstations have ZoomText magnifier/reader.

One dedicated public workstation in reading room; one general public terminal in each library.

One general public workstation in main library, two in science & engineering library.

Study rooms can be used for more than one person.

The library has 17 group study rooms (not dedicated; everyone can book them); these can be booked.

Thirty-six workstations are height-adjustable.

Three single person rooms and one multi-person room.

We have eight libraries, only two provided responses for compilation. I believe two of our libraries each have one workstation with assistive technology.

We have ADA stations at each of 7 service desks, 8 specialized ADA stations, 300 public workstations, and two specialized rooms with staffing for disabled patrons.

Wireless access in all buildings allows users to use their own laptop/equipment.

**5. How does a disabled person obtain access to specialized workspace in the library? Check all that apply. N=60**

Approach any service desk	45	75%
Self service; signage points users to the specialized workstations/spaces	29	48%
Approach a special service desk	13	22%
Registered users are issued a key to locked workspace	7	12%
Submit an online reservation for special workspace/equipment	5	8%
Other	17	28%

**Please briefly describe the other way(s) disabled users obtain access to specialized workspace in the library.**

One of the dedicated rooms requires a special login to use the computer, but the room is not locked.

Our dedicated assistive technology lab is managed by Disability Resources for Students, a unit on campus. They handle providing access to the lab.

Patrons may approach the Reference Desk during business hours and the Security Guard's desk after hours.

Register with campus Disabled Students Program - library staff provide key to registered users.

Registered users enter using a swipe card system.

Students who are registered with our Centre for Students with Disabilities are able to use a quiet, multi-person lab set aside for their use. They have to initially show a card to gain entry to the lab.

The ADA facility is open the entire time Hayden library is open but is only staffed part of the time (1.5 FTE staff and limited student worker support).

The person would contact Library Services for Students with Disabilities (LSSD) by e-mail, phone or in person, to book a time to use a room. A person with a disability other than a student would also contact LSSD. Keys to the rooms are kept at the main Library Services Desk. Students are provided with a key, but are asked to show identification. Staff at the service desk have a list of students authorized to use these rooms.

They may also call the service desk to obtain access.

To use the study carrels and lab provided and maintained by Services for Students with Disabilities but located in the library students must be registered with SSD. The library will sign-out a key to registered students only from the Service Desk.

Users must register with the campus Disabilities Service to become registered for use of the Assistive Technologies Center (ATC) in the library. The ATC is open 24/5; once registered with Disability Services, a user is given a NetID login that allows permission to log into the ATC computers.

Users registered with the Adaptive Technology Centre have access to its space.

Users with disabilities can gain access to the workspace by approaching the Circulation Desk. This maximizes the hours that the workspace is available.

We have one specialized workspace in our main library building only. Students can get the code or remote opener to the room at the two service desks in the library. Once they have the code, they do not need any staff intervention.

Web page on library website describes services provided at the library and location of equipment.

With the exception of the National Library Service for the Blind and Physically Handicapped, LC public reading rooms serve both general and special-needs patrons.

Workstation is specialized but in an open public area.

## SPECIALIZED SOFTWARE

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6. What specialized software is available on the workstations that have assistive technology? Check all that apply. N=62

### Text Magnification N=60

Zoom Text (magnifier and reader)	47	78%
Adobe Acrobat (full version)	33	55%
Magnifier (Microsoft Accessibility Accessories)	24	40%
MAGic	12	20%
Magnifying Glass Pro	4	7%
Other software	12	20%

### Please specify the other text magnification software.

Arkenstone/Ruby/Open Book (OCR scanning software that allows materials to be scanned and saved as text files.)  
Duxbury Braille. Translator/DBT (Can translate text files into Braille & Braille files into text.) Also have: scanner attached, Braille embosser attached, CD burner with Roxio Easy CD Creator installed.

Available through our computing center's "Hive" (cloud computing).

CCTV (magnification of hard copy).

Epson Color scanner with Epson Scan and Abby FineReader Software for OCR.

Kurzweil 3000.

Kurzweil, Cicero.

NB: Full Adobe Acrobat is only available in the consultation rooms.

Premiere Assistive.

Spectrum Print Magnifier.

This is just available in the university computer labs present in the libraries. Library workstations only have ZoomText available.

Window Eyes.

**Screen Readers N=52**

JAWS	47	90%
MAGic	13	25%
Narrator (Microsoft Accessibility Accessories)	13	25%
ReadPlease (Microsoft Accessibility Accessories)	7	13%
Other software	13	25%

**Please specify the other screen reader software.**

Balabolka, MAC OS Speak.

Braille Window (refreshable Braille). Juliet Interpoint Braille Embosser (for hard copy).

EText Reader, Scan & Read Pro; text to audio.

Free Natural Reader.

Library workstations only have ZoomText available.

Microsoft English v. 6.1 Recognizer.

PC with CCTV [magnifies printed text].

Premiere Assistive.

Text Help.

TextAloud MP3.

TextAloud MP3 text reader/MP3 creator.

We don't have this in the library and refer students to the disability services center on our campus.

ZoomText.

**Scanning Systems N=29**

Kurzweil	29	100%
Open Book (OCR)	4	14%
ABBYY FineReader	1	3%
Other scanning system	4	14%

**Please specify the other scanning system.**

Cicero.

OmniPage Professional.

OmniPage; Microform scanner and general scanning done for accommodations.

Scanning is available via Adobe Acrobat; OmniPage and Capture on the Canon workstation creates .tif files.

### **Speech Recognition N=30**

Dragon Naturally Speaking	28	93%
Other software	4	13%

### **Please specify the other speech recognition software.**

Dragon Dictate (voice recognition).

MAC Speak Dictate.

Text to Speech.

Voice recognition software via Dragon is offered in the lab.

### **Accessibility Accessories package N=18**

Microsoft Accessibility Accessories package	16	89%
Premier Accessibility Accessories package	3	17%

### **Word Prediction and Completion N=18**

Inspiration	11	61%
Read & Write Gold	4	22%
Other software	8	44%

### **Please specify the other word prediction/completion software.**

Braille software that converts text to Braille.

Draft Builder.

Inspiration is offered upon request.

Kurzweil 3000 Verion II.

Kurzweil 3000; Softtype - onscreen keyboard.

Kurzweil 3000.

Kurzweil 3000.

We use Read & Write standard.

## SPECIALIZED HARDWARE AND OTHER EQUIPMENT

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7. What specialized hardware is available on or for use with the workstations that have assistive technology? Check all that apply. N=53

Scanners (with OCR)	42	79%
Speakers	35	66%
Microphones	25	47%
Noise reduction headphones	24	45%
Motor trackball mouse	22	42%
Augmented keyboard (one-handed, large keys, small keys, etc.)	18	34%
Joystick	7	13%
Wands and sticks	2	4%
Vocal labels for keyboard	1	2%
Light signals for computer sounds	1	2%
Other hardware	16	30%

Please specify the other hardware that is available for users with disabilities.

Bierley handheld magnifier.

Braille embosser.

Braille embosser.

Braille printer, Braille embosser.

Electrically adjustable desks.

Flat bed scanner.

Headphone with microphone, Braille printers.

Headphones with microphone for use with DNS.

Headphones, Braille Terminal Display.

Headphones, printers.

Headtracker 2000; no hands mouse; trackball mouse (not motor).

Index Basic Brailier.

Reading Edge machine.



Tactile keyboards with raised indicators are available.

Windows and Mac platforms available.

**8. What other specialized equipment is available in the library for users with disabilities? Check all that apply. N=45**

Desktop Video magnifier or CCTV	38	84%
Small Magnifier (pocket/portable)	20	44%
Digital voice recorder	14	31%
Other equipment	18	40%

**Please specify the other specialized equipment that is available for users with disabilities.**

Braille printer; black erase board.

Braille printer.

Braille.

BrailleWindow, Juliet Braille Embosser, Duxbury Braille Translator, Wrist Wizard, Kurzweil 3000.

Daisy player, 4 track tape recorders.

Daisy Player, Cassette Player.

Desk mounted, illuminated magnifier.

Digital voice recorders available in Student Multimedia Design Center to all students, faculty and staff to check out.

Keyboard stickers in Braille and large print; Library of Congress talking book player.

Large lighted magnifier; 8 track tape players, manual Braille.

Reading Edge reading machine, closed circuit TV monitor, large screen monitors, four track sound recorder, magnifying screen, and Braille typewriter.

SARA - Reading machine, Braille writer.

Scanner attached to disability workstation.

Sorenson Videophone (for sign language).

Talking calculators, large calculators, Kurzweil 3000 USB, portable CCTV.

Topaz Desktop Magnifiers and Sapphire Portable Video Magnifiers.

TTY Telephone; Braille and Braille printer, also Duxbury software for Braille translation.

Video Eye; videophone; MS optical mouse; Braille embosser & Duxbury software.

## SELECTING AND PUBLICIZING SERVICES

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9. How does your library decide which services and technologies to provide for users with disabilities?  
Check all that apply. N=59

Responds to requests by patrons	45	76%
Library coordinator recommends; administration makes decisions	32	54%
Campus or governmental ADA/disabilities office mandates which services and technologies to provide	28	48%
Gifts; donations for specific items	13	22%
Library coordinator makes decisions	12	20%
Surveys patrons	9	15%
Other process	24	41%

### Please explain the other decision process.

Collaboration with the campus Disability Services Office.

Consultation with the Office for Students with Disabilities

Consulted with campus Disabilities Coordinator.

Coordinates with Student Accessibility Services office that supports campus wide services.

Disabilities Office suggests equipment and software.

Disability Resource Center Dean also makes recommendations to coordinator who recommends them to administration who makes decisions.

Input from CSD (Centre for Students Development).

Interact frequently with Institutional Equity Office.

Library coordinates with campus partners. Benchmark services by peer institutions.

Library coordinator works with campus disability services office staff.

Maintain regular contact with campus Office of Services for Students with Disabilities.

Our disabilities office has an adaptive technologies specialist who recommends software and hardware.

Recommendations from campus Resource Center for Persons with Disabilities (RCPD).

Requests from Access & Diversity, Equity Offices, e.g., retrofitting a washroom to provide electronic lifts.

Suggestions from campus disabilities office.

The Disabilities Resource Center recommends technologies and assists in evaluating recommendations by patrons.

The libraries' ATC is supported by Office of Information Technologies; the OIT tech specialist works with the campus Disabilities Services.

The Library of Congress voluntarily complies with Section 508 specifications.

The library works with Information Technology and Communication and with the Learning Needs and Evaluation Center which make recommendations for services and provide most of the equipment we house.

The university has an office for Specialized Support and Disability Services (SSDS) has long been serving staff and faculty members with disabilities by providing direct services and collaborating in the delivery of others. The office has a broad range of expertise in matters pertaining to persons with disabilities and reasonable accommodations and thus can be consulted with regard to disability-related issues.

We work closely with various offices on campus when making decisions regarding assistive technologies and services.

We work collaboratively with the Special Services office, which provides the majority of the assistive technology and other services.

Work with campus ADA department to develop services.

Works with coordinator from Disability Resource Centre to determine needs.

**10. How does your library publicize or make these services known to potential users? Check all that apply. N=61**

Through campus office that supports people with disabilities	58	95%
Library website	55	90%
Word of mouth	42	69%
Signs in the library	24	39%
Through bibliographic instruction or library orientation sessions	22	36%
Brochures or flyers	19	31%
Through governmental office that supports people with disabilities	5	8%
Other method	7	12%

**Please describe the other method(s) the library publicizes these services to potential users.**

Also article in "WELCOME TO THE LIBRARY" general library publication distributed to all, and inserted semiannually in student newspaper.

Campus IT knowledge base.

Circulars and newsletters issued by National Library Service for the Blind and Physically Handicapped.

Forums, campus newspaper.

Occasional news item in our Library News - <http://library.mcmaster.ca/news/6042>.

Partnership with campus Student Disability Resource Center.

Referrals from Crane Resource Centre and Library, Access & Diversity Office.

## COORDINATING SERVICES

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### 11. Who in the organization has responsibility for coordinating support for persons with disabilities? Check all that apply. N=59

An ADA officer or disabilities coordinator in a central disabilities unit		
or office on campus/in the parent organization	36	61%
An ADA or disabilities coordinator or other designated person in the library	26	44%
Other position	16	27%

### Please identify the other position that has responsibility for coordinating support for persons with disabilities.

An AUL is the liaison to the ADA office but a reference librarian coordinates the requests from our disabled population needing assistance.

Assistive Technologies Center Specialist, Office of Information Technologies, is the contact we use for inquiries about ATC services.

Combination of lab staff and public services staff & Disabilities office.

Communications and Outreach Librarian.

Disabilities Committee within the library and HR is sponsor.

Head and assistant head of Library Personnel have some responsibility, along with Public Services Assistant.

In the library there is the Assistant Director for Public Services and the Head of Customer Services.

Information Specialist in information commons has general responsibility for assisting with scanning requests and coordinating.

Library Liaison to Student Disability Services; Director, Library Information Technology.

Media Librarian.

Recently formed committee of 5 library staff.

Reference Librarian coordinates the library services to persons with disabilities.

Shared by several individuals such as facilities coordinator, reference head, library security.

The LC Office of Opportunity, Inclusiveness, and Compliance is responsible primarily for inclusiveness for employees with disabilities, but also provides some support for patrons, e.g. ADA accommodations at LC-sponsored events.

The libraries' Head of Access Services is a liaison to the Center for Disabilities.

The Universal Accessibility Associate.

**12. If there is a central ADA officer/disabilities coordinator, please describe how often that person works with library staff to coordinate support for persons with disabilities. N=40**

Approximately once a year.

As needed. (3 responses)

As requested.

At least once each semester.

AUL for HR serves as a member of University-wide Disabilities Committee. Committee meets every other month.

Committee will meet quarterly or as needed.

Coordinator responds to student queries, coordinator also responds to library staff inquiries.

During any renovation or upgrade to equipment; routine Library staff awareness and training.

E-mail requests or meetings as needed.

Every semester.

He works with library and campus staff on an as-needed basis.

I am not sure of this. I believe she contacts various individuals depending on the needs. I work closely with her in my role as Diversity Officer.

In response to specific individual and program needs, and budgeting related to software and equipment.

Infrequently.

Librarian and director meet once per semester or as needed.

Meet periodically.

Meet quarterly with library building representatives.

Often.

On an as-needed basis. Usually about 10–15 times/year.

On an individual need basis.

On-going process.

Once or twice a quarter the coordinator will contact circulation for help with retrieving materials or making sure an individual can check out a cart.

Our coordinator in the library is a shared position with the central disabilities office. The coordinator participates in monthly meetings with the central offices and liaises about upcoming service changes.

Quarterly.

Refers students as they are registered. Also consults on new or different issues.

The ADA officer worked with the library to establish the group study rooms with assistive technology and to develop specialized instruction and services for students; library staff and staff from the ADA office meet at least yearly to discuss needs, etc.

The adaptive technologies specialist helps the library make sure we have the latest software and hardware to assist those with disabilities. The director of disabilities services works with us on policy matters.

The campus disabilities coordinator works with library staff on an as-needed basis. This person primarily supports students with disabilities. The library has also had representation on a campus disabilities services committee.

There is an ADA officer in our Office of Equal Opportunities Programs, but they have no contact with the library. The library works through the Learning Needs and Evaluation Center.

There is frequent communication between the Library and the Central Office staff.

There is regular contact via a committee that the library coordinator is part of. There is also personal individual contact as needs arise.

This is an ongoing relationship with monthly meetings.

Upon request.

We rarely work with the Disability Management System office. This generally occurs when a student or staff member needs specific equipment that we cannot provide. In these cases we contact them to see what provisions can be made.

Weekly.

Works to inform information commons staff of services and procedures.

Works with library staff as needed. The library staff has a representative on the central campus ADA committee.

Yes, there is and we work together often.

13. If the library employs an ADA officer/disabilities coordinator or other designated person to oversee services for users with disabilities, please provide the following information: Position title, approximate percentage of time spent coordinating services, the employee's other responsibilities, title of the person to whom the coordinator reports. N=29

Position Title	% of Time	Other Responsibilities	Reports to
Access Services Coordinator	5%	Access Services coordinator	Director of Access Services
ADA Librarian	<5%	Subject librarian for College of Education; general reference & instruction	Tech team leader

Position Title	% of Time	Other Responsibilities	Reports to
ADA Services - Library Supervisor (University Libraries staff)	100%	None	Head, Access Services/ILL
Administrative Coordinator, Support Services	10%	Surveys and reports, facility project oversight, office management	Associate Director, Finance and Operations
Assistant for Information and Instruction	5%	Bibliographic instruction, reference services, circulation services, facilities coordinator	Information and Instruction Librarian
Assistive Technologies Coordinator	1%	Reference and subject librarian	Head, Research and Reference Services
AUL for Human Resources	8–10%	HR, Staff and Organizational Development, Community Relations	University Librarian
Building Manager	5%	Manage and maintain physical facilities	Assistant University Librarian for Scholarly Communications, Assessment, and Personnel
Chair of committee on accessibility = Academic Librarian	Chair = <5%, total FTE spent on committee = ~10%	Library public service and access services	Library Director
Coordinator	50%	Alt-format text services, Library UX team	Head, Discovery and Access
Coordinator for Services for Users with Disabilities	10%	Reference, Collection Development, Liaison with 4 academic departments	Head of Reference
Coordinator of Library Services for Persons with Disabilities	90%	Campus wide committee assignments, provides training on other campuses of the University, engages in professional development.	Head, Access Services
Coordinator of Library Services to Users with Disabilities	1%	Managing Stacks Department	Department Head
Coordinator, Library Services for persons with disabilities	30–60%; depending on the time of year	Reference services, instructional support, committee work, library support	Liaison Librarian
Coordinator, Library Services for Students with Disabilities	92%	1 hr/wk IM Research Help, Research Help Desk Duties - 2 hrs/wk	Associate University Librarian, Library Services
Digital library services	5%	Assist with digital services	Head, Digital Library Services
Diversity Librarian	10%		Associate Dean for Budget and Personnel

Position Title	% of Time	Other Responsibilities	Reports to
Diversity Officer	50% of time goes to diversity work which includes disabilities.	Education Librarian	Dean of Libraries
Facilitator for Library Advisory Committee for Services to Persons with Disabilities	5%	Librarian	University Librarian
Government Information Librarian	0.05%	Government information, reference, instruction, collection development, GIS	Head of Research Services
Head of Interlibrary Services	10%	Document delivery, interlibrary loan	Senior Associate Director, MSU Libraries
Head of Reference & Instructional Services/ Coordinator of Disability Services	5%	Head of Reference & Instruction: Selection responsibilities	Associate Dean of Library Services
Head, Education and Outreach	5%	Information Literacy & Instruction	AUL for Public Services
Librarian for Social Work and Disabilities Services	30%	Subject specialist; outreach, reference, instruction	Associate Dean for Undergraduate Education
Library Information Analyst	5%	Reference training coordinator, staff reference desk, provide library instruction	Team Leader (Library Department Head)
Reference Center Manager	1–5%	Operation of reference center including scheduling staff, collection management, working desk and office hours, supervising student worker, email reference, IM reference, etc.	Head of Reference Services
Reference librarian/ Coordinator of services to users with disabilities	10% of time spent coordinating services to users with disabilities	Reference librarian/reference service/ instruction/collection development/ liaison to academic department	Head, Reference Department
Systems Analyst	1–5 hour/week	Student support services for Systems	Systems Assistant Manager
Technology Support Analyst	4%	General technical support	Library Technology Services Leader



**14. Who has responsibility for interpreting applicable disabilities laws for library staff? Check all that apply. N=58**

An ADA officer/disabilities coordinator in a central disabilities unit/office on campus/in the parent organization	50	86%
An ADA officer/disabilities coordinator or other designated person in the library	13	22%
Organization counsel or legal unit	33	57%
Outside counsel or legal unit	3	5%
Outside consultant	—	
Other position	5	9%

**Please identify the other position that has responsibility for interpreting applicable disabilities laws.**

Central Human Resources.

Department Head, Information Services & Resources, Dana Porter Library Director, Organizational Services.

Equity Office.

I am not sure how to answer this question.

The ADA officer reports to the campus human resources organization and works with the library on employee issues on an as-needed basis.

## **LIBRARY SERVICE PROVIDERS**

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**15. Please briefly describe which library staff members are expected to provide services for users with disabilities. N=45**

Access Services and Reference staff.

ADA librarian coordinates services; all public service staff are expected to provide minimal services at the public service desks.

ADA staff/student workers when present; Access Services staff at other times; Information desk staff in other branches along with circulation/reserve staff.

All front line service staff are able to provide assistance with:

- using CCTV reader
- providing reference assistance
- retrieving material
- photocopying material

A small group (2–3 staff) are charged with scanning material requested in alternative text format. One librarian responds to specific requests for assistance when needs cannot be met by Service Desk staff.

All information services librarians and service desk staff.

All library staff are expected to provide basic level of service.

All library staff members are expected to assist when there is need to provide services for users with disabilities.

All library staff who are at library service sites are expected to at least know about the services, be familiar with our website and know to make referrals to the disabilities coordinator.

All of our library staff are expected to provide services for users with disabilities. It is mainly the responsibility of our frontline staff in circulation and reference.

All public facing staff are expected, and trained to, offer services in an equitable manner to users with disabilities. Advanced services and specific accommodations are provided by the Coordinator, Library Services for Persons with Disabilities.

All public service staff are expected to assist users with disabilities to the best of their abilities. If the user requires more specialized support in the humanities and social sciences library, then staff can direct the user to the librarian who oversees disability services for the library. However, this librarian is only expected to help patrons from his own unit library. The other libraries do not have a dedicated librarian for this position and all public service staff members would help disabled patrons.

All public services or access services staff.

All public services staff.

All public services staff are expected to assist all users regardless of disabilities.

All public services staff are expected to provide services to users with disabilities.

All public services staff members are expected to provide services.

All public services staff will assist patrons with basic needs: retrieving items from the stacks, directing to ADA workstation. More complex needs are referred to the Assistant Director.

All public services staff, including student assistants. The most frequent need is retrieving books in areas not accessible by wheelchair.

All Reference Department personnel in main library and all personnel at public services desks in our specials collections and professional school libraries.

All staff.

All staff members are expected to provide services for users with disabilities. A majority of training is focused on the staff who work at public service desks.

All staff who provide service at a public desk, including the Learning Commons, Access Services and Technology Support desk.

All staff who work on a public services desk are responsible for assisting users with disabilities - the assistive technology is only located in one service area - the technical assistants who work there have a general responsibility for making sure the technology is working but the students themselves have been taught how to use the technology by staff in the Disability Resource Centre.

Any library employee at a service point is expected to provide services. If they need to leave the service point and cannot, someone else is called.

Any one with a public service role.

Any staff on any of the service desks are asked to help, as they are able, with a person with disabilities. When the request goes beyond what is currently provided in the library, or the person assisting the person with disabilities does not know what we offer, the Assistive Technologies Coordinator is asked to help.

At the minimum, anyone approached should be able to make a proper referral (to the Coordinator for Services for Users with Disabilities). If the user knows what they need, public services (Reference or Circulation) staff can direct them to the equipment.

AV staff, Librarians, Support Services staff, Reserves staff, Circulation staff.

Circulation and reference staff, library security.

Computer Lab, Circulation staff, Reference staff.

Coordinator for services for users with disabilities provides primary service coordination. All library public services staff assist users with disabilities.

Disabilities Coordinator and faculty/staff at the Information Desk as necessary.

I believe there is a responsibility for all staff to either assist users with disabilities or to identify who can provide the needed services.

It depends on the service that needs to be provided (access, research). All staff that provides public service are expected to assist users with disabilities.

Learning Commons Coordinator, Learning Commons Supervisors and student staff. (There is an Assistive Technologies Specialist employed by the Office of Information Technologies who is available to assist as well).

One librarian serves as the Coordinator of the Assistive Technology Center. She has significant other duties as well. Other staff that are expected to assist include Circulation staff, Reference staff, Copy Center staff and Interlibrary Services staff.

Public Service Staff and library faculty.

Public services staff; Reference services librarians.

Reference staff and Circulation Services staff.

Reference staff and Circulation staff.

Reference staff and Visitor Services Office staff (including VSO volunteers).

Reference, Media, and Access Services.

Stacks Management staff and student proctors. Reference librarians have limited responsibilities.

The Coordinator of Library Services for Persons with Disabilities and her scanning technician have primary responsibility and staff an assistive technology laboratory in the library.

The multimedia center staff.

16. How do these library staff members receive training about assisting users with disabilities and how to use the available assistive technology? Check all that apply. N=60

Training Method	N	Assisting Users	Using Assistive Technology
Hands-on training from coordinator(s)	37	31	30
Send staff to occasional workshops	25	23	18
Manuals	24	14	23
Staff go to conferences and get information there	20	19	12
Staff are entirely self trained	19	17	14
Hands-on training from IT staff	16	7	16
Webinars	13	12	9
Outside consultants brought in for training	12	9	9
Vendor training	12	6	10
Send staff out to formal training program	8	7	7
On-line courses	7	7	3
Other method	6	4	6
Number of Responses	60	57	52

Please briefly describe the other library staff training method(s).

Books and in-house seminars/webinars.

By coordinators, I mean department heads doing training within the department.

Created online video training for using assistive technology (i.e., CCTV).

Handled by the central campus office Disability Support Services office.

Informational resources on campus, library, and staff websites.

Intranet guides for reference staff.

Learning Commons staff decide whether or not to get training from the ATC Specialist as their time allows.

Orientation to the services offered; tours to library staff; personal assistance with specific issues.

Outside consultants conduct annual or bi-annual training and provide multimedia training modules placed on staff-accessible website.

Recently, have been working with the Libraries' Diversity Outreach Collaborative to develop resources for self-training of staff.

Self-training.

Some self-training.

Staff also learn new information and new skills when the coordinator is called for help troubleshooting technical

problems or interviewing patrons regarding accommodation.

Staff receive training through the university's Student Disability Services office.

The library as a formal training program in-house for customer services to users with disabilities. The training program consists of: online modules to be completed by all staff; in person 1-hour session to answer questions about the modules and review the library's commitment to accessible and equitable services for staff; and a 4-hour advanced training for managers, supervisors and others involved in the development of public-facing services and workflows, which includes training on the development of policies and guidelines for accessible services and mentoring staff to ensure these services. The online modules were developed Ontario-wide for universities. The complimentary program was developed and delivered by the Coordinator, Library Services for Persons with Disabilities, and the Department Head, Information Services & Resources, Dana Porter Library.

Through Access & Diversity Office.

Training is provided on demand by the library coordinator. The equipment/software is self-explanatory.

Unfortunately, we do not do as much staff training and development as we should.

## ASSISTIVE TECHNOLOGY FUNDING AND SUPPORT

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17. In the matrix below please identify which units' budgets provide funding for assistive technology software, hardware, and equipment in the library. Check all that apply. N=58

	N	Central ADA/disabilities budget	Central IT budget	Library ADA/disabilities budget	Library Operating budget	Library IT budget	Other source of funding
Purchasing software	58	24	10	3	27	18	8
Purchasing hardware	57	24	10	1	26	20	6
Purchasing other equipment	58	20	7	2	29	14	10
Number of Responses	58	27	11	3	35	22	14

Please describe the other source of funding for assistive technology in the library.

Donors have created endowments for support of students with disabilities.

Gifts from alumni.

Grants.

Grants and donations.

Library provides funding for non-computer equipment and software such as enlarging viewers and furniture, and provides the private room.

Once again, this is difficult to answer. There are various sources of funding that can be used in the libraries. I can't say they have all been used but it is possible many could be used.

Our equipment has all been purchased through a special fund that campus units can apply for when purchasing assistive technology. The fund is managed by a group affiliated with our Services for Students with Disabilities office. We have also received donations. The library budget does not include money for accessible software or hardware.

Sometimes purchases have been split between the library and the campus office responsible for supporting persons with disabilities.

University computer access fee can be applied for to fund technology. It is a competitive process.

We have a Dixon Fund yearly endowment.

We have received one-time grant money to install an automatic door for our dedicated workspace. The Disabilities Resource Center facilitated the grant but the funding came from an outside source.

We have the opportunity to request funds for special projects.

When the library does any renovation, we comply with relevant ADA guidelines. Central DSS office often receives special funds from alumni and grants to fund special purchases.

18. In the matrix below please identify who has responsibility for maintaining the library workstation hardware and software and other equipment. Check all that apply. N=59

	N	Central ADA/disabilities staff	Central IT staff	Library ADA/disabilities coordinator	Library IT staff	Other staff
Troubleshooting software	59	11	9	13	48	2
Installing software upgrades	59	10	10	1	51	—
Installing hardware	58	9	8	2	47	—
Servicing hardware	59	10	8	2	47	3
Installing other equipment	54	7	8	5	36	8
Servicing other equipment	53	9	6	5	34	10
Number of Responses	59	14	10	14	52	12

**Please identify the other staff who have responsibility for maintaining the library workstation hardware and software and other equipment.**

All of the software and computer hardware are maintained by the library's IT staff. Other equipment is (rarely) serviced by our building managers staff or sent off-site for repair.

ATC is maintained by the Office of Information Technologies (OIT) office. The computers located in the Learning Commons (as separate from the ATC) are maintained by OIT. We have 42 Public Access computers that are maintained by Library Systems, which is a library department.

Equipment vendors or Access Services department staff.

Library Facilities staff.

Library Facilities staff are responsible for the furniture and maintenance of the Centre's space.

Library IT staff design library web pages consistent with ADA guidelines.

Some equipment, such as the Topaz units and the Sapphires are maintained by the Information Commons Coordinator and the servicing is conducted under warranties held by the Campus Disability Resource Center since they gave the libraries those equipment items on permanent loan.

Support Services staff maintain the assistive furniture. University Facilities Maintenance maintains the elevator.

We have so little equipment that servicing has never come up. If needed, the Communications and Outreach Librarian would contact the manufacturer for support in the event of hardware/software failure.

## LIBRARY WEBSITE ACCESSIBILITY

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### 19. Does your library have staff trained in Web accessibility for users with disabilities to create Web products? N=61

Yes	37	61%
No	24	39%

#### Comments

All staff consider accessibility issues when designing web pages for library website.

Librarians have basic library school training that might have covered Web accessibility for users with disabilities.

Library Systems staff.

Most of the training is done through tutorials and web resources.

Our digital resources associates have been trained in web accessibility for users with disabilities.

Our staff who create web products are self-trained with the WCAG 2.0. Our staff that is responsible for content creation has received training about the development of accessible content. Project managers for the implementation of new library-supported web components are expected to assess against WCAG 2.0. The university is committed to reaching an online accessibility level of WCAG 2.0 AA.

Our web developer doesn't have specific training but if asked to implement anything special training can be obtained.

Our Web Services Librarian has personally created a goal to develop ADA compliant web pages.

Our webmaster is not formally trained but has ensured that our website is accessible, which is to say we are W3C WCAG 2.0 compliant.

The Digital Interfaces Librarian is aware of accessibility issues and has met with the ATC Specialist.

There are ITS staff who are aware of web accessibility issues, but they consult with a campus group.

Two web developers have received some training on general website accessibility through a "Building a Website" continuing education course. These same staff are mostly self-taught.

Web Developer has some of these skills.



20. Does your library have staff trained in Web accessibility for users with disabilities to test and check Web products (databases, library management software, in-house branded pages, Web tutorials, etc.) for accessibility? N=61

Yes	31	51%
No	30	49%

**Comments**

Accessible version of catalog is provided; research tutorial is provided in multiple modalities to provide greater accessibility; accessibility is a criterion for purchase of new databases.

Informal training only.

Library systems staff and coordinator for services for users with disabilities.

Mostly the reference librarians notice problems with web accessibility issues.

Staff who assess for accessibility of products are self-trained and are called upon in an ad hoc basis for these assessment. They work closely with users with disabilities to conduct the testing. There is no ongoing audit of page accessibility on our website, though we are committed to reaching a WCAG 2.0 AA level.

Testers for NLSBPH and for general LC websites.

Testing/checking in-house branded pages, Web tutorials.

We aren't sure we understood these two questions; we don't have staff trained in helping users with disabilities create web pages and we do have staff trained in evaluating web products for accessibility (sometimes with the help of users with disabilities).

We do have ITS staff who we consult regarding some of these issues but they are not experts. They consult with a campus group for review of web documents. We haven't gotten into looking at databases yet but it is on our agenda.

We only check our web pages/products created by our own personnel.

We run our website/applications through Wave (<http://wave.webaim.org>) and are aware of web accessibility standards.

Web Developer has some of these skills.

21. Please briefly describe the criteria your library uses for Web accessibility testing. N=29

508 compliance, W3C compliance.

Campus standards.

Campus web communications provided the basis for our original web design, which was focused on access but there is no ongoing assessment.

Compliance with Sec. 508.

Criteria are established according to The World Wide Web Consortium (W3C) standards and Section 508 compliance.

Criteria based on university guidelines.

Current best practice.

If we use software or images that would prohibit a person with disabilities from being able to view our website, we provide an alternative view.

Keyboard operability, Flash/javascript alternatives, alt tags for images, text-based equivalents for audio and visual formats.

Library homepage was designed as ADA compliant.

Library works closely with Usability and Assessment Librarian.

No Frames. Viewable web pages using various common web browsers. Correct coding.

No testing occurs.

The campus has guidelines that the digital resources associates (web page designers) use to format our web pages. I'm not sure how careful there are to design the library's web pages to work with most screen readers. At this time we are not using web accessibility criteria to make decisions on databases and e-resources, although it is a part of the plan.

The IT staff strive for Section 508 compliance when possible. They use both the JAWS screen reader and the WebAIM WAVE software to detect accessibility issues.

The Library of Congress voluntarily adheres to Section 508, the section of the Rehabilitation Act/Americans with Disabilities Act that requires federal executive agencies to ensure equitable access to electronic and IT resources for disabled citizens. The law does not mandate legislative branch agencies, but LC adheres to it voluntarily to the extent possible.

University policy follows W3C standards.

User testing and focus groups.

W3C compliant.

W3C web standards.

WCAG 2.0

WCAG 2.0 AA. The key things we look for, based on our user group, is proper functioning for users using screen readers (JAWS, Kurtzweil 1000, Kurtzweil 3000) and for users unable to use a mouse. We also test for colour contrast whenever implementing a new scheme.

We follow the guidelines in the Web Accessibility Initiative <http://www.w3.org/WAI/>. We utilize two different tools to help test the accessibility of our pages: WAVE - web accessibility evaluation tool (<http://wave.webaim.org>) and a Firefox Add-on called "Firefox Accessibility Extension" (<https://addons.mozilla.org/en-US/firefox/addon/5809/>).

We have used this tool: <http://wave.webaim.org/>. We also get help with testing from campus accessibility/accommodation offices.

We use a list of checkpoints from an appendix to the W3C "Web Content Accessibility Guidelines 1.0" (<http://www.w3.org/TR/WCAG10/checkpoint-list.html>). Also, we follow the Web-based Intranet and Internet Information and Applications, which outline the requirements that must be followed by Federal agencies when producing web pages.

We use a subscription service that makes all of our web pages accessible in a text-only format. So this is something we don't do, but this outside service does it for us.

Web developer tests this for us.

Website compliance.

Work to make sure web products meet section 508 standards.

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## ADDITIONAL COMMENTS

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### 22. Please enter any additional information that may assist the author's understanding of your library's services for users with disabilities. N=15

All staff and students with disabilities receive direct assistance from the campus Specialized Support and Disability Services office. The office takes charge of student requests for library assistance and will direct them to the library as need be with appropriate technological assistance. The Libraries receive very few requests for services from disabled patrons who have not first sought assistance with the SSDS office. The office has the expertise and the technology available to assist and train students. The Humanities and Social Sciences Library has one carrel room reserved for patrons with disabilities, but the SSDS office has the key to the room.

As library coordinator for these services, I have a close working relationship with the technology specialist, counselors and director of the campus Disabilities Resource Center. They are generous with their time and expertise.

In Ontario, we now have the Ontarians with Disabilities Act, which lays out several regulations (including Customer Service, Information & Communications), which we must follow regarding accessibility. We are in the early stages of this legislation, which applies across campus. What we do regarding accessibility is laid out on our website: <http://www.lib.uwo.ca/accessibility>.

Key service providers: Crane Resource Centre and Library: principal resource for people who are blind, visually impaired, or print-handicapped. Technical resources include an 8 studio book recording and duplicating facility, dedicated computers to convert print to synthesized speech, adapted workstations with voice synthesis and image-enlarging, computerized Braille transcription facility, a talking on-line public catalogue, TV magnifiers, and more. The Centre is not a UBC branch library, but its collection may be accessed through the online catalogue. The Crane Resource Centre and Library is connected to the Disability Resource Centre, which is now a part of Access & Diversity. The Disability Resource Centre started in 1991. The Disability Resource Centre became part of Access & Diversity in 2003.

The UBC Library provides Enhanced Library services to students who qualify for these services. Services include catalogue assistance, book/journal retrieval, photocopying, browsing assistance, wayfinding (apply at the Circulation Desk).

The first step in the process of providing services is for the student to register with the Access & Diversity office.

In summary: the three service points are the Access & Diversity office, Student Development and Services; Crane Resource Centre & Library and/or Disability Centre; UBC Library Enhanced Services (primary service point = Circulation in each branch library or Borrower Services - Koerner Library).

The AVP Equity reports to the Vice President Academic.

New legislation in Ontario requires us to meet standards for accessibility in key areas of activity. Customer Service standards have been in place for two years and have required staff training as well as policy and procedure development. Standards on Information and communication accessibility are on the way.

Our CMS software provides a text-only version of our website.

Our staff provides services to users with disabilities to the best of our abilities. If we are unable to provide the service needed we contact on campus and/or local resources for help.

The libraries will work with users who identify their needs on a case-by-case basis to assist them with using libraries resources. The number of requests per semester is typically limited to one or two individuals but the users tend to be frequent users.

These are the three designated rooms in library facilities:

Rockefeller Room 225

- \* This room is locked at all times- You must request a key to use this room
- \* Take the stairs to the 2nd level, take a left, and it will be on your left side
- \* Includes: printer, scanner, and a headset with microphone
- \* Software includes: Kurzweil, Dragon, Jaws, ZoomText, and Openbook

Rockefeller Room 327

- \* This room is locked at all times- You must request a key to use this room
- \* Take the elevator to the 3rd floor, go left and then all the way to the far wall, take another left and it is immediately on your right
- \* Includes: CCTV, printer, scanner, copier, and a headset with microphone
- \* Software includes: Kurzweil, Dragon, Jaws, Inspiration, and ZoomText

Sciences Library Room A17

- \* This room is open at all times
- \* Take the stairs to the basement, go left and back towards the Apple computers, and it is on the right (it has a glass door and front walls)
- \* Includes: printer, scanner, and a headset with microphone on reserve at the desk
- \* Software includes: Kurzweil, Dragon, Jaws, Inspiration, ZoomText, and Openbook

This past year the Diversity Officer and Diversity Officer dedicated the year to Disability Awareness. We did a panel with students with disabilities and also conducted a survey of students with disabilities. We are in talks with campus experts to see how the libraries can improve our services to students with disabilities. We are currently updated a Services for Users with Disabilities Policy.

To summarize, we have an Assistive Technologies Center maintained by a campus IT department who employs a specialist in the ATC. He works with campus Disability Services to get qualified students access to specialized hardware and software. The ATC is located within the Learning Commons in the library.

We are in the process of changing our webpage to reflect the services we provide to users with disabilities. The diversity committee and the facilities librarian are responsible for suggesting changes to the page and training for library staff.

We have policies, procedures, and guidelines specific created for disability services. They include specific examples and scenarios to assist staff in working with these users. Our facility is open to the public as well as the university's faculty, staff, and students.

We rely on the university's Disability Management System office for accommodations and assistance to our students with disabilities. Although the library does provide a few services and technologies, we work with the DMS to best help anyone needing assistance.

Without a dedicated staff position for serving those with disabilities this has been an ongoing challenge for our library, and disability services can fall through the cracks. Just over the past 2 years we have made progress by creating a separate web page that provides information on our policies and services for the disabled, and we now have a librarian who serves as the coordinator of services for those with disabilities, which primarily means he is available to take special requests and figure out how we can best serve our disabled patrons. We have also established a better working relationship with the director of disability services, which added an adaptive technologies specialist recently, and that has helped as well. But I believe we could be doing more with adaptive technology.

## RESPONDING INSTITUTIONS

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University of Alberta	University of Louisville
University of Arizona	McMaster University
Arizona State University	University of Massachusetts, Amherst
Boston University	University of Miami
Boston College	Michigan State University
Brigham Young University	University of Minnesota
University of British Columbia	University of Nebraska—Lincoln
Brown University	University of New Mexico
University of Calgary	North Carolina State University
University of California, Irvine	Northwestern University
University of California, Riverside	Ohio University
University of California, Santa Barbara	University of Oklahoma
Case Western Reserve University	Oklahoma State University
University of Chicago	Pennsylvania State University
University of Cincinnati	Purdue University
University of Colorado at Boulder	University of Rochester
University of Delaware	Rutgers University
Duke University	University of South Carolina
University of Florida	Southern Illinois University Carbondale
Florida State University	Syracuse University
George Washington University	Temple University
University of Georgia	University of Texas at Austin
Georgia Institute of Technology	Texas Tech University
University of Guelph	Vanderbilt University
University of Houston	University of Virginia
University of Iowa	University of Washington
Iowa State University	Washington State University
Johns Hopkins University	University of Waterloo
Kent State University	University of Western Ontario
University of Kentucky	University of Wisconsin—Madison
Library of Congress	Yale University



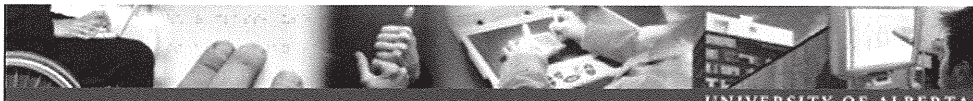
## **REPRESENTATIVE DOCUMENTS**





## Service Policies/ Statements

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UNIVERSITY OF ALBERTA

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## Policy for Students with Disabilities

The University of Alberta has a tradition of encouraging academically qualified persons with disabilities to seek admission to its programs. It has also demonstrated its commitment to provide support services to students with disabilities to enable them to fully access University facilities and successfully complete its programs. In assisting students with disabilities, the University's criteria for academic excellence will not be compromised.

Although the primary responsibility for the provision of services rests with Specialized Support and Disability Services, the provision of a supportive physical, academic and social environment is the responsibility of the entire University.

To achieve its goal of attracting and retaining qualified disabled students, the University commits itself to the following objectives:

1. The University of Alberta will ensure that persons with a disability are considered for admission to any programs for which they are academically qualified within the quota restrictions of the programs.
2. Where warranted, and without compromising its academic standards, the University will modify program course load, examination procedures, and other academic requirements to permit students with disabilities to complete their programs. In determining any special circumstances which require the modification of a requirement, consultation will take place between the Specialized Support and Disability Services (SSDS), and the Deans of Faculties or their designates. When arriving at appeal decisions, individuals and committees will take into account disability related factors. A student with a disability making an appeal may request advocacy from Specialized Support and Disability Services.
3. In consultation with appropriate University units, Specialized Support and Disability Services will provide the following:
  - orientation to the University
  - assessment of needs
  - personal and academic advising
  - referrals to additional services or agencies
  - program planning
  - registration assistance
  - interpreting arrangements
  - advocacy
  - liaison with departments and faculties
  - loan of available specialized equipment
  - obtaining permission to tape lectures
  - available volunteer assistance including: note taking, exam writing assistance, mobility assistance, taping of readings, library research help, escort or study help, tutoring, special project help.

While support services will include the above, if further evidence supports the need for changes or additional services, these will be considered for implementation within the limits of the University's financial resources.

4. The University will continue its policy of:
  - ensuring accessibility and safety by removing barriers which affect the wide range of students with disabilities;
  - making special parking available to disabled students in keeping with city and provincial standards; and
  - seeking ways to provide housing units adapted for use by disabled students.

*This policy was originally passed by the General Faculties Council of the University of Alberta in September, 1988.*

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## Services for Users With Disabilities

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### Our Commitment

The University of Chicago is a community of students, scholars, researchers, educators, and staff members devoted to the pursuit of knowledge. We seek to create an environment conducive to learning, teaching, conducting research, and working that values the diversity of our community. We are, therefore, sensitive to the academic, personal, and work-related needs of each individual, and we are committed to doing our best to help those with disabilities become full participants in the life of the University. Although we are able to respond to most requests for accommodation, there are natural and legal limitations to what we can do. In light of what is feasible and reasonable under the law, it is the University's goal to assist disabled individuals in being productive and successful in their endeavors. -- [The Office of the Vice President and Dean of Students in the University](#).

### Library Building Access

The University of Chicago Library consists of five campus libraries, all of which are accessible to users with disabilities.

#### Accessible Entrances and Routes

- [Crerar Library](#) (*Science, Medicine, and Technology*)
- [D'Angelo Law Library](#) (*U.S., Foreign, and International Law*)
- [Eckhart Library](#) (*Computer Science, Mathematics, and Statistics*)
- [Regenstein Library](#) (*Business, Humanities, and Social Sciences*)
- [Social Service Administration Library](#) (*Social Work/Social Welfare*)

[Additional Procedures for Alerting, Evacuating, and Sheltering People with Disabilities During an Emergency](#)

### Assistive Technology

#### Workstations

The Library's assistive technology workstations are located on the [A-Level](#) of [Regenstein Library](#).

- **Room A01B:** [Kurzweil 3000](#) and a scanner.
- **Room A01A:** [Freedom Scientific](#) (Magic, Openbook, JAWS) and a scanner.

#### Enhanced Vision Reader

The library has 3 enhanced vision readers. They are located on the [first floor](#) of the [Regenstein Library](#), the [first floor](#) of the [Crerar Library](#), and the [2nd floor Wilson Reading Room](#) of the [D'Angelo Law Library](#).

#### Assistive Listening Devices

Assistive listening devices are available from [IT Services](#).

### Paging / Bookstacks Assistance

The Library offers paging/bookstacks assistance for disabled patrons. To request assistance, go to the Circulation Desk of the particular library where the item is located. Staff will work with you to get the materials you need. Should you wish to browse, staff members are also available to accompany users to the bookstacks to retrieve items from the shelves.

### Ask a Librarian/Reference Services

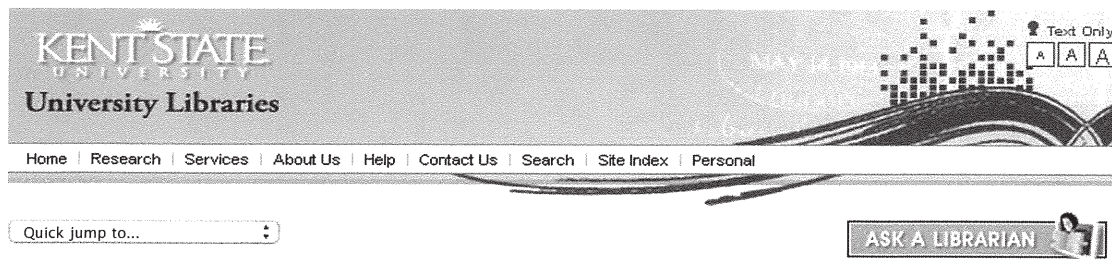
If you need help with a research project, or have questions about the University of Chicago Library, our librarians are available to assist you.

#### E-mail

- [Ask a Librarian/General Reference](#)
- [Bibliographers/Subject Specialists](#)
- [Special Collections Research Center](#)
- [Class Librarians](#)

#### Appointments

- [Schedule an appointment with a librarian](#).



ADA Workstations

## **Services for Patrons with Disabilities - Main Library**

### **Policy Statement**

Kent State University (KSU) University Libraries (UL) is committed to providing service that meets the information needs of the members of the KSU community with disabilities. UL is also committed to providing access to materials and resources for all patrons.

KSU students with disabilities are encouraged to present the letter of accommodation provided by Student Accessibility Services (SAS) when requesting service.

### **SAS Liaison for Patrons with Disabilities**

The liaison for patrons with disabilities facilitates access to the services and resources of UL by acting as a resource person and point of communication. Patrons are encouraged to share with the SAS liaison any service-related concerns they may have, as well as suggestions for improving service.

The current SAS liaison is Tom Warren. His office is located on the 1st floor of the Library, in Room 153, across from the Academic Computing Technology computer lab. Tom may be reached at 330-672-1662.

### **Library Services**

#### ***Requesting Retrieval of Books and Monographic Materials - 1st Floor, Information Commons, Main Library***

Patrons requiring the retrieval of books and other monographic material from the Main Library Collection may submit their request at the Circulation Desk. If the level of staffing is low and/or the volume of activity is high, there may be a delay in receiving requested items. Patrons are encouraged to use KentLINK, the Library's online catalog, to request needed KSU material. When using KentLINK, typical turnaround time from the request of the material is usually 2-3 days. Patrons are also encouraged to call the Circulation Desk at 330-672-7905 and speak with staff about specific requests.

#### ***Requesting Photocopies of Journal Articles and Book Chapters -***

UK

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E-Journals


Electronic Resources

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go

**Ask-a-Librarian**  
Email | Chat | Phone  
In-Person Consults

Selected Databases 

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# University of Kentucky Libraries

## DISABILITY SERVICES

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Retrieving Library Materials

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Adaptive Equipment

Campus and Community Resources

### About

The University Libraries support the academic mission of the University of Kentucky. For people with disabilities, the libraries will provide services and assistance that permit access to and use of library resources. UK Libraries cooperate with the campus Disability Resource Center for the benefit of patrons with disabilities. For Reader Services and training on adaptive technology please contact the Disability Resource Center.

#### How to contact Reference Services at the William T. Young Library:


Phone, Email, or in-person: see Reference Desk  
TDD: (859) 257-0519

For questions or comments about this page contact: Carla Cantagallo.

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DISABILITY SERVICES

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[Volunteers](#)

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CONTACT

Library Services for Persons with Disabilities

23 Pattee Library, west  
University Park, PA 16802

Phone: 814-865-0264

Mission Statement

The Penn State University Library Services for Persons with Disabilities is committed to providing services to meet the needs of disabled student, staff, and faculty in support of the academic mission of the University.

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The Office of Library's Services for Persons with Disabilities works together with the University's [Office of Disabilities Services](#) and [Information Technology Services](#) to provide individualized, flexible services and resources for persons with disabilities. For more information on available services and resources, click on the links to the left of the page. The Pennsylvania State University Libraries, Library Services for Persons with Disabilities does not endorse any product or service that appears or is linked to this site. We only provide information about disabilities.

Also, if you are having trouble viewing this page, please try the [text-only site](#). Which offers high contrast and large text.


We have screened all pages on this site to the best of our ability to meet web accessibility standards defined by the World Wide Web Consortium's [Web Accessibility Initiative](#).

UNIVERSITY | LIBRARIES

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[Please direct questions to Ask!](#) [Web Site Feedback](#) [Libraries Intranet \(Staff Only\)](#) [Libraries Phone: 814-865-6388](#)

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## Services for ... Persons with Disabilities



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- [Who to Contact](#)
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- [Campus Book Delivery](#)
- [Alternate Format Materials](#)
- [Sources for Alternative Formats \(Electronic Texts, etc.\)](#)
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### About Library Services for Persons with Disabilities

- "The University of Waterloo Library endeavours to provide equitable access to library facilities and materials to all members of its community. In acknowledging the need for alternatives by some individuals to standard library services, and in modifying both the physical structure and policies within the library system, the library is working towards providing independent access by everyone to the library's resources."
- To this end, and in compliance with the Ontarians with Disabilities Act, the Library has published its first [Accessibility Plan](#).
- As part of the plan, the Library surveyed the information and accessibility needs of students with disabilities. The [survey](#) was carried out in conjunction with the Office for Persons with Disabilities.
- In 2004, the Ross and Doris Dixon Charitable Foundation created an [Adaptive Technology Fund](#) to assist with purchasing equipment and furnishings that enhance the Library's services to persons with disabilities. The inaugural purchase by the Library was a colour video magnifier to be used by patrons with low vision. We are grateful to the Foundation for their continuing support.
- In 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act](#) (or AODA).



#### Contact Information:

[Janet Wason](#), Library Assistant/Coordinator,  
Library Services for Persons with Disabilities  
Adaptive Technology Centre  
Dana Porter Library  
University of Waterloo Library  
Waterloo, Ontario N2L 3G1  
(519) 888-4567 x33012



## ACCESSIBILITY FOR PERSONS WITH DISABILITIES: CUSTOMER SERVICE POLICY

August, 2009

### 1. OUR MISSION

Western Libraries is committed to excellence; anticipating information and service needs related to the University's goals for research and scholarship, teaching and learning, and service to our university community and key partners. Our staff engages the Western community in the development of new services, and continuously strives to exceed the expectations of our diverse user groups.

### 2. OUR COMMITMENT

It is the policy of Western Libraries that all service locations are committed to providing quality library services to each member of the Western community. Western Libraries will provide services, both electronically and in person, in a manner that respects the dignity and independence of persons with disabilities.

Western Libraries shares the University's commitment to accessibility as stated in *Engaging the Future*, the University's Strategic Plan:

**Diversity:** as part of our commitment to excellence, we seek to recognize and remove the obstacles faced by traditionally under-represented groups in order to facilitate their access to and advancement at Western. We respect and celebrate the diversity of people who make up our community.

### 3. PROVIDING GOODS AND SERVICES TO PEOPLE WITH DISABILITIES

Western Libraries is committed to excellence in serving our diverse user community, including persons with disabilities, and we will carry out our service goals of anticipating information and service needs related to the University's goals for research and scholarship, teaching and learning in the following areas:

#### 3.1 Communication

Western Libraries will communicate to people with disabilities in ways that take into account their disability.

We will train our service staff on how to interact and communicate with our diverse user community and people with various types of disabilities.

#### 3.2 Telephone Services

Western Libraries is committed to providing fully accessible telephone service to all customers.

We will train Western Libraries staff to communicate with library users over the telephone in plain language and to speak clearly. We will also make our staff familiar with telephone technologies intended for people with disabilities.

#### 3.3 Assistive Devices

Western Libraries is committed to serving people with diverse disabilities who use assistive devices to obtain, use or benefit from our library materials and services.

We will ensure that our service employees are trained in the use of the various assistive devices provided by Western Libraries, for customers with disabilities while accessing our library materials and services.

We will also ensure that employees know how to use available assistive devices intended for library patron use.

We will continue our relationship with the University of Western Ontario *Services for Students with Disabilities* to provide accessible services to our user community.

#### 3.4 Billing

Western Libraries is committed to providing accessible library notices or invoices to all our customers. For this reason, library notices or invoices will be provided in alternative formats upon request.

#### 3.5 Other

Alternative format texts are coordinated through the Services for Students with Disabilities Office. For more information about alternative format texts please visit the Services for Students with Disabilities website.

For assistance with the retrieval and/or photocopying of library material please contact the Service Desk of any library location.

For research assistance please contact the Service Desk of any library location. Persons seeking individualized reference assistance may also contact the Communications and Outreach Librarian for an appointment to discuss their research needs.

When delivering instructional sessions, Western Libraries employees will take into account the diverse needs of people with disabilities.

### 4. USE OF SERVICE ANIMALS AND SUPPORT PERSONS

#### Service Animals



Persons with a disability may enter Western Libraries premises accompanied by a service animal and keep the animal with them, if the public has access to such premises, and the animal is not otherwise excluded by law. While visiting Western Libraries, it is the responsibility of the person with a service animal to control the animal at all times.

In the event a library staff member or library patron is allergic to animals, alternative arrangements will be negotiated.

#### **Support Person**

Persons with a disability may enter Western Libraries premises accompanied by a support person and may have access to that support person at all times.

Western Libraries may require a person with a disability to be accompanied by a support person while on library premises, in situations where it is necessary to protect the health and safety of the person with a disability, or the health and safety of others on the library premises.

Consent from the person with a disability is required when communicating private issues related to the person with a disability, in the presence of a support person.

#### **5. NOTICE OF TEMPORARY DISRUPTION**

Western Libraries will make reasonable effort to provide customers with notice in the event of a disruption in the facilities or services usually used by people with disabilities. This notice will include information about the reason for the disruption, its anticipated duration, and a description of alternative facilities or services, if available. We will not be able to give adequate notice in case of an emergency temporary disruption.

In order to make information accessible the signs and printed notices should be clearly laid out, of sufficient size and easily readable.

The signs and printed notices will be displayed prominently at the entrance to each library, on notice-boards and at service desks.

#### **6. TRAINING FOR STAFF**

Western Libraries will ensure that all persons to whom this policy applies receive training as required by the Accessibility Standards for Customer Service. In addition, training will be provided to Western Libraries employees as part of orientation training for new employees, and on a continuing basis as required.

The amount and format of training will depend on the person's interaction with library users.

A record of training received by library staff will be kept in the Western Libraries Business Office.

Training will include:

- The purpose of the Accessibility for Ontarians with Disabilities Act, 2005;
- The requirements of the Accessibility Standards for Customer Service (Ontario Regulation 429/08);
- Information about Western Libraries' policies, procedures, and guidelines pertaining to the provision of Library services to users with disabilities;
- How to interact and communicate with people with various types of disabilities;
- What to do if a person with a disability is having difficulty in accessing a Western Libraries service or resource;
- How to interact with people with disabilities who use assistive devices or require the assistance of a service animal or a support person;
- How to use the equipment or devices available through Western Libraries that may help with the provision of Library services to persons with disabilities.

#### **7. FEEDBACK PROCESS**

Western Libraries welcomes feedback, including feedback about the delivery of library services to persons with disabilities. Users can submit feedback to Jennifer Robinson, the Communications and Outreach Librarian. Alternatively, users can submit feedback to any library employee, and it will be forwarded to the appropriate person.

Jennifer Robinson, Communications and Outreach Librarian

Western Libraries

The University of Western Ontario

D.B. Weldon Library

London, Ontario N6A 3K7

Send an E-mail

Phone: 519-661-2111 x84842

#### **8. MODIFICATIONS TO THIS OR OTHER POLICIES**

Western Libraries is an essential part of university life and works hard to break down the barriers facing disabled library users. Western Libraries is committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities. Therefore, no change will be made to this policy before considering the impact on people with disabilities. Any policy of Western Libraries that does not respect and promote the dignity and independence of people with disabilities will be modified or removed.

We undertake to consult regularly with University Committees/Commissioners for people with disabilities to provide, review and where possible improve our facilities or services for the disabled.

#### **9. QUESTIONS ABOUT THIS POLICY**

The purpose of this policy is to provide a framework through which Western Libraries can achieve service excellence for people with disabilities. If anyone has questions about this policy, please contact:

Jennifer Robinson, Communications and Outreach Librarian


Western Libraries

The University of Western Ontario

D.B. Weldon Library

UNIVERSITY OF WISCONSIN - MADISON

UW HOME

 Libraries

Home » Services

Take me to: MadCat Go

Accessibility & Usability

[Ask a Librarian](#)

## Policy Statement

The UW-Madison libraries are committed to providing access to all library facilities and collections for people with disabilities. Whenever possible, the libraries will select and acquire resources and technologies that are accessible to all in full compliance with the Americans with Disabilities Act. For those parts of the historical library collections that are not accessible, the libraries are committed to providing reasonable accommodations and timely access in appropriately reformatted media that are accessible to disabled library users.

## Library Resources & Services

### Facility Accessibility

- See [campus building accessibility maps](#) for general information.
- Visit [specific libraries' websites](#) for additional information about library accessibility.

### Research Assistance

- [Contact a librarian](#) for individual assistance.

### Access to Print or Online Materials

- [Request books](#) from UW-Madison, UW-System, or other libraries to be delivered to the library of your choice.
- Scan documents to email using networked library photocopiers. Use these scanners to send a PDF copy of documents to email and then use software with optical character recognition to convert the images to text for reading.
- [Request electronic copies of book excerpts or articles](#) when [online access](#) is not available.
- Use the Database Library to find and access [resources already available in accessible formats online](#).

### Access to Course Materials

- Contact the [McBurney Disability Resource Center](#) for additional assistance in captioning or document conversion services for course-related materials.

### Assistive Technologies

- Adaptive hardware and software available at campus libraries include screen readers, headphones, text enlargers, trackballs and other keyboard adapters. Additional specialized resources are available in the [Memorial Library Information Lab](#).
- Equipment for [alternative computer access](#) is available at InfoLabs around campus.
- DoIT provides [additional services related to assistive technology](#).

**If you have questions about access to library services for people with disabilities or need additional help or information, please contact [Carrie Nelson](#).**

Search this site:

## Library Services

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## UBC Library



### Access Guide for People with Disabilities

Click for print only

Overview: General information | About This Site

#### Access to UBC Campus Libraries:

1. Asian Library
2. David Lam Library
3. Education Library
4. Irving K. Barber Learning Centre
  - Chapman Learning Commons
  - Art + Architecture + Planning
  - Science and Engineering
  - Rare Books and Special Collections
  - University Archives
  - Chung Collection
  - Wilson Recordings Collection
5. Koerner Library
  - Government Publications
  - Data Services
  - Humanities & Social Sciences
  - Microforms
6. Law Library
7. Woodward Library
8. Music Library
9. Xwi7xwa Library

Ask Us!

Services for people with visual or print disabilities, see Crane Library, Access and Diversity



#### General Information

The aim of these pages is to provide easy-to-use directions for students, faculty, staff, and visitors to UBC campus libraries. Clicking on the above links will take you to maps and access information for each library. Further (and more detailed) information is available at the Access and Diversity (<http://students.ubc.ca/drc/>).

UBC students, faculty, and staff who have a disability are entitled to Enhanced Services at the libraries, for book/journal retrieval and other assistance.



#### Users who are visually impaired or print-handicapped:

The Crane Library, Access and Diversity concentrates on helping people with vision and print impairments. You should start your search at Crane Library if long-term special assistance is required. If you require a reader, contact the Access and Diversity and ask about the Students Helping Students programme. The pages of this guide include visual access information where possible and relevant, but mainly concentrate on physical and wheelchair access to UBC campus libraries.



#### Users who are deaf or hard of hearing:

There is a public telephone in Koerner Library. For other numbers and e-mail addresses, please see individual library home pages. Captioned videos and other services are available at Koerner Library. Following are **Fax numbers** for each campus library:

Asian Library:  
604-822-0650

Education Library:  
604-822-5378  
Woodward Library:  
604-822-5596  
David Lam Library:  
604-822-9398  
Koerner Library:  
604-822-9820  
Xwi7xwa Library:  
604-822-8944  
IKBLC:  
604-822-3779  
Law Library:  
604-822-6864  
Music Library:  
604-822-1966





#### Users who are physically disabled:

This guide provides basic access information for people with mobility handicaps and wheelchair-users, including where to park and how to get in each campus library. A very general review of access to essential services follows location information. For more detailed information on library services and actual measurements, contact the particular library.

#### About This Site

##### Use of symbols:

The annotated symbols  and  are used to summarize accessibility for each library. The building sites and libraries were reviewed by a student in a manual wheelchair, with good upper-body strength. The principal goals were to describe wheelchair access routes to each campus library and to provide a general overview for universal access.

##### Parking at UBC:

The three types of public parking are mentioned on these pages: visitor, designated, and assigned.

- General visitor parking is in the parkades (involves parking fee), or at parking meters (free with display of valid decal).
- Designated spaces are marked in parking lots and other areas; require display of a valid handicap permit (decal).
- Assigned parking is obtained through UBC traffic & Parking; requires display of a valid UBC parking permit.

##### Maps:

Small area maps are included on individual library pages; these show designated parking spaces, parking lots and parkades, and the accessible building entrance. Links to key plans have also been provided, in gif and pdf formats. The gif image will open in the ordinary Web browser. The pdf format offers significant magnification and improved printing capabilities, but requires Adobe Reader for reading and printing files. [Click here to get the free Adobe Reader.](#)

*Last modified: Sep 3, 2010*

Ask Us!

## UBC Library

### Crane Library, Access and Diversity

**Location:** in Brock Hall (Student Services Building), 1874 East Mall.

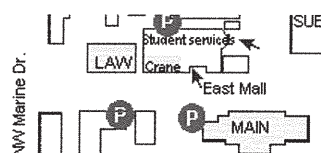
**Collection:** course-support materials in four media: recorded "talking books", braille, large type, and ordinary print.

**Telephone:** 822-6111 (information). Also available: contact the [Access and Diversity](#) at 822-5844.

**Map:** arrows show accessible entrances to Brock Hall; "P"s indicate parking along East Mall and behind Brock Hall.



#### General Information and Access



The Crane Library, Access and Diversity is the principal resource on campus for people who are blind, visually impaired, or print-impaired. Technical resources include an eight studio book recording and duplicating facility, dedicated computers which convert print to synthesized speech, adapted computer work stations with voice synthesis and image-enlarging and closed circuit TV magnifiers. The Crane Library is not a UBC branch library, but its collection may be accessed through [UBC's online catalogue](#).

Ask Us!

**Parking:** designated handicapped parking is along East Mall, or behind Brock Hall via Military Road.

**Building and Library entrance:** the main entrance to Brock Hall (Student Services Building) eventually gives access to the Crane Library, Access and Diversity (through doors with automatic push-buttons). The side entrance to Brock Hall is also accessible. Follow signage to find the library (along corridor); door is open.

**Library Catalogue and Computers:** terminals are at table-height, and vary in degree and nature of technical modification for accessibility; computers concentrate on improving access for users with visual or print disabilities.

**Washrooms:** accessible washrooms are located throughout Brock Hall.

**OTHER:** Lower level and recording studio are down a flight of stairs.

**Summary:** ♿ Crane is mainly accessible, and provides technical services for print access. ⚠ No elevator to other levels.

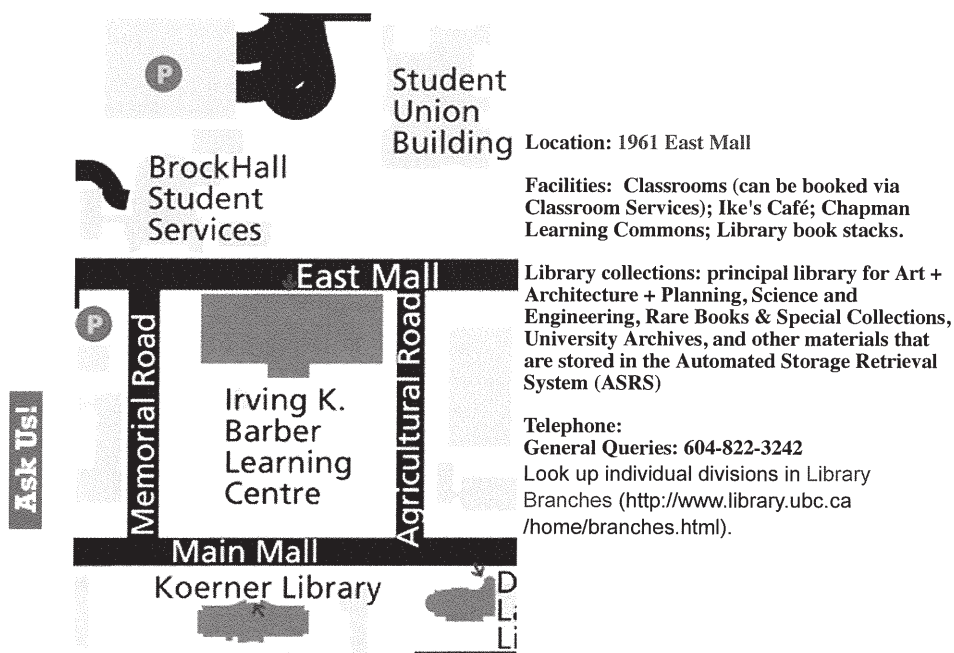
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[Back to Library Access Guide for People with Disabilities](#)

*Last modified: Sep 3, 2010*

## UBC Library

### Access Guide: Irving K. Barber Learning Centre



**Map:** arrow shows the accessible entrance; "P" points to nearest parking lots.



**Parking:** designated parking is available at

- the Bookstore parking lot. (Enter from Gate 3 or Gate 11. No access through Gate 1.)
- the parking lot on East Mall, behind Buchanan E. (Enter from Gate 3.)

A searchable campus map is available.

**Building and library entrance:** from the East Mall, enter the Centre through main doors; 2 elevators on lobby level access all floors of the I.K. Barber Learning Centre. The main access doors for the library Book Stacks are on level 2; follow the signage to the North Wing.

**Library catalogue and computers:** Many computers in the Irving K. Barber Learning Centre are on accessible tables.

**Book Stacks:** located in the North Wing, the open collections are situated on floors 3 and 4. The Book Stacks can be browsed from a wheelchair, but if you require assistance please ask at the reference desk located near the elevator on floor 3.

**Washrooms:** located on each floor near the elevators in both the North and South Wings.

[Back to Library Access Guide for People with Disabilities](#)

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*Last modified: Dec 8, 2008*

Ask Us!



# Brown University Library

SEARCH: [Josiah](#) [WorldCat](#) [Articles](#) [Videos/DVDs](#) [Website](#)

[Library A-Z](#) | [Off-Campus Access](#) | [Hours & Locations](#) | [Contact](#)

## QUICK LINKS

[Ask a Librarian](#)  
[Josiah \(Catalog\)](#)  
[WorldCat / easyBorrow](#)  
[Databases A-Z](#)  
[eJournals A-Z](#)  
[eBooks](#)  
[Course Reserves \(OCRA\)](#)  
[MoBUL for your phone](#)

## RESEARCH

[Getting Started](#)  
[Guides: by Subject / Course](#)  
[Videos / DVDs](#)  
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## LIBRARY SERVICES

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[Librarians by Subject](#)  
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[Giving to the Library](#)  
[Visiting](#)  
[About the Library](#)

## DISABILITY SUPPORT SERVICES

In coordination with Brown University Disability Support Services (DSS), the Brown University Library provides accommodations for library users.

Available

Disability

**Resources**  
Some of the thousands of electronic resources and ebooks provided by the Library may not be compatible with assistive technologies, such as JAWS. Contact [eresources@brown.edu](mailto:eresources@brown.edu) for assistance.

**Reference and Library Assistance**  
*Chat:* BULChat or chat directly from this page  
*Email:* [rock@brown.edu](mailto:rock@brown.edu)  
*In Person:* at all Libraries  
*Phone:* Rockefeller Library (401) 863-2165  
Sciences Library/Friedman Center (401) 863-3333

**Building and Study Space Accessibility**  
The Rockefeller Library, Sciences Library and the Friedman Study Center, Orwig, Art Slide Library, and the John Hay Library have accessible entrances and are equipped with elevators. Adjustable height study tables are available in the Rock and Friedman Study Center.

**Rockefeller Library**

- Ramp at front entrance on Prospect Street
- Hours / Website
- Phone: (401) 863-2165

**Sciences Library and the Friedman Study Center**

- Ramp at entrance on Thayer Street
- Hours / Website
- Phone: (401) 863-2165

**Orwig Music Library**

- Ramp open during business hours
- Hours / Website
- Phone: (401) 863-3759

**John Hay Library**

- Rear entrance on College Street, ring bell for entry
- Hours / Website
- Phone: (401) 863-3723

**Individual Research Consultations**  
Subject Librarians are available to meet individually with students to assist with research including finding and using library materials. [Request a research consultation](#) or [browse the list of specialists](#).

**Assistive Technology Labs**  
Restricted access computer labs are located in the Friedman Center in the Sciences Library and in the Rockefeller Library. Labs include computers and scanners with Kurzweil 3000, JAWS, ZoomText, Naturally Speaking, Optelec magnifier, and Inspiration. [Learn more about these computer stations](#).

Please contact DSS for access to the assistive technology labs. The Library does not provide access to the assistive technology rooms. DSS can arrange for access to materials in alternate formats.

Learn more about the full range of Disability Support Services at Brown, including more information about the assistive technologies that are offered.

### Disability Support Services

Disability Support Services (DSS) coordinates and facilitates services for students, faculty and staff with physical, psychological and learning disabilities.

DSS provides a variety of services to students, including: academic accommodations, course substitutions, and exam accommodations. DSS also provides a variety of services to faculty and staff, including: academic accommodations, course substitutions, and exam accommodations.

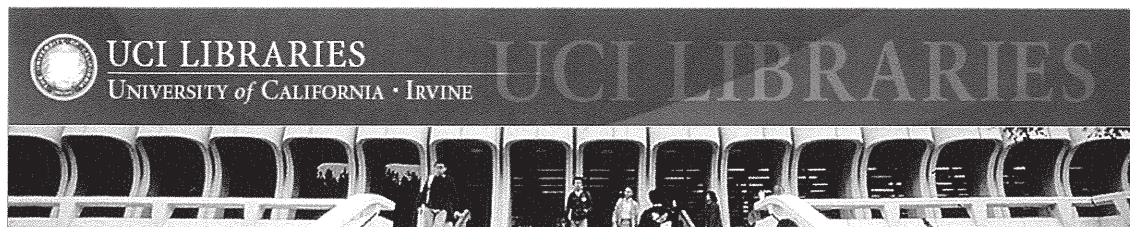
DSS is committed to providing a supportive and inclusive environment for all students, faculty and staff. For more information, please contact DSS at [dss@brown.edu](mailto:dss@brown.edu) or (401) 863-3333.

Brown University Library | Providence, RI 02912 | [Contact](#) | [Comments](#) | [Website Feedback](#)

[Library Staff Intranet](#)

This file was last modified: September 10 2010 16:00:02

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## Services For Users With Disabilities

### Mission

The mission of the UCI Libraries is to enable library users to make maximum use of the information resources of the campus libraries. In order to serve users with disabilities, the Libraries have instituted specialized services, modified existing services and facilities, and purchased special equipment.

[Library Services & Resources](#)

[Adaptive technology equipment](#)

[Getting Around](#)

The UCI Libraries is committed to providing equal access to print and electronic resources to all members of the UCI community. The Libraries provide a range of services to help you navigate and use library resources. The services described below may not be readily available during holiday, evening, or weekend hours due to reduced staffing.

It is recommended that you call ahead to determine when and to what extent these services are available. Services are provided for all library users unless specifically noted as available to students, faculty, or staff only.

- **Research assistance**

Come to the Langson and Ayala Science libraries for assistance in developing a research strategy, locating relevant books and journals, and evaluating research materials. Librarians are available during weekdays, weekends, and evenings. Library hours can be accessed online at <http://www.lib.uci.edu/about/hours/hours.html>

Additional services are available to UCI students, faculty and staff.

- **Research consultation**

Schedule a 30-minute consultation with a reference librarian to focus on research needs. Appointments should be scheduled in advance: <http://www.lib.uci.edu/services/rcs/research-consultation-request-form.html>

- **Ask A Librarian**

Connect with a reference librarian online for research assistance: <http://ask.lib.uci.edu>

- **Tours, orientations, and workshops**

Familiarize yourself with library resources and learn expert research techniques. Free workshops and tours are scheduled periodically and are advertised on our home page at <http://www.lib.uci.edu>.

Want to know your way around the Langson and/or Ayala Science Library? Let us talk you through some of the important locations where you can get help with services and resources.

Download the Library Podcast Tours at <http://www.lib.uci.edu/about/visit/podcast-tours.html>.

to your mp3 player and take the tour next time you visit the library. Or just listen at your desk and explore later. There is about 7 minutes of audio and the walking tour should take approximately 12 minutes. Or you can simply read the tour script for each building.

- **Retrieving books from the stacks**

Assistance is available at the nearest Loan Desk. Appointments are encouraged, but not necessary. Every effort will be made to accommodate your request.

You may also request assistance from library employees engaged in reshelving library materials.

- **Journals, microforms and use of microform machines**

Reference staff provide assistance in the Current Periodicals area upon request. Contact the appropriate Desk:

Langson Library Reference Desk: (949) 824-4976

Ayala Science Library Reference Desk: (949) 824-3705

- **Reserve materials**

You may request a longer loan period for reserve materials in order to use them with special reading equipment.

- **Photocopying assistance**

Photocopy assistance is available. Every effort will be made to accommodate your requests.

Contact Copy Services: (949) 824-8023.

- **Telephone requests**

Call ahead to see if a book is on the shelf and ask that the item be retrieved and held.

Langson Library Loan Desk: (949) 824-6842

Ayala Science Library Loan Desk: (949) 824-3692

#### **Library liaisons**

Please contact the following individuals if you have questions regarding library services for users with disabilities or suggestions regarding services that should be offered in the future:

Antoinette Avila (Langson Library), [aavila@uci.edu](mailto:aavila@uci.edu), (949) 824-8706

Steve Clancy (Ayala Science Library), [sclancy@uci.edu](mailto:sclancy@uci.edu), (949) 824-7309

Jorge Santiago (Grunigen Medical Library), [santiago@uci.edu](mailto:santiago@uci.edu), (714) 456-7973

#### **Campus Resources**

- Disability Services Center

University of California · Irvine, CA 92623 · 949.824.6836

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# LIBRARY

You are here: [Home](#) > [Library Services](#) > Library Services for Users with Disabilities

## Services for UCSB Library Users with Disabilities

The mission of the University of California, Santa Barbara Library is to enable library users to make maximum use of the information resources of the campus libraries. In order to serve users with disabilities, the UCSB Library has instituted specialized services and purchased special equipment. Persons with hearing impairments should use the California Relay Service (1-800-735-2929 [TTD] or 1-800-735-2992 [Voice]) for telephone numbers listed below.

### RESEARCH ASSISTANCE:

- [Reference/Information Services](#)
- [Adaptive Technology Center](#)

### RETRIEVAL and PHOTOCOPYING:

- [Retrieval and Circulation](#)
- [Photocopying Assistance](#)
- [Pilot Program for Users with Disabilities](#)

### USING the BUILDING:

- [Accessibility](#)
- [Evacuation](#)
- [Orientation Tours and Classes](#)

### SEE ALSO:

- [Library and Campus Contacts](#)

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### Research Assistance

Full-time UCSB students may request research assistance for coursework or career development from Disabled Students Program (DSP); phone 893-2668; web site <http://www.sa.ucsb.edu/dsp/>. Students requesting research assistance must contact the DSP at least two days before research is to begin.

Librarians and library service desks also provide research assistance and instruction in use of library resources. Contact the Davidson Library Information Desk (893-2478) or see [Ask a Librarian](#) for more information.

### Special Equipment for Students and Faculty with Disabilities: The Adaptive Technology Center (ATC)

Rooms 1589 and 1591 in the Davidson Library are reserved for UCSB students and faculty with disabilities.\* In order to use the ATC, individuals with disabilities must have basic computer skills and meet DSP eligibility requirements. All users must first receive training on the use of this equipment by the [Adaptive Technology Supervisor](#).

The ATC has six PC computers. The following adaptive equipment and software is available:

- Scanners
- Dragon Naturally Speaking (voice recognition system)
- Jaws (screen reader for Windows)
- Window-Eyes (screen reader for Windows)
- ZoomText Xtra7.11 (screen magnification for DOS and Windows)
- Kurzweil 1000 and 3000 (scanning/reading software)
- Duxbury Braille Translator
- Draft Builder (Writing assistance software)
- Juliette Braille
- 25" Color CCTV

\* Community Users should contact Information Services at 893-8051 for information concerning use of this equipment.

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### Retrieval and Circulation

\*See also the [Library Pilot Program for Users with Disabilities](#), which strives to provide expanded services when needed.\*

Library users may request assistance in **retrieving** materials from the stacks at the Davidson Library Circulation Desk. Users may also request assistance from Library employees engaged in reshelving library materials.



There may be times, such as holiday and evening hours, during which the level of staffing at a Library or a particular service point within a Library may preclude staff from immediately providing these services. It is recommended that library users call ahead to determine when and to what extent these services can be provided. These services are provided for all library users unless specifically noted as available to UCSB students, faculty, or staff.

Materials may be **checked out** through regular circulation procedures. **UCSB students** may wish to have another individual (a proxy) check out requested materials for them. If so, the student needs to register with the Disabled Students Program. The student can then either complete a Library Material Request Form which gives the proxy permission to borrow specifically-requested materials, or provide the proxy with a letter that includes the following information:

- Name of student with disability
- Call number(s) and Title(s) of material requested
- Name of authorized person to check out the materials
- Student's library card bar-code number (perm. number)
- Include the statement: *I understand I am responsible for ALL UCSB LIBRARY MATERIAL charged to my library card by this authorization.*
- Signature of student
- Date

For information about retrieving library materials, contact the Circulation/Reserves Desk at 893-3491 or [circ@library.ucsb.edu](mailto:circ@library.ucsb.edu).

All faculty members may also designate an assistant to act as a proxy for them in checking out materials. See [Proxy Borrowers](#) for more information.

### Photocopying Assistance

In the Davidson Library, users may bring library materials to Stack Services (1st floor, North) to be copied. Call 893-5192 for prices or more information.

Students participating in the [Library Pilot Program for Users with Disabilities](#) may be eligible for expanded photocopying service.

Faculty with disabilities also may place requests via the [Library Pilot Program for Users with Disabilities](#).

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### Library Pilot Program for Users with Disabilities

Students who require Library assistance beyond that offered in the procedures stated above should use this "Pilot Program." The Library, in collaboration with the Disabled Students Program (DSP), will work to expedite access to materials.

Students who are registered with DSP and who have special needs in retrieving, gathering, or photocopying materials, should contact either the Director of DSP, the case specialist, or other designated DSP staff members. Once the appropriate accommodation is determined, DSP will advise the library staff of the special need(s) along with the name and perm number of the DSP student who is eligible for special assistance. The student can then meet with the appropriate library staff to facilitate individual requests. The Library contacts for this program are Sherry DeDecker, Information Services, 893-3713, [dedecker@library.ucsb.edu](mailto:dedecker@library.ucsb.edu) and Gary Johnson, Access Services, 893-5545, [johnson@library.ucsb.edu](mailto:johnson@library.ucsb.edu).

During this "Pilot Program," there will typically be no charge for special access services. The Library reserves the right to determine the appropriate volume of work it will accept. This program will continue to be reviewed and evaluated to determine what changes, if any, should be made.

#### [Access the Pilot Program](#)

Faculty with disabilities may also use this form to make requests. Alternatively, faculty may designate an assistant to act as a proxy for them in checking out materials. See [Proxy Borrowers](#) for more information.

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### USING the BUILDING:

#### Accessibility

##### Parking

There are specially designated parking spaces in Parking Lot 3 adjacent to the Davidson and Arts Libraries.

##### Library Entrances

###### Davidson Library

A ramp is located to the far left of each entrance.

###### Arts Library

Access ramps lead up from the parking lot (Lot 3) side of the Music Building.

#### *Elevators*

All floors of all libraries can be reached by public elevators. Music materials located on the second floor of the Arts Library can be reached by an outside elevator in back of the Arts Library.

#### **Restroom facilities**

##### *Davidson Library*

Accessible restrooms are available on floors 1-4, central.

##### *Arts Library*

The restroom of the Arts Library is on the second floor, in the Music Library, and is accessible.

#### **Evacuation Procedures**

In the event of an emergency, library users should wait by the nearest stairwell for assistance. Designated library employees clear the building during an emergency and check the stairwell entrances (and Rooms 1589 or 1591 in the Davidson Library) for library users who require assistance, and will notify Emergency personnel. Fire Department personnel also routinely check stairwell entrances during a fire emergency.

#### **Orientation Tours and Classes**

Group walking tours of the Davidson Library are conducted by library staff at the beginning of Fall quarter each year. Users who wish to proceed at their own pace may request a written self-guided tour. Special requests from UCSB faculty, students, and staff should contact the Library Instruction Program Coordinator (893-5380) to arrange for a personal or group orientation tour of the Library.

Library subject specialists present instruction sessions in academic classes at the request of individual professors. In addition, there are two library research classes offered by library subject specialists: Interdisciplinary Studies 1 and 100. The Disabled Students Program (DSP) will coordinate academic accommodations for those classes.

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#### **Directory: Campus and Library Contacts**

- **ADA Compliance Officer**  
[Marc Fisher](#), 893-3132
- **Vocational Rehabilitation Counselor**  
[Timm Richardson](#), 893-8571
- **Disabled Students Program** (on campus, for students)  
893-2668
  - [Gary White](#), Interim Director , 893-2668
  - [Angela Andrade](#), Disabilities Specialist , 893-8920
  - [Claudia Batty](#), Disabilities Specialist , 893-8897
  - [David Dunlop](#), Disabilities Specialist , 893-8194
  - [Wanda Thomas](#), Support Services Coordinator , 893-2668
  - [Mark Grosch](#), Adaptive Technology Specialist, 893-3590.
- **Library Contacts:**
  - **ADA Coordinator for the Library**  
[Sherry DeDecker](#), Associate University Librarian, Information and Research Services, 893-3713
  - **Photocopying & Printing**  
[Renee Trenholm](#), Stacks Services, 893-5192
  - **Information Desk & Reference Desk**  
[Sherry DeDecker](#), Information Services Head, 893-3713
  - **Library Instruction**  
[Rick Caldwell](#), Coordinator, 893-5380
  - **Access Services and Circulation**  
[Gary Johnson](#) 893-3386

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Comments: [Gary Johnson](#) Updated: November 12, 2008

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This is an official University of California Santa Barbara Libraries' web page. Please send comments to the [Web Administrator](#).



## Library Services for Users with Disabilities

- › Physical Access to the Morris Library
- › Assistive Technology Center in the Morris Library
- › Assistive Technology Center Equipment
- › Assistive Technology Center: Key Access
- › Instructional Media Collection Department
- › Photocopy Services
- › Book Renewals
- › Emergency Evacuation of Library Users with Disabilities
- › Library Staff Assistance for Users with Disabilities
- › Disabilities Information
- › Assistive Technology: Selected Web Sites

### Physical Access to the Morris Library

Users with disabilities have physical access to the Morris Library through the main entrance ramp and power-assisted doors. The entrance break-away security gates of the Morris Library are wheelchair-accessible. The elevator located off of the Information Room and the elevator located behind the south atrium stairway are equipped with controls at wheelchair height. The Reference and Circulation Desk counters have been modified to a lower level for the convenience of library users in wheelchairs. DELCAT terminals, bathrooms and water fountains are also available for wheelchair access. Red phones for emergency assistance are located at each main stairwell exit on each floor.

### Parking at the Morris Library

Handicapped parking spaces are available in the parking lot of the Library's south side. The vehicle should have a UD parking permit or a Visitor Pass and have either a handicapped tag or license plate. If the handicapped spaces are full, parking is allowed in service vehicle spaces. If both designated spaces are full, metered spaces may be used.

### Assistive Technology Center in the Morris Library

The Assistive Technology Center (Room 119), with specially equipped computers and other equipment, is located on the main floor of the Morris Library. Also on this floor is the Cummings Room (Room 123), a group study/reading room for all library users. The Cummings Room is an endowed room in memory of Herbert Lank, a reader for Francis Joseph Cummings.

### Assistive Technology Center Equipment

The Assistive Technology Center is equipped with five computers and other assistive technology devices and materials. The assistive technologies available on the five numbered workstations are:

- Workstation #1 **Hardware:** Dell Optiplex 745 with Intel Dual Processor, 2 GB memory and 256 MB graphics cards, 160 Gig hard drives, 26" monitor, and a braille printer. **Software:** MS Office 2003 and 2007, Mozilla Firefox and Internet Explorer, JAWS Screen Reader software 8.0, Duxbury Braille Translator within Microsoft Word, Adobe Reader 9, Dragon Naturally Speaking 10.0, Kurzweil 3000 v11, TextHelp, ZoomText 9.1.
- Workstation #2 **Hardware:** Dell Optiplex 745 with Intel Dual Processor, 2 GB memory and 256 MB graphics cards, 21" flat screen monitor, external stereo speakers, HP ScanJet 5100C flatbed scanner. **Software:** MS Office 2007, Mozilla Firefox and Internet Explorer, JAWS Screen Reader software 8.0, Adobe Reader 9, Dragon Naturally Speaking 10.0, Kurzweil 3000 v11, TextHelp, ZoomText 9.1.
- Workstation #3 **Hardware:** Dell Optiplex 745 with Intel Dual Processor, 2 GB memory and 256 MB graphics cards, 160 Gig hard drives, flat screen monitor, hp Scanjet 5550c, external stereo speakers. **Software:** MS Office 2007, Mozilla Firefox and Internet Explorer, Adobe Reader 9, Dragon Naturally Speaking 10.0, JAWS screen reader software 8.0, Kurzweil 1000, Kurzweil 3000 v11, TextHelp, ZoomText 9.1.
- Workstation #4 **Hardware:** Dell Optiplex 745 with Intel Dual Processor, 2 GB memory and 256 MB graphics cards, 160 Gig hard drives, flat screen monitor, external stereo speakers, Epson scanner. **Software:** MS Office 2007, Mozilla Firefox and Internet Explorer, Adobe Reader 9, JAWS screen reader software 8.0, Dragon Naturally Speaking 10.0, Kurzweil 3000 v11, MAGic screen magnification software, TextHelp, ZoomText 9.1.
- Workstation #5 **Hardware:** Dell Optiplex 745 with Intel Dual Processor, 2 GB memory and 256 MB graphics cards, 160 Gig hard drives, external stereo speakers, flat screen monitor, Epson scanner. **Software:** MS Office 2007, Mozilla Firefox and Internet Explorer, Adobe Reader 9.0, JAWS screen reader software 8.0, Dragon Naturally Speaking 10.0, Kurzweil 3000

version 11, TextHelp Read & Write, ZoomText 9.1.

Other equipment includes:

- Optelec ClearView for print magnification
- HP Laserjet P2015dn
- Printing House for the Blind tape recorders
- AlphaSmart 3000
- Perkins braille typewriter
- 2 Stennheiser headphones

Tape, large print, and braille dictionaries are also available.

#### **Assistive Technology Center: Key Access**

Due to the presence of the sensitive and fragile technical equipment, and to ensure that the equipment is always available to users with disabilities, the power-assisted door of the Assistive Technology Center is locked when not in use. **All University users with disabilities may request their own individual key to the center.** Keys may be issued for individual use. Any individual who wishes to use the center need only go to the Reference Desk to ask to have the Center door unlocked. Circulation has a key and will unlock the Center if the Reference Desk is closed.

#### **Instructional Media Collection Department**

Users may view videos which are available with closed captioning on four video stations in Instructional Media Collection Department on the Lower Level of the Morris Library.

In instances in which users with disabilities wish to view videos in the Library and require vocal narration or discussion between a viewer and an accompanying assistant, requests to view a video must be given to the Instructional Media Collection Department 24 hours in advance. The advance notice will allow library personnel to arrange for a screening site that will not disturb other library users in the viewing carrels.

#### **Photocopy Services**

Users with disabilities who have difficulty using self-service copiers may bring materials to the Student Multimedia Design Center desk on the lower level of the Morris Library. Materials will be copied by library staff.

#### **Book Renewals**

"Books I Have Checked Out" through DELCAT allows University of Delaware students, faculty, and staff to view their library account information and to renew library books online. Materials borrowed from the University of Delaware Library may also be renewed by calling 831-2455.

#### **Emergency Evacuation of Library Users with Disabilities**

Library patrons with disabilities should use the red emergency phones to call Public Safety. The patron should then tell Public Safety the number on the phone. The number will identify the location of the caller to Public Safety. These phones are located throughout the building near the elevators and stair towers. There is a red emergency phone located outside Room 119 of the Assistive Technology Center at the stairwell exit.

#### **Library Staff Assistance for Users with Disabilities**

Students with disabilities and the students' assistants are encouraged to make appointments with Library staff for orientation and tours of the Morris Library and the Assistive Technology Center. Users with disabilities requiring a basic introduction in the usage of specialized assistive technologies in the Assistive Technology Center should schedule an appointment with the Coordinator of Services to Users with Disabilities. Instruction in advanced features of this technology may be arranged with vendor training where warranted. Use of the braille workstation requires training with the understanding that priority use is reserved for ADA registered students with specific disabilities and ADA personnel.

Library staff can also advise users with disabilities on how the Library can accommodate their needs, including retrieval of materials and photocopying by Library staff. Call the Reference Department at 831-2432 for an appointment with Library staff responsible for assisting users with disabilities. These individuals are:

- Jonathan Jeffery
- Erin Daix
- William Simpson

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*This page is maintained by Jonathan Jeffery, Reference Department.*



Disability Services Liaison: Linda Daniel, [linda.daniel@duke.edu](mailto:linda.daniel@duke.edu), (919) 660-5927  
Duke Disability Management System

[Home](#) » Services for Users with Disabilities

## Services for Users with Disabilities

The University of Florida's libraries provide a number of special services to ensure access to library collections and services for individuals with physical disabilities. To take advantage of these services, register at the Circulation Desk at Library West, the Health Science Center Library, or the Legal Information Center. It is library policy to respond to requests for assistance and to provide equipment needed in a timely manner. If what you need is not available, please ask at the circulation desk in any library.

### Electronic Library Access

Many UF Libraries' resources and services are available electronically outside the libraries. For more information, consult the [George A. Smathers Libraries home page](#) which is available 7 days per week, 24 hours per day anywhere there is access to the Internet.

### Borrowing

**Proxy Borrower Authorization:** Apply at Library West for a Proxy Borrower privilege. This authorizes another individual to serve as a proxy and check out library material on behalf of a user with disabilities.

**Non-Circulating Materials:** Arrange for a special short-term loan to use non-circulating materials with equipment at the Disability Resource Center, 001 Reid Hall.

### Reference Services

All library reference desks provide assistance in locating and using library resources. Limited reference service is available by telephone.

In-depth research consultation and database searches are available on request in some libraries or by scheduled appointment in others.

Submit reference questions via electronic mail or interactive chat by clicking "Ask a Librarian" on the UF Libraries' Home Page and then selecting the desired service.

Handouts explaining how to use library resources are available in most libraries and through the UF Libraries' Home Page.

### Retrieval Services

Some Library West items (0-999 call numbers) and all storage materials are currently housed off campus. To request them, go to the library catalog from the UF Libraries' Home Page and sign in, then search for the items needed. If a "request" button appears in the catalog record, click on it and follow the instructions. If it does not appear, click on the "Retrieval Help" tab and complete the form. Materials will be delivered to the Library West Circulation Desk for pick up within 24 hours.

Registered disabled users may request that a specific item be retrieved by phoning the appropriate circulation desk. Generally, available items will be retrieved within two hours and held for pickup by the user or his/her proxy at the relevant circulation desk. More time may be required for retrieval during evening and weekends because fewer staff are available. Please call before coming to the library to verify that the item is available.

### Renewal

Renew items you have checked out by going to the UF Libraries catalog and clicking on the "renewals/library account" button.

Enter your UF ID number from your Gator 1 card or your 14 digit library number. For verification, enter the month and date of your birth (0804 for August 4).

On the next screen, click the button marked "loans."

You will see a list of things that you have checked out. At this point, you can select the "renew all" button at the top of the list or renew items individually by clicking on the number in front of each. Then click on the "renew" link on the next page that you see.

### Photocopy Assistance

Library photocopiers are self-service and use either a Gator-One for UF affiliated users, or a guest card for non-affiliates. More information can be found at <http://www.uflib.ufl.edu/printing/>

Staff will make copies if materials are brought to the circulation desk with a Gator-One/Guest card that has sufficient value to make the copies. Cash will not be accepted. Copies will be made as soon as possible, depending on staff availability, and generally will require no more than two hours for 20 pages or fewer. While care will be taken to make good copies, the library will not accept responsibility for any bad copies. The library reserves the right to refuse requests that would take an unreasonable amount of staff time to accomplish or which would, in the opinion of staff, be in violation of United States copyright law.

### Large Type Printing

Electronic Library Access

Borrowing

Reference Services

Retrieval Services

Renewal

Photocopy Assistance

Large Type Printing

Access Equipment

Further Assistance

Upon request, library staff will print this and other handouts in large type for individuals with print-related disabilities.

#### Access Equipment

All campus libraries have computers accessible to persons in wheelchairs.

Fonts may be enlarged on library workstations by clicking "text size " then "increase" under *View* on the toolbar.

Library West group studies 335 and 336 have special accessibility hardware and software. They may be reserved at the third floor Research Assistance Desk.

The Marston Science Library provides a Topaz Desktop Magnifier and a Sapphire Portable Video Magnifier for patrons.

Contact the Disability Resource Center at 392-8565 for additional help.

#### Further Assistance

Library general assistance: [leifreu@uflib.ufl.edu](mailto:leifreu@uflib.ufl.edu)

Library web questions: [Contact library web manager](#)

Campus general assistance: [accessuf@dso.ufl.edu](mailto:accessuf@dso.ufl.edu)

Library reference assistance: [Ask a Librarian service](#)

UF Americans with Disabilities Act Compliance Office: <http://ada.ufl.edu>

UF Disability Resource Center: <http://www.dso.ufl.edu/drc>

Emergency Evacuation Procedures for People with Disabilities:  
<http://www.ada.ufl.edu/publications/emergency.html>


TDD 1-800-955-8771 or dial 711 and ask for any library phone number listed at  
<http://www.uflib.ufl.edu/allphon.html>

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Last updated April 21, 2010 - tim





THE FLORIDA STATE UNIVERSITY  
UNIVERSITY LIBRARIES

Library Home  
Admin Sign In

University Libraries Home » Subject Guides Home » Accessibility at FSU Libraries

## Accessibility at FSU Libraries

This guide provides information about services provided by FSU Libraries for students with disabilities. Other helpful resources available through the university and community are included.

Last update: Sep 28th, 2010 | URL: <http://guides.lib.fsu.edu/accessibility> | [Print Guide](#) | [RSS Updates](#) | [Email Alerts](#) | [SHARE](#) | [Facebook](#) | [Twitter](#) | [LinkedIn](#)

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### Getting Assistance

In the spirit of access for all, the Accessibility Unit of FSU Libraries provides assistive services and/or accommodations to students with disabilities.

FSU Libraries have resources to provide reasonable accommodation. While many modifications are unique to an individual's needs, the motive behind all accommodations is to equalize access by reasonable measures.

While assistance may be given at the time of the request, students are encouraged to schedule an appointment for accommodations that require individualized assistance.

All Libraries' staff can provide basic assistance. We will endeavor to have the appropriate staff to provide proper and timely assistance.

### Contact Us

Undergraduates contact:

- Fred Rebhun**, Universal Accessibility Associate at [frebhun@fsu.edu](mailto:frebhun@fsu.edu)


Faculty and Graduate Students contact:

- James Rhoades**, Faculty and Graduate Research Services Librarian at [jrhoadesjr@fsu.edu](mailto:jrhoadesjr@fsu.edu)

You may also contact:

- Jacqueline Druash**, Undergraduate Instruction Librarian at [jdruash@fsu.edu](mailto:jdruash@fsu.edu)

### Universal Accessibility Associate



**Fred Rebhun**

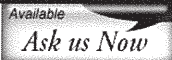
**Contact Info:**  
Universal Accessibility Associate  
FSU Libraries  
Strozier Library  
Florida State University  
116 Honors Way  
850.644.3084  
[frebhun@fsu.edu](mailto:frebhun@fsu.edu)  
[Send Email](#)

**Links:**  
[Profile & Guides](#)

**Subjects:**  
[Accessibility](#)

### Ask Us Now

Available




Comments (0)

### Temporary Parking

While campus is getting a "face lift", Strozier asks that you please bear with all of the construction around.

Accessible parking is available near Strozier Library. When coming to Strozier Library you will need to flash your blue or red pass to the person operating the gate on Call Street leading to the library. After that you will turn left on Honors Way. You will pass the library on your right and turn left into the parking lot with the blue accessible parking signs. This is the Region Rehabilitation Center Building. (# 73 on the map)



Comments (0)

### Find us

The Accessibility Unit of FSU Libraries is located in Strozier Library.

**Our Address:**  
Strozier Library  
Florida State University  
116 Honors Way

[Map of Strozier Library's location](#)

[Ask Us Now](#)

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THE FLORIDA STATE UNIVERSITY  
UNIVERSITY LIBRARIES

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## Accessibility at FSU Libraries

### Guide Information

Last Update: Sep 28th, 2010

Guide URL: <http://guides.lib.fsu.edu/accessibility>

Description: This guide provides information about services provided by FSU Libraries for students with disabilities. Other helpful resources available through the university and community are included.

RSS: [Subscribe via RSS](#)

### Universal Accessibility Associate

Name: Fred Rebhun

Subject Specialty: Accessibility

Email Address: [frebhun@fsu.edu](mailto:frebhun@fsu.edu)

Contact Info: Universal Accessibility Associate

FSU Libraries  
Strozier Library  
Florida State University  
116 Honors Way  
850.644.3084  
[frebhun@fsu.edu](mailto:frebhun@fsu.edu)

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## Home

### Getting Assistance

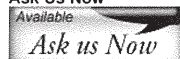
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Rehabilitation Center Building. (# 73 on the map)

- [Temporary Parking Map](#)  
Temporary Parking Map

#### Find us

The Accessibility Unit of FSU Libraries is located in Strozier Library.

Our Address:  
Strozier Library  
Florida State University  
116 Honors Way

[Map of Strozier Library's location](#)

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## Library Services

### Library Services

Read this page to learn of the types of assistance available. Great efforts are made to provide services individualized to your needs.

Please make an appointment with us, so that we can individualize services to your needs.

### Accessibility Unit

In addition to physical assistance with tasks such as retrieving materials from the stacks, searching the library catalog, and filling out interlibrary loan requests, the Accessibility Unit of FSU Libraries provides the resources and services outlined below:

#### Technology

Adaptive programs and equipment are available in the Assistive Technology Lab, the Accessible Pod, and on random computers on the floor. Software and hardware include:

- computers with [Jaws](#), [ZoomText](#), MaGic, Inspiration, [Kurzweil 3000](#), and [Dragon Naturally Speaking](#)
- 2 HP 5200C Flatbed Scanners
- 
- 1 CCTV
- 1 Kurzweil 3000 USB
- 1 Franklin Language Master
- 1 Reading Pen
- 1 Sapphire Magnifier
- 1 Desk Magnifier
- Alternative Keyboards
- Alternative mice
- Talking Calculators

#### Alternative Formats

The following library materials can be converted upon request:

- Book chapters/sections
- Journal articles
- In house library publications
- Materials used in library instructional sessions

Great effort is made to accommodate reasonable requests as quickly as a possible. Promptness is dependent upon staff availability. Therefore, it is the individual's responsibility to make requests in a timely manner.

#### Individualized Research Assistance

Individual Study Carrel

Wheelchair



#### Assistive Technology Lab (ATL)




The Assistive Technology Lab is jointly funded with FSU's Student Government Association. It contains adaptive equipment and is restricted to FSU students with disabilities who have card swipe access. For card swipe access, please contact Fred Rebhun.

The Assistive Technology Lab is located on the main floor of Strozier Library and is available for use during all library hours.

#### Training guides for Accessible Programs

Here we have created training manuals for accessible programs found in the library.

You will find manuals for:

- Kurzweil
- ZoomText
- Dragon Naturally Speaking
-  [Kurzweil PDF](#)
-  [ZoomText PDF](#)
-  [Dragon Naturally Speaking PDF](#)

#### Accessible Pod

The Accessible Pod is located on the main floor outside the Assistive Technology Lab. It serves as an extension of the Lab, giving you the option of working in the public space. The pod has computers with adaptive programs. Each computer sits on a height adjustable table. Other adaptive equipment, such as alternative keyboards, are there.

#### Individual Study Carrel

There is one carrel designated for use by students with disabilities needing a quiet space to study for four hours at a time. The room is equipped with an electronically adjustable study table. Laptops can be plugged in to the outlets on the tabletop. No assistive technology is available in the carrel.

To access the key to this study room, you must check out the key from the technology desk on the first floor.

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### Getting Around the Library

#### Library Orientation

For those who may need it, the Accessibility Unit offers one on one meetings for library Orientation. These meetings will need to be arranged ahead of time by contacting Fred Rebhun of the Accessibility Unit. Meetings can take up to an hours time, so please plan accordingly.

#### Fourth and Fifth Floors

To gain access to the fourth or fifth floors, you will have to use the stairs or elevators on the north end of the building. (the Annex)

#### Library Wheelchair

A manual wheelchair is available to any patron needing mobility assistance while in the library. It is located in Undergraduate Services suit. To borrow the wheelchair the patron must sign the *Wheelchair Borrowing Log*.

**Strozier Library is not responsible for any bodily injury or property damage during use of the wheelchair.**

#### Restrooms

There is an accessible public restroom available on the first floor. It is around the corner from the Assistive Technology Lab. If you need help finding it, you can ask one of the service desks. This is a unisex bathroom.

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## Policies

### Policies

This page provides policy documents related to services provided by the Accessibility Unit of FSU Libraries. The page also contains links to other FSU Libraries' policies.

### Individual Study Carrel

There is one carrel designated for use by students with disabilities needing a quiet space to study for two hours at a time. The room is equipped with an electronically adjustable study table. Laptops can be plugged in to the outlets on the tabletop. No assistive technology is available in the carrel.

This room is locked when not in use. The key is issued on a first-come, first-served basis at the Technology Desk on the main floor in Strozier Library. Only those who have had a consultation with the Accessibility Unit are granted access. A note will be made in their Library account. The checkout time for the key is 4 hours, though it can be renewed if no other users are waiting. Users are responsible for vacating the study room fifteen minutes before the library closes.

#### Requirements for entry:

1. Students show an FSU ID in order to be issued the key to the accessible study carrel. Other forms of identification such as a driver's license or state ID are not acceptable.


*While using the study carrel: (All of Strozier Library's policies apply, including the computer use policy)*

1. Florida State University's computer use policy applies
2. Observe this room as a quiet zone and turn off cell phones
3. Windows must remain uncovered

#### Leaving the room:

1. Students are responsible for leaving the room clean.
2. Students re-lock the door and return the key to the Technology Desk. Leaving the library with the key is prohibited. (normal late fees for study rooms apply)

**Strozier Library is not responsible for the loss or theft of personal property.**

-  [V.I. Reserved Individual Study Carrel](#)  
Individual Study Carrel Policy

### Wheelchair

A manual wheelchair is available to any patron needing mobility assistance while in the library. It is located in Undergraduate Services suit. To borrow the wheelchair the patron must print their name and sign the *Wheelchair Borrowing Log*. The patron must receive verbal and written instruction on the safe use wheelchair before borrowing.

Their signature confirms that they have been made aware of the borrowing policy and have been instructed in the proper use of the chair. Staff must note the date and time of checkout and return. Staff members initial to witness the signing.

**Strozier Library is not responsible for any bodily injury or property damage during use of the wheelchair.**

-  [V. Library Wheelchair](#)  
Library Wheelchair Policy

### Other Library Policies

To read other policies to do with Strozier Library, please visit the [Policies](#) web page.

### Assistive Technology Lab (ATL)

The Assistive Technology Lab or ATL is a student government funded lab containing adaptive equipment. This room is restricted to FSU students with special needs. TCC, FAMU, and SUS affiliates require referral to Fred Rebhun of the Accessibility Unit.

#### Requirements for entry:

1. Students are required set up a consultation appointment with Fred Rebhun of the Accessibility Unit.
2. Students fill out paper work and sign documentation that they understand and will obey ATL policy.

#### While using the lab:

1. All of Strozier Library's policies apply, including the computer use policy



2. Florida State University's computer use policy applies
3. Students must be respectful of others who may also be in the room
4. Food and drink are not allowed. Students are responsible for leaving the lab clean.

*Leaving the lab:*

1. Students are responsible for leaving the lab clean. Clean-up caddies containing cleaning supplies are located around the library and are available for use.
2. Items found in lab are to be left in lab unless given special permission.

-  [III. Assistive Technology Lab \(ATL\)](#)  
Assistive Technology Lab policies

### Service Animals

Service animals are permissible and welcomed. The following policies apply:

1. The animal must be wearing a harness. If the animal is not wearing a harness, the owner will be asked to provide documentation. The individual will be asked to leave upon failure to provide adequate documentation.
2. If the animal's behavior is disturbing or threatening to others, the owner will be asked to leave with the animal.
3. The owner is liable for any damages or injuries caused by the animal.

-  [FSU Libraries Service Animals Policy](#)

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## Campus Resources

### Student Disability Resource Center

The Accessibility Unit of FSU Libraries often collaborates with the Student Disability Resource Center (SDRC). The SDRC provides advocacy and accommodation for students' with academic needs.

[Student Disability Resource Center](#)

874 Traillions Way  
108 Student Services Building  
Tallahassee, FL 32306-4167

Phone:  
(850) 644-9566 (Voice)  
(850) 644-8504 (TDD)

E-mail:  
[sdrc@admin.fsu.edu](mailto:sdrc@admin.fsu.edu)

Hours:  
Monday through Thursday: 8:00AM - 8:00PM  
Friday: 8:00AM - 5:00PM

### Adult Learning and Education Center

The Adult Learning and Education Center (ALEC) provides low cost psycho-educational evaluations for college students and other adults who may be experiencing scholastic difficulties due to a possible Learning Disability or Attention Deficit Hyperactivity Disorder. The Center also provides individual educational client coaching and maintains an ongoing research and training function.

[Adult Learning and Education Center:](#)

2207 Stone Building  
Florida State University  
Tallahassee, FL 32306-4464

Phone:  
850.644.3611

Fax:  
850.645.3308

E-mail:  
[alec@coe.fsu.edu](mailto:alec@coe.fsu.edu)

### Physical Therapy

Physical therapy services are provided on-site in the basement of the Thagard Student Health Center through Tallahassee Orthopedic and Sports Physical Therapy. The clinic offers general orthopedic physical therapy services by physician referral. For appointments or insurance pre-certification, call 644-0570.

#### University Counseling Center

The University Counseling Center (UCC) is a student service department within the Division of Student Affairs. The major goal is to provide support services that help each student grow and develop emotionally, interpersonally, and intellectually.

##### The University Counseling Center

201 Askew Student Life Building  
942 Learning Way  
Tallahassee, FL 32306-4175

Phone:  
850.644-2003

Fax:  
850.644.3150

##### Appointments

To make an appointment please call 644.2003 or come by between 8:00 a.m. and 5:00 p.m to schedule your initial appointment. An appointment will be scheduled for your first visit between the hours of 8:00 a.m. and 12:00 p.m. or 1:00 p.m. and 4:00 p.m. Monday through Friday.

#### Victim Advocacy Program

The Victim Advocate Program provides free, confidential, and compassionate assistance to primary and secondary victims of crime, violence or abuse against, or by, Florida State University students through advocacy, education and training.

##### Victim Advocate Program

- Advocates respond to victims 24 hours a day to provide crisis intervention and appropriate referral.
- Weekdays, contact an Advocate by coming to offices 4138 or 4139 building A University Center or by calling 644-7161 or 644-2277.
- Evening and Weekend emergencies, call 644-1234 (FSU Police Department). Ask to speak to a victim advocate. They will call an on-call advocate who will promptly call you back.

#### L.L. Schendel Speech and Hearing Clinic

##### L.L. Schendel Speech and Hearing Clinic

Florida State University  
127 Honors Way  
Tallahassee FL, 32306-1200

Phone:  
850.644.2238

Specific services include diagnostic-evaluation and management services by speech-language pathologists and audiologists. Services are provided by graduate students under the direct supervision of faculty members and clinical instructors. All professional staff members are licensed by the Florida Board of Speech Language Pathology and Audiology and certified by the American Speech Language Hearing Association.

#### Career Center

The FSU Career Center provides comprehensive career services to students, alumni, employers, faculty/staff and other members of the FSU community.

##### The Career Center

100 South Woodward Avenue  
Tallahassee, FL 32306

Phone:  
850.644.6431

##### Career Advising & Information

Hours: Monday through Friday 8am to 5pm  
Advising: Monday through Friday 9am to 4:30pm,  
(except Fridays 1:30pm to 2:30pm)  
Call for evening hours.

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## Community Resources

### FAAST

The Florida Alliance for Assistive Services and Technology (FAAST) is a non-profit organization that provides:

- Hands on assistive technology demonstrations and trainings
- Financing for assistive technology purchases
- Assistive device lending programs
- Community outreach to rural and underserved groups
- Accessible, affordable housing
- Advocacy and education on consumer choice

The Accessibility Unit of FSU Libraries works with Andre Howard at FAAST in providing assistive technology.

#### FAAST, Inc

Florida Alliance for Assistive Services and Technology  
325 John Knox Road, Building 400, Suite 402  
Tallahassee, Florida 32303

E-mail: [faast@faast.org](mailto:faast@faast.org)

### Ability 1st

Ability 1st is a non-profit, community based agency, that provides services to persons with all kinds of disabilities. All services provided by Ability 1st comply with the Independent Living Philosophy. The Independent Living Philosophy is one in which consumers (not "clients or patients") participate in developing their goals and determine what actions are needed in order to reach these goals. Staff provides support and assistance while working with consumers in achieving their goals.

#### Ability 1st

1823 Buford Court, Tallahassee, Florida 32308

Voice: (850) 575-9621  
TDD: (850) 576-5245  
Fax: (850) 575-5740

### WORKFORCE plus

WORKFORCE *plus* strives to provide leadership and support for a workforce development system throughout Gadsden, Leon and Wakulla Counties. Together with numerous community stakeholders, world-class employees and proactive educational providers, WORKFORCE *plus* works to enhance the economic development of our community.

#### WORKFORCE plus

2525 S. Monroe St.  
Suite 3A  
Tallahassee, FL 32311  
(866) 937-5621

### Dial a Ride

Need transportation?

Tallahassee's Dial-A-Ride is here to help.

To use Dial-A-Ride, you must be determined to be disabled within the eligibility guidelines established by the Americans With Disabilities Act (ADA), or be a senior citizen 60 years or older.

To apply, please pick up an application at the StarMetro office at 555 Appleyard Drive, Tallahassee, or [download an application \(PDF\)](#). Fax your completed form to Dial-A-Ride at 850-891-5143.

Dial-A-Ride provides transportation throughout the city. Night and Sunday services are available.

To schedule Dial-a-Ride, please call 850-891-5199. TDD: Please call our Florida Relay Service at 711. For more information on Telecommunications Devices for the deaf, please visit the [Florida Telecommunications Relay site](#).

For more information check out [StarMetro's](#) web site.

### Mobility Plus

#### Mobility Plus, Inc

3025 Nathan Lane,  
Tallahassee, FL 32308-6289

(850) 386-4606

#### Division of Blind Services

#### Vocational Rehabilitation

#### Latest Disability News & Press Release

(Having trouble reading this RS Feed? Try down loading this [program](#) to make this RSS feed accessible to you!)

- Plachta, Murphy Celebrates Veterans Day throughout November  
<http://www.1888pressrelease.com/plachta-murphy-celebrates-veterans-day-throughout-november-pr-255590.html>
- MobilityWorks Adds GoShichi Wheelchair Accessible Pickup Trucks To Its Host Of Alternative Driving Solutions For Disabled Drivers  
<http://www.1888pressrelease.com/mobilityworks-adds-goshichi-wheelchair-accessible-pickup-tru-pr-243979.html>
- Hoveround Providing A Free Or Affordable Mobility Vehicle Solution To Thousands  
<http://www.1888pressrelease.com/hoveround-providing-a-free-or-affordable-mobility-vehicle-so-pr-243928.html>

View this website at: <http://www.1888pressrelease.com>

View this RSS feed at: <http://www.1888pressrelease.com/rss/disability.xml>

#### Lighthouse of the Big Bend

The Lighthouse of the Big Bend is a nonprofit agency dedicated to guiding people through vision loss. Their mission is to assist people with vision loss in their pursuit of independence. Free services are provided on an outreach (one on one) or group basis and are provided without charge, without regard to individual or family income level, race, creed, age, disability or national origin. They are also the organizers of Tallahassee's Dining in the Dark event!

The Lighthouse of the Big Bend  
1286 Cedar Center Drive  
Tallahassee, FL 32301

Phone Number:  
850.942.3658  
(888) 827-6033

E-mail:  
[info@lighthousebigbend.org](mailto:info@lighthousebigbend.org)

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## ACCESSIBILITY

> **Access to the Library:**

 [Interactive Library Location Map](#)

**Parking:**  
Due to construction, there is no handicapped parking adjacent to the Library.

There are several Handicapped Parking spaces at the corner of Ferst Drive and Cherry Street [\[view map\]](#) - however, in addition to the state-issued disability placard or license plate, a Georgia Tech Parking Permit must also be displayed to use these spaces. The Library Main Entrance is located on Cherry Street, approximately 100 yards from these spaces.

For visitors who do not have a Georgia Tech Parking Permit, the nearest lot is the [Student Center Visitor Lot](#) - however, elevator access from the Student Center level may not be available on evenings and weekends.

**From the Main Entrance (Rotunda):** [\[view map\]](#)  
An automated door provides wheelchair access to the main entrance, at the corner of Cherry Street and Bobby Dodd Way.

**From the Rear of Library:** [\[view map\]](#)  
A ramp leads to the Library Mailroom, where staff can provide access to an elevator. After 5:00 and on weekends, individuals should call Library Security in advance, 404-894-8919.

> **Facilities:**

**Equipment:**  
Several computer stations in the LWC are adjustable for access. Station #46 (directly across from the Information Services Desk) offers ZOOMTEXT software. A height adjustable collaborative computer station/table is available in the LEC. Two image magnifiers are available on 2 East [\[view map\]](#).

**Elevators:**  
All floors are accessible by elevators. Elevator controls are at chair level and have braille and tone indicators.

**Telephones:**  
Access to telephones for quick, local calls is provided from any service desk. A TDD is available at the [Information Delivery Department Office](#).

**Restrooms:**  
There is a ADA compliant restroom on the 1 West [\[view map\]](#).

#### Restrooms:

There is a ADA compliant restroom on the 1 West [\(view map\)](#).

#### Accessible Study Room:

There is a wheelchair-accessible study room available on 4 West [\(view map\)](#). Please ask at the Information Services Desk or the Security Desk if you need assistance in locating the room. The room is equipped with a PC with a DVD/CD-RW drive and USB ports. Please bring a USB flash drive to save your data.

The following software has been loaded on the machine:

- Windows 7 Enterprise (Operating System)
- Inspiration 8
- ZoomText 9.1
- Adobe Reader
- Internet Explorer
- Mozilla Firefox
- Adobe Flash Player
- Java Runtime
- Quicktime Player
- iTunes
- McAfee Virus Scan
- Endnote X4
- MDL Crossfire Commander 7.1
- WinSCP
- Windows Media Player 11
- Roxio CD/DVD Creator
- MS Visual Studio 2008 Professional
- Microsoft Visio 2007 Professional w/ SP2
- Microsoft Office 2007 Professional Plus w/ SP2

#### Book & Journal Retrieval:

Retrieval service is provided all hours the Library is open. For advance requests contact [Circulation](#).

The following information should be included in the request for Library books or journals:

- Title of item
- Call number of item
- Your Name
- Your Student (or faculty) ID number
- Your Arrival time

Items are held at the Circulation Desk for two days (day of request plus one day)

For in-person requests visit the Circulation Desk [\(view map\)](#).

#### Borrowing from other Libraries:

Contact the [Information Delivery](#) Department and identify yourself as an ADAPTS participant. NOTE: This service is only available to Georgia Tech Faculty, Staff, and Students.





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you and your **Library**

**Library Accessibility Services**

Library • Assistance • LCSD

**LAS**

Library Accessibility Services (formerly the Library Centre for Students with Disabilities) is located in the Learning Commons area, on the Main Floor of the McLaughlin Library. LAS offers a range of services, software, and technology that enables students with disabilities to read, write and research more effectively. In order to use these services, including our adaptive technology lab, **students must be registered with the Centre for Students with Disabilities** on the 3rd Floor of the University Centre.

To find our services, go through the Library's main entrance and follow the black wayfinding line in the carpet. Turn right when you reach the double orange doors.

**What's New?**

The Library is now providing access to Kurzweil 3000 in USB format to CSD-registered students for 7-day loans. The three USB keys contain fully authorized versions of Kurzweil 3000 Version 11 and will work with computers running Windows XP and Vista. They are available for sign-out at the Library Circulation Information Desk – ask the LAS Coordinator for more information.

The LAS has added a LiveScribe Pulse Smartpen to its Try Before You Buy program. See the Pulse Smartpen in action.

If you're interested in borrowing the pen, contact the LAS Coordinator.

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**Hours**

The LAS computer lab is open during regular Library hours.

The lab is staffed 8:30am to 4:30pm Monday to Friday.



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**Contact**

[liblcsd@uoguelph.ca](mailto:liblcsd@uoguelph.ca)

First Floor, McLaughlin Library  
University of Guelph  
Guelph, Ontario N1G 2W1

**LAS Co-ordinator**

Athol Gow  
519-824-4120 ext. 52312



Partner in



The Learning Commons

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Guelph, ON, Canada N1G 2W1  
519-824-4120 x53617

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**Disability Services**  
Phone 515 294-0444

**Provided by:** Stacks Management Unit; [staff contact information](#)

**Location:** Floor 1 of Parks Library, behind and west of the Circulation Desk

**Hours:** Full-time staff are available to assist you Monday-Friday, 8:00 am - 4:30 pm. For evenings and weekends, limited services are available. Please contact us before your evening or weekend visit for more assistance. The Stacks Management Unit is open all [Library Hours](#).

**Library disability services and information:**

- [Physical access to Parks Library building & collections](#)
- [Services & equipment available](#)
- [Books on tape and Closed Captioned video available in the Media Center](#)
- [Disability services at branch libraries](#)

**Links to related ISU disability services:**

- [Student Disability Resources](#)
- [Assistive Technology Laboratory](#)
- [Web page accessibility guidelines](#)

**Links to external disability resources:**

- [EASI \(Equal Access To Software & Information\)](#)
- [National Organization on Disability](#)

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[Home](#) > [Library Services](#) > [Disability Services](#) > [Services for Persons with Disabilities](#)  
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## Services for Persons with Disabilities

The Eisenhower Library provides a variety of services for patrons with disabilities. For assistance with special needs please contact the Support Services Office on A-Level at 410/516-8338.

### Accessible Entrances

Ramped sidewalks and automatic doors are located at both the Quadrangle (Q-Level) and Charles Street entrances. An elevator for library users with disabilities is located in the alcove just North of the Charles Street entrance. The elevator has stops at the Main Level and the Quad Level.

### Rest Rooms, Telephones, J-Card Value Transfer Station, Water Fountains

These accessible services are located throughout the building as indicated below:

- Restrooms - Q, M, A, and C Levels
- Campus Only Phones - M and C Levels
- Pay phones - M-Level
- J-Card Value Transfer Station (VTS) - C-Level
- Water Fountains - Q, M, A, and C Levels
- Study Desks and Computer Workstations
- Study desk, located in Current Periodicals on M Level
- Public workstations:
  - next to the Information Desk and in the Electronic Resource Center -- all located on M-Level
  - seated workstations - obtain a login at the Circulation desk between 8am - 8pm

### Services and Special Equipment

The Eisenhower Library staff is pleased to provide additional services for the research and information needs of patrons with disabilities. Whenever possible, please provide advance notice to staff to help insure that specific needs are met. The following services are available:

- Retrieving Materials - Onsite requests for stacks materials may be made at the Circulation Desk or the Information Desk on M-Level.
- Document Delivery - Arrangements can be made with the Eisenhower Express Coordinator (410-516-8358) to have materials retrieved from the library. Books and articles will be delivered to Homewood offices or sent electronically to personal computers or fax machines. E-mail the Express Coordinator to request service.
- Viewing/Listening Station - An accessible-height viewing/listening workstation is located in the Audiovisual Center on A-Level.
- All areas of AV (A-level) have lights adjustable with dimmers.
- A scanner for converting a written document into an electronic file is available in Government Publications/Maps/Law Library, A-level.
- Circulation and Information desks have wheelchair height areas.
- Over 3900 AV items are close captioned or have English subtitles.
- ZoomText 9 is installed on most public PCs in the library. ZoomText is both a magnifier and a screen reader (screen reader requires headphones, which can be obtained in the Audiovisual Center on A-Level).
- An OPAL portable handheld video magnifier is available for use in AV, on A-level.
- A ZoomText large-print keyboard is available on a PC with ZoomText software on M-level.
- A Kensington Expert Mouse (trackball) is available for use in AV, A-level.
- A wheelchair accessible group study with an adjustable height study desk is on C-level.
- Lockers are available for patrons with special needs.

### Emergency Services

Fire alarms throughout the building also flash for patrons who are hard of hearing. Patrons using wheelchairs are asked to let guards know when they are in the building so that they may be assisted during an emergency evacuation. Campus phones may be used to contact the Guard's Desk (x6-4814) for assistance during an emergency evacuation.

[STAFF DIRECTORY](#) | [PERSONS WITH DISABILITIES](#) | [CONTACT US](#) | [SITE MAP](#) | [HOURS](#)

Sheridan Libraries  
3400 North Charles Street, Baltimore, MD 21218  
(410) 516-8335  
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#### SPOTLIGHT

##### [2010 Student Book Collecting Contest](#)

Do you have a great book collection? Do you need some extra \$\$\$? Sponsored by the Friends of the JHU Libraries, this contest recognizes the love of books and the delight in shaping a thoughtful and focused book collection. All undergraduate and graduate students enrolled in a degree program at Hopkins are eligible to enter.

[More...](#)

[Archives](#)

## That All May Read . . .

### National Library Service for the Blind and Physically Handicapped (NLS)

The Library of Congress

Through a national network of cooperating libraries, NLS administers a free library program of braille and audio materials circulated to eligible borrowers in the United States by postage-free mail.

[The 10-squared Club](#)



[NLS Kids Zone](#)

#### Learn:

- [What's new at NLS](#)
  - [NLS Collection Building Policy](#) (revised 12/31/2009)
  - [Louis Braille Bicentenary](#)
  - [Pictures and description of the NLS/BPH Digital Talking Book Player and Cartridge](#)
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- [Who is eligible](#)
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  - [NLS Application for Free Library Service: Individuals, in English](#) [PDF: 1MB / 4p.]
  - [NLS Application for Free Library Service: Individuals, in Spanish](#) [PDF: 173KB / 5p.]
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- [Read \*Talking Book Topics\*](#), lists of recent audio books, (new issues every two months)
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- [Read bibliographies of braille and audio books](#) on various subjects

**NLS/BPH Publications:**

- [Reference Bibliographies, Circulars, Directories, Factsheets, and Added Entries](#)
  - [Link to a directory of our newsletters, \*Flash\*, \*News\*, and \*Update\*](#)
  - [Creating An Annotation, Say How?, and other publications](#)
- 

Posted on 2010-10-13



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## Services

### Library Access: Entrances

Entrances to all campus libraries are accessible for individuals using wheelchairs or scooters. Once in the library, some areas may not be fully accessible (eg. stacks may be too narrow, or shelving may be too high) but retrieval service by library staff is available.

### Emergency Evacuation Procedures

Emergency evacuation procedures are in place in each library. In the case of an emergency, users with mobility devices or users who cannot navigate the stairs (as the elevators would not be operating) should proceed to an open or central area of the floor, where a staff member can find them and move them to a designated location.

### Book / Journal Retrieval

This service may not be available *on demand* due to staff schedules and varying workloads. Individuals are encouraged to call, fax or email the appropriate library department with a list of required materials in advance of pickup, or to leave a list of materials to be picked up at a later time.

### Photocopying

Photocopying from library materials can be done by library staff, for those individuals who cannot operate the self-service photocopiers. Again, advance notice of materials needed to be copied is desirable. Please contact the appropriate library department for assistance.

### Scanning

Students with disabilities have exclusive use of the scanners in the two consultation rooms in the Mills Learning Commons. The room numbers are 213/D and 213/E.

### Consultation Rooms

Students with disabilities are encouraged to book the consultation rooms in the Mills Learning Commons. Two are available: 213/D and 213/E. Rooms can be booked a maximum of three hours per day, half-hour after the library opens, and half-hour before closing.

### Book Renewal: Online or by Telephone

Renewing library books online through the Book Renewal link (/mvaccount) in the Library Catalogue may be the most convenient method. For those unable to use online renewal, individuals with mobility impairments may renew library books by telephone, thereby avoiding the need to physically bring these books to the library for renewal. Please contact the Circulation department of the appropriate library (/contact/dept-directory) if you wish to renew books by phone.

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1. [Library Access: Entrances \(#Library Access: Entrances\)](#)
2. [Emergency Evacuation Procedures \(#Emergency Evacuation Procedures\)](#)
3. [Book / Journal Retrieval \(#Book Journal Retrieval\)](#)
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Office of Information Technologies


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OIT Home > Assistive Technologies Center

GET HELP WITH:  

Select a topic 



## Assistive Technologies Center

The Assistive Technologies Center (ATC) offers technology services to any member of the University community with an ADA-defined disability.

To use the ATC services, you must register with Disability Services and hold an active OIT Account.

### Assistive Technologies Center F.A.Q.

Find out what services the ATC offers, what you need to be able to use ATC facilities and other useful information.

### Hardware & Software

Find out what specialized hardware and software the ATC offers to the UMass Amherst community.

### Related Links

A list of links on Web accessibility, software documentation and relevant organizations.

### Related Pages

- Computer Classrooms
- Academic Computing

Last revised August 05, 2009

### Getting Help

To get help with a computing problem:

### Submit a Help Request


-or-

### Contact the Help Desk

A109 LGRC  
8:30 a.m. - 5 p.m.,  
M-F  
413-545-9400

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**ATC F.A.Q.**  
[ATC Hardware & Software](#)  
[Related Links](#)

**GET HELP WITH:**  

Select a topic

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**Getting Help**  
To get help with a computing problem:  
  
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**Assistive Technologies Center F.A.Q.**  
**On this page:**  
[What is the ATC's mission?](#)  
[Where is the ATC?](#)  
[Who can use the ATC?](#)  
[What do I need to use the ATC?](#)  
[When can I use the ATC?](#)  
[What exactly does the ATC offer?](#)  
[Whom do I contact for ATC help?](#)  
[What if I want to bring my personal assistant with me?](#)  
[Do I need to provide anything of my own?](#)  
[What other policies should I be aware of?](#)

**What is the ATC's mission?**  
The ATC's goal is to provide integration of assistive technology services to the UMass Amherst community. The ATC is a collaboration of Office of Information Technologies (OIT), Disability Services and the UMass Libraries.  
  
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**Where is the ATC?**  
The ATC is located on the Lower Level of W.E.B. Du Bois Library.  
  
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**Who can use the ATC?**  
The ATC is open to any member of the University community who has an ADA-defined disability and requires assistive technology support.  
  
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**What do I need to use the ATC?**  
Members of the University community who wish to use the ATC must register with Disability Services and also hold an active OIT Account. For more information, see [Disability Services](#) and [OIT Accounts](#).  
  
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**When can I use the ATC?**  
The ATC is open during Du Bois Library hours of operation. Assistance and consulting are available by contacting the Assistive Technologies Center Specialist, Rob Eveleigh, at [atc@oit.umass.edu](mailto:atc@oit.umass.edu) or 413-545-1613.  
  
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**What exactly does the ATC offer?**  
The ATC offers access to scanning equipment, optical character recognition software, document and screen reading software, voice recognition software, text enlargers, and other assistive technologies. For more information, see the ATC's complete list of hardware and software.  
  
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Desk**

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**What if I want to bring my personal assistant with me?**

The ATC welcomes all clients and their personal assistants. However, assistants may not use the ATC for personal work. In cases where assistants do use the ATC for personal work, their assistant privileges may be revoked and they may not be allowed to work with their clients in the ATC.

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**Do I need to provide anything of my own?**

Yes, to save your files you must bring your own storage media such as a USB drive, or save your files to networked file storage. You will also need earphones if you use applications that generate audio output. Inexpensive earphones may be purchased at the University Store in the Campus Center.

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**What other policies should I be aware of?**

Please see [OIT Policies](#) for additional information.

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Last revised August 12, 2010

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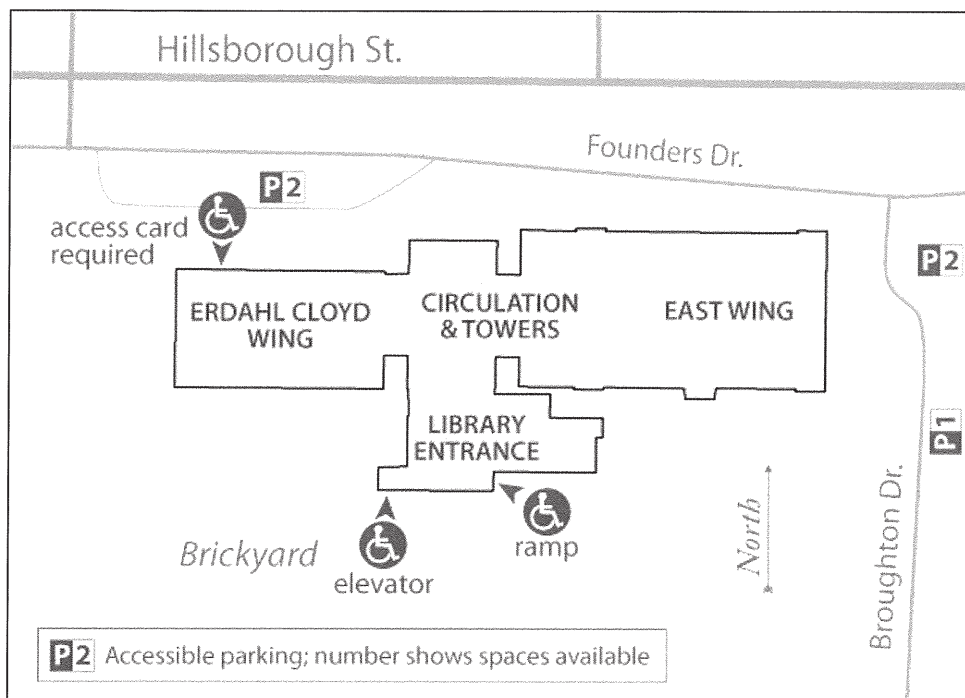






## Disability Services

### Access to D. H. Hill Library Building



### Parking

There are two parking places reserved for disabled users on the Hillsborough Street (north) side of D. H. Hill Library. There are other accessible parking locations throughout the campus, including some on the perimeter of the Brickyard near the

library.

Note that all parking spaces on campus require parking stickers that are issued through NCSU Transportation Department. For more information about accessible parking and permit applications, contact Transportation at 515-3424 or the Transportation Accessibility Coordinator at 515-1469.

The [NCSU Accessibility Map](#) (pdf) shows accessible parking, building entries, walkways, and other information for the entire NC State campus.

### Unassisted Entry

#### From the Brickyard (main entrance):

The main entrance into D. H. Hill Library is located on the south (brickyard) side of the building, and there are two options for entry:

- A wheelchair-accessible ramp leads up to the bank of entry doors. The far right hand (Eastern most) door is a power-assisted door that can be operated by a push pad.
- Another wheelchair-accessible ramp runs parallel with the steps on the Western side of the main portico (near the Atrium) and goes down a level to a power-assisted door that can be operated by a push pad. Immediately inside this door is an accessible elevator that goes to the main entrance level.

Once inside the main entrance, accessible elevators are located to the right of the service desk.

#### **From Hillsborough Street:**

Individuals with disabilities who need to enter the building from the Hillsborough Street door (located at the West end of the building on the north side) can [apply for an access card](#). This electronic proximity card controls equipment that will temporarily deactivate the lock and alarms and will automatically open the doors to allow unassisted entry.

Once inside the building, an accessible elevator leading to the second floor of the Erdhal-Cloyd (West) Wing, is located to the left of the Hillsborough Street doors. An accessible elevator leading to the East Wing and other parts of the library is located past the newspaper section and down the hall to the left (beside the staircase that leads up to the main lobby).

- [More information on Unassisted Access](#) to D. H. Hill Library
- [Application for Access Card](#) for unassisted access from Hillsborough Street door

### **Assisted Entry**

During hours that the Atrium dining facility is open, individuals with disabilities can obtain staff-assisted entry into the library via the elevator in that area. For assistance entering the library via that elevator, call 515-3364, using the telephone in the Atrium, and Library staff will bring the elevator to the ground-floor level.

### **Emergency Evacuation**

In the event of an emergency evacuation of D. H. Hill Library, according to the Emergency Plan for the D. H. Hill Library, "Persons with disabilities who cannot leave the building without assistance should go to the nearest accessible safe area. Safe areas in the library are the enclosed stairways ... Neither the Fire Department nor Campus Police will check the building for persons who need help exiting unless they locate an emergency situation that requires building evacuation."

**During an emergency, patrons with mobility impairments should proceed to the nearest stairwell and wait inside the stairwell on the landing.** The Erdahl-Cloyd (West) Wing has an area of rescue assistance located in the stairwell closest to the elevator. There are two stairwells in the Bookstacks and several stairwells in the East Wing. The stairwells and sprinkler system in the East Wing and Bookstacks provide a sufficient measure of safety such that an area of rescue assistance is not required.

Patrons with mobility impairments should ensure that the emergency personnel are made aware of their location by sending word through others exiting the building, or by telephone if available (5-3333). NCSU Libraries personnel will notify the staff of the Libraries' Facilities unit if they are aware of patrons with

mobility impairments in the building. In the case of a real emergency, emergency personnel will automatically sweep every stairwell and floor to ensure all occupants are out, but knowledge of an individual's location can ensure that help arrives more quickly.

Please note:

- Sprinkler heads are zoned so they engage where a fire actually occurs and do not go off in a false alarm situation.
- When the alarms stop sounding, the issue has been resolved and a threat is no longer present.

## Assistive Technologies in the Library

The NCSU Libraries' **Assistive Technologies Center** (ATC) houses technologies to facilitate library research and alternate format access to library materials for users with a variety of vision, hearing, and/or mobility related disabilities. Technology available includes:

- **Screen Reading Software**
- **Magnification Software**
- **Scanning Equipment**
- **Braille Embossers and Translators**
- Speech Recognition Software, Adjustable Tables and **Other Equipment**

## Location and hours of the Assistive Technologies Center

The **Assistive Technologies Center** is located in Room 1402 on the Mezzanine level of the central towers--the same floor as the Main Circulation/Reserves Desk.

The facility is kept locked for security reasons. With a valid NC State ID, a key to the room can be borrowed from the Express Circulation Desk, or the Main Circulation/Reserves Desk.

The ATC is available **whenever D. H. Hill Library is open**, and no appointment is required.

## Assistive Technologies Center Staff

Staff at the Reference Desk can provide general assistance in the use of ATC equipment and can help in selecting and using library resources. Library users who do not know how to operate independently the assistive technology in the ATC (particularly first-time users) can call in advance to schedule an appointment with a member of the Research and Information Services Department (515-2936) for an orientation to the ATC.

- For more information about the ATC contact **David DeFoor**, Technical Support Analyst (513-3961)
- See the list of **Related Resources for Students with Disabilities** for information about other services provided by NCSU and other organizations in North Carolina.

## Accessible workstations, phones, and restrooms

In addition to the **Assistive Technologies Center**, there are height-adjustable tables in the West Wing as well as in the **Digital Media Lab**.

Two ADA-accessible public telephones (one campus and one pay phone) are available in the West Wing.

ADA-accessible restrooms are available on the first floor of the East Wing in the Learning Commons, the mezzanine of the first floor (East Wing), and on the first (women's) and second (men's) floors of the West Wing.

## Reference Assistance

The staff in **Research and Information Services** (RIS) will be happy to assist users to identify pertinent resources, locate materials, and operate the various assistive technology and equipment available in the library. Users who anticipate needing extensive assistance in locating resources or using the **ATC** should allow ample time in advance of a deadline and call ahead for an appointment with one of the **reference staff**.

- Open a live online chat with a librarian on the **Ask Us** page; from information there you can also IM, text or e-mail library staff.

## Book Retrieval

Disabled patrons who would like assistance retrieving materials directly from the bookstack shelves in D. H. Hill Library can seek assistance at the main Circulation Desk. Before submitting retrieval requests, call numbers must be obtained for all materials. Assistance in locating call number information is available at the Reference Desk (515-2935).

For requests submitted during regular weekday hours, materials will normally be retrieved within two hours. During evenings and on weekends, materials will normally be retrieved by the next business day. Retrieval times may be longer when staff is not available. All materials, except those retrieved for photocopy requests, will be held for pick-up at the main Circulation Desk. Similar retrieval services are available at the four branch libraries:

- **Design Library**
- **Natural Resources Library**
- **Textiles Library**
- **Veterinary Medicine Library**

If an item is not available at NC State, we will try to acquire the item on loan from another library through **Interlibrary and Document Delivery Services**.

## Photocopy Services

Disabled users may request that copies be made through Interlibrary and Document Delivery Services, either by **submitting a request online** or by calling ILL at 515-2116 during **business hours**. Staff there will provide copies at the **self-service rate**. Articles are retrieved and paid for at the circulation desk. Please allow time in advance of a deadline when making use of this service.

There are also photocopy machines available in the Learning Commons, in the bookstack tower, and in the photocopy services lobby.

## **Reserves**

Faculty members sometimes assign students to read articles or chapters in books of which the Libraries has only one or two copies. In order to make these high-demand items available to a large number of students in an efficient manner, faculty employ D. H. Hill Library's reserve service, located at the main circulation desk. Reserve material is located behind this desk; ask a staff member for assistance. Check-out of reserve material ranges from two hours to three days, depending on the wishes of the faculty member placing them on reserve. Once properly charged out, materials can be taken elsewhere in the building for reading or copying, such as to the **Assistive Technologies Center**.


Faculty also place items on **Electronic Reserve**. The collection of electronic reserve items can be searched by course number or instructor name. Electronic reserve items are text-searchable PDFs, designed for use with screen-reading software.

If you have questions about accessibility of electronic reserve course materials, please contact the staff at 919-515-3364 or via e-mail at: **reserves@ncsu.edu**.

## **Librarian Contact Information**

For questions or comments, please contact **David DeFoor**, Technical Support Analyst (513-3961), or use the **Ask Us** page to chat with, IM, text or e-mail library staff.



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UNIVERSITY *Libraries*

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Find | Services | Collections | Library Info

**Disability Services**  
Access and Parking  
Adaptive Equipment  
Adaptive Equipment Room (PDF)  
Software


**General Services for Persons with Disabilities**  
**Retrieving Materials**  
Patrons who need assistance retrieving material from a library collection need only ask at a service desk. There may be a time lag as staffing may not always allow immediate retrieval. For best service please submit a list well in advance of your deadline.  
  
Another option for students with mobility or other issues that limit access to our library collection is to register with the [Office of Disability Services](#) and then sign up for the library delivery service. Normally a service reserved for faculty and staff, delivery services are also available to students who have difficulty getting to the library because of a disability. For more information about this service, please contact the librarian listed at the bottom of this page.  
**Photocopying Assistance**  
Should a disabled patron be unable to operate copier, he or she may have the copying done by desk staff at the same price any patron would pay.  
**Reference Assistance**  
General reference assistance is available on the second floor at the Reference Desk. For specialized assistance, an appointment may be made with a [Subject Librarian](#). Call (740) 593-2699 for more information.  
**Contact Information**  
For more information about the Libraries' services for persons with disabilities, you can contact Chris Guder ([guder@ohio.edu](mailto:guder@ohio.edu) or 740-597-1975)


Archives & Special Collections | Fine Arts | Government Documents | International Collections | Music & Dance

OHIO University Libraries  
Athens, OH 45701-2978  
Phone: (740) 593-2699

Last updated: September 16, 2010  
This page is maintained by Chris Guder.  
Please use our [Feedback Form](#) for your questions, comments, and suggestions about the Libraries' services and resources.

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## Services for Persons with Disabilities

- Services
- Access
- Adaptive Equipment
- Major Libraries / Coordinators

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The staff of the Rutgers University Libraries provide services and/or accommodations aimed at equalizing access to library resources. It may be to your advantage to make an appointment for non-routine accommodations so that appropriate staff can be scheduled to provide timely assistance.

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### Services

Some examples of the services that may be provided, in addition to services such as document delivery or interlibrary loan, include:

- retrieval of materials from the stacks
- physical assistance with searching the Libraries' online catalog, related databases, and manual files and assistance with using microform and audiovisual equipment
- reference or other assistance by appointment
- photocopying assistance for on-site copying
- modified reserve loan periods

For questions about more specific services at a particular library call the individual from each library designated as coordinator for services for persons with disabilities, or for a smaller library, call the number listed in this guide. For answers to questions relating to library system-wide services or suggestions for service improvement, call the Libraries' Coordinator of Services for Persons with Disabilities, Eileen Stec, at 732/932-9407 (x25). Services provided by the law libraries may vary; check with those libraries directly for more information.

For information about non-library services, call the Coordinator of Services for Students with Disabilities at your college of enrollment or affiliation (see: <http://disabilityservices.rutgers.edu>).

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### Access

All libraries are wheelchair accessible. Information on the best path to each library is available by calling the individual library directly.

The Libraries' online catalog and databases are available on the Libraries website at <http://www.libraries.rutgers.edu>. There are computers available in all the libraries and campus computing facilities, as well as remote access via your own computer connected to the University's network.



## Adaptive Equipment

The Libraries are continuing to acquire adaptive technology for patron use. The equipment is purchased with the understanding that it can be moved from library to library as user needs dictate and as feasible.

Six Kurzweil reading machines for visually impaired patrons are located in the Alexander, Douglass, and Kilmer Libraries, and the Library of Science and Medicine in New Brunswick/Piscataway; the Dana Library in Newark; and the Robeson Library in Camden. The Kurzweil machines are connected to computers so that data can be downloaded.

Five computers with WindowEyes software, which reads aloud what is on the screen, are available in the Alexander, Douglass, and Kilmer Libraries, and the Library of Science and Medicine in New Brunswick/Piscataway, and the Robeson Library in Camden. The Dana Library in Newark provides a computer with JAWS software which also reads aloud what is on the screen.

CCTV video magnifiers are located in the Alexander, Dana, Douglass, Kilmer, and Robeson Libraries, and the Library of Science of Medicine.

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## Major Libraries / Coordinators

### **ARCHIBALD S. ALEXANDER LIBRARY**

169 College Avenue/College Avenue Campus  
Coordinator: Joe Abraham - 732/932-7129 x132  
Email: [joseph.abraham@rutgers.edu](mailto:joseph.abraham@rutgers.edu)  
Access Services: 732/932-7851

The front of the building has an inclined entrance with automatic doors. Elevators, with accessible controls and Braille markings, connect all floors. There is designated parking in the nearby parking deck, in the parking lot on the Huntington Street side of the building and a handicapped parking meter on College Avenue at the main entrance. All rest rooms are accessible. There are accessible water fountains, telephones and study carrels. The copy center has an adapted photocopier.

### **LIBRARY OF SCIENCE AND MEDICINE**

165 Bevier Road/Busch Campus  
Coordinator: Holly Muller - 732/445-3854 x110  
Email: [hollym@rci.rutgers.edu](mailto:hollym@rci.rutgers.edu)  
Access Services: 732/445-3854

The library has automatic outside doors. An outside ramp and rail lead from the parking lot, which has designated parking. First floor rest rooms have outside push plate door openers and adapted facilities. Telephones on the first floor are installed at wheelchair height. There are study desks designed for wheelchair access. Accessible parking spaces are located in lot #58 closest to the library entrance.

### **MABEL SMITH DOUGLASS LIBRARY**

8 Chapel Drive/Douglass-Cook Campus  
Coordinator: Chiaki Mills - 732/932-9411 x12  
Email: [ocicats@rci.rutgers.edu](mailto:ocicats@rci.rutgers.edu)  
Access Services: 732/932-9411(x14)

There is a wheelchair accessible ramp at the rear of the building and button at the door to ring for staff assistance. There is designated parking in the rear parking lot. There is elevator access to all floors. There is elevator access to all floors. Accessible water fountains and rest rooms are located on the main level and rest rooms on the ravine level.

### **KILMER LIBRARY**

75 Avenue E/Livingston Campus  
Coordinator: Kevin McGuire - 732/445-3163 x113  
Email: [kevinmcg@rci.rutgers.edu](mailto:kevinmcg@rci.rutgers.edu)  
Access Services: 732/445-3613



The main entrance has a ramp and automatic doors. Designated parking is available. Elevators connect all floors but assistance is needed to work the controls. Accessible rest rooms are located on all levels. The entire building is wheelchair accessible.

**PAUL ROBESON LIBRARY**

5th and Penn Sts./Camden Campus  
Coordinator: Jean Madden - 856/225-2857  
Email: [jpmadden@camden.rutgers.edu](mailto:jpmadden@camden.rutgers.edu)  
Access Services: 856/225-6033

The main entrance has a ramp with automatic doors. Elevators provide access to all floors. Rest rooms, water fountains, telephones, carrels and study tables are adapted to wheelchair use. Closest accessible parking is available in lot #1.

**JOHN COTTON DANA LIBRARY**

185 University Avenue/Newark Campus  
Coordinator: Christine Ingram - 973/353-5223  
Email: [c Ingram@andromeda.rutgers.edu](mailto:c Ingram@andromeda.rutgers.edu)  
Access Services: 973/353-5161

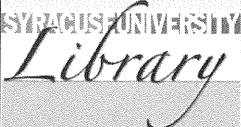
The library has automatic entrance and exit doors. Elevators, with selectors at wheelchair height and marked in Braille, connect all floors. Rest rooms, water fountains, campus telephones, and two photocopiers are adapted for wheelchair specifications. Accessible parking is available near the library entrance on the Plaza off Bleeker Street.

Last updated June 2010

URL: [http://www.libraries.rutgers.edu/rul/lib\\_servs/disabil.shtml](http://www.libraries.rutgers.edu/rul/lib_servs/disabil.shtml)

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## Disability Services

### Staff Assistance

- Users are encouraged to let the staff know if they have any special needs, and the staff will assist the user, when possible, by providing extra reference assistance, retrieving materials, providing extra assistance in locating online research materials, or finding quieter places to study.
- Staff at the Interlibrary Loan office will try to locate and borrow large print editions of books and journals if students, staff, or faculty request them.
- Users in wheelchairs who need to visit the Circulation Desk can use a section of the desk that is at a lower height to accommodate wheelchairs.

### Stacks Access

- The aisle width between the stacks in E.S. Bird Library accommodates wheel chairs.
- Stacks in the Science & Technology Library and within the Math, Physics, and Geology Libraries are not accessible to wheelchairs.
- Staff at the circulation desks in all of the Libraries will pull materials for students if the aisle width will not accommodate a wheelchair or if the material is too high to be accessible.
- Staff at the Reference Desks within the Maps and Fine Arts departments in E.S. Bird Library will also assist in pulling materials within those areas.

### Study Spaces

- E.S. Bird Library provides "quiet rooms" that may be used by students with learning disabilities or by students with readers.
- Rooms are available to all students on a first-come, first-serve basis.
- The 4th floor Arts and Humanities Desk within E.S. Bird Library also has a quiet room that can be used for working with a reader or learning aide.

### Photocopying Materials

Staff at Library service desks will assist library users with disabilities making copies on public copiers in their area using the patron's copy card.

**SYRACUSE UNIVERSITY LIBRARY**

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Syracuse, NY 13244-5040 Fax: 315.443.2060

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SYRACUSE UNIVERSITY  
*Library*

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- Electronic Accessibility
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Disability Services

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HOME FIND RESEARCH ASSISTANCE SERVICES ABOUT HOURS HELP

Home > Services > Getting Help > Disability Services > Assistive Technology

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## Assistive Technology

### Reference Department, E.S. Bird Library; Science and Technology Library, Carnegie Building

The following assistive technology is available for users in each location:

- Located in public areas, an adaptive technology station equipped with Jaws, Kurzweil 3000 Learnstation software, Zoomtext Magnifier and a large monitor for users with visual impairments and learning disabilities. These workstations also allow access to current software available on all of the Library's public workstations, including Window Eyes. These require a NetID and password or visitor registration to log in.
- Headsets for use with the adaptive technology station available from a nearby Service Desk.

### 4th floor , E.S. Bird Library

The following assistive technology is available for users:


- Located in a private room, two computer workstations equipped with Jaws, Zoomtext Magnifier, and a large monitor. These workstations also allow access to current software available on all of the Library's public workstations, including Window Eyes. These require a NetID and password or visitor registration to log in.
- One of these workstations has Kurzweil 1000 scanner and text reader software and Kurzweil 3000 Professional Color.
- The other of these workstations has Kurzweil 3000 Learnstation.
- Headsets for use with the adaptive technology station available from a nearby Service Desk.
- A large trackball mouse can be put on various computers upon request.
- Visualtek closed circuit TV to magnify text in books, magazines, and other paper documents.
- LOC talking books cassette player (for specially-formatted talking book cassettes)
- CCTV capabilities for viewing videos with closed captions
- Captioned videos and DVDs and assistance searching for them in the Catalog.
- Assistance in locating scripts or captions for non-captioned videos.

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Disability Services

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HOME | FIND | RESEARCH ASSISTANCE | SERVICES | ABOUT | HOURS | HELP

Home > Services > Getting Help > Disability Services > Building Accessibility

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## Building Accessibility

### E.S. Bird Library

- The E.S. Bird Library has ramps and sidewalk cuts leading to both of its main entrances on the north and south sides of the building. These entrances are equipped with automatic door openers.
- Elevators service is available on every floor of E.S. Bird Library, and all elevators are equipped with Braille-encoded elevator buttons.

### Science & Technology Library

- The Carnegie Building, which houses the Science & Technology Library and Math Library, has an automatic door opener on the east side of the building. A ramp inside this entrance leads to the main door of the Science & Technology Library, which also has an automatic door opener.
- Elevator service runs to the second and third floors but is not available for the fourth floor storage area. Library staff retrieves materials from the fourth floor for students who cannot access this area.

### Math Library

The Math Library has elevator service from the Science & Technology Library that opens up within the Math Library itself, so users do not have to enter via the front door.

### Belfer Audio Laboratory and Archive

The entrance to the Belfer building is level with the outside grounds and has an automatic door opener. Contact the Arts and Humanities Reference Desk about admission to Belfer.

### Restrooms

- Restrooms with stalls that meet ADA compliance guidelines are available in the study area on the first floor of E.S. Bird Library.
- Other restrooms within E.S. Bird Library, the Science and Technology Library and the buildings that house the branch libraries have large-sized stalls with grab bars, but may not be fully accessible.

### Fire Evacuation Procedures

E.S. Bird Library, the Science & Technology Library, and the branch libraries have fire evacuation procedures that include instructions for helping the disabled to evacuate the building in the event of an emergency. The fire alarm systems in E.S. Bird Library and Geology Library have strobe lights for the hearing impaired.

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The screenshot shows the Syracuse University Library website. The header includes the library logo and navigation links such as 'Databases', 'E-Journals', 'Articles', 'Surface', and 'Website'. A secondary navigation bar contains links like 'Ask Us!', 'SUmmail', 'MySlice', 'Blackboard', 'SU Home', 'SU Press', 'Google', 'Site Search', 'Site Map', 'Contact', and 'Your Accounts'. The main navigation menu includes 'HOME', 'FIND', 'RESEARCH ASSISTANCE', 'SERVICES', 'ABOUT', 'HOURS', and 'HELP'. The 'SERVICES' menu is expanded, showing a breadcrumb trail: 'Home > Services > Getting Help > Disability Services > Accessible Parking'. A 'Bookmark | Printer Friendly' link is also present. On the left, a sidebar menu lists 'Disability Services' with sub-links for 'Electronic Accessibility', 'Assistive Technology', 'Building Accessibility', 'Accessible Parking', 'Key Contacts', and 'Local Links'. The main content area is titled 'Accessible Parking' and contains two sections: 'E.S. Bird Library/Belfer Audio Archive' and 'Science & Technology Library/Math Library'. Each section lists the number of disabled parking spaces and their locations. The footer includes the library's name, address (222 Waverly Avenue, Syracuse, NY 13244-5040), phone (315.443.2093), fax (315.443.2060), and a copyright notice for 2010. A secondary footer bar lists various support and policy links.

SYRACUSE UNIVERSITY Library

Databases E-Journals Articles Surface Website

Ask Us! | SUmmail | MySlice | Blackboard | SU Home | SU Press | Google | Site Search | Site Map | Contact | Your Accounts

HOME FIND RESEARCH ASSISTANCE SERVICES ABOUT HOURS HELP

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Bookmark | Printer Friendly

**Accessible Parking**

**Disability Services**

- Electronic Accessibility
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**E.S. Bird Library/Belfer Audio Archive**

- Four disabled parking spaces are located on the north side of E.S. Bird Library.
- These metered spaces are available for users of E.S. Bird Library and the Belfer Audio Archive.

**Science & Technology Library/Math Library**

- Three disabled parking spaces are available by the east side entrance to the Carnegie Building.
- Users of the Science & Technology Library and the Math Library can park in these spaces.

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The screenshot displays the Syracuse University Library website. The header includes the library's name and a navigation menu with links like 'Discover', 'Databases', 'E-Journals', 'Articles', 'SUrface', and 'Website'. A secondary menu lists 'Ask Us!', 'SUmmail', 'MySlice', 'Blackboard', 'SU Home', 'SU Press', 'Google', 'Site Search', 'Site Map', 'Contact', and 'Your Accounts'. The main navigation bar features 'HOME', 'FIND', 'RESEARCH ASSISTANCE', 'SERVICES', 'ABOUT', 'HOURS', and 'HELP'. The 'SERVICES' tab is active, leading to the 'Key Contacts' page. A left sidebar contains a 'Disability Services' menu with options: 'Electronic Accessibility', 'Assistive Technology', 'Building Accessibility', 'Accessible Parking', 'Key Contacts' (selected), and 'Local Links'. The main content area is titled 'Key Contacts' and lists two libraries: 'E.S. Bird Library' and 'Science and Technology Library'. Each library entry provides location and phone information, and a note about contacting Adina Mulliken for other accessibility services. The footer contains contact information for the Syracuse University Library, including the address (222 Waverly Avenue, Syracuse, NY 13244-5040), phone (315.443.2093), and fax (315.443.2060). It also includes a copyright notice for 2010 and a list of additional links such as 'About', 'Find Resources', 'Library Services', 'Research Assistance', 'Help', 'Faculty Support', 'Graduate Students', 'Undergraduate Students', 'Visitor and Alumni Support', 'Accessibility', 'Copyright', 'Privacy Policy', 'Mybrary', 'SUmmail', 'MySlice', 'Blackboard', and 'SU Home'.

SYRACUSE UNIVERSITY Library

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HOME FIND RESEARCH ASSISTANCE SERVICES ABOUT HOURS HELP

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**Key Contacts**

**E.S. Bird Library**  
For assistance locating and using Library resources:

- Location: 1st floor Service Desks
- Phone: (315) 443-4083 or (315) 443-5727

For assistance with other Accessibility and Disability Services, please contact with Adina Mulliken:

- Email: [amullike@syr.edu](mailto:amullike@syr.edu)
- Phone: (315) 443-9519

**Science and Technology Library**  
For assistance locating and using Library resources:

- Location: Service Desks
- Phone: (315) 443-2160

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## Disability Services at Temple University Libraries



The Temple University Libraries provides support for students, faculty, alumni and guest visitors with disabilities. This page identifies the services and assistance available to library patrons with a disability.

David Dillard, Reference Librarian, is the Disability Services Liaison for the Paley and Science & Engineering Libraries. You can discuss special services and needs with Mr. Dillard by calling 215-204-4584 or email to [jwne@temple.edu](mailto:jwne@temple.edu). For additional information and resources on disability services and resources please consult Mr. Dillard's Disabilities Guide. For additional information on services for students with a disability contact the university office for Disability Resources and Services.

#### On This Page

- [Library Access](#)
- [Assistance with Materials in the Bookstacks](#)
- [Assistance with Materials on Reserve](#)
- [Assistance with Media and Microforms](#)
- [Assistance with Photocopying](#)
- [Arranging Research Assistance](#)
- [Assistive Technology](#)
- [SEL/Ambler Campus Library](#)

#### Library Access

The Paley Library building is accessible from the Bell Tower entrance or the Tuttleman Learning Center entrance. Accessible elevators provide access to all levels of the building. Owing to the building's age and the placement of book stacks, some areas of the stacks are not accessible to wheelchairs. In such instances, assistance is available as outlined below.

#### Assistance with Materials in the Bookstacks

The staff of the Paley Library Access Services Department are available to obtain needed books, bound journals and other materials from the bookstacks. When in the Library help can be obtained by proceeding to the Circulation Desk on the first floor of the Tuttleman Learning Center or, if in the stacks, using the service (red) phones located on both the east and west sides of the upper levels to request assistance from the Circulation Desk. Requests to have items retrieved from the stacks may also be made 24 hours in advance by phone or email. Please call the Access Services Department at 215-204-0744.

#### Assistance with Materials on Reserve

All items on hardcopy Reserve must be requested at the Circulation Desk on the first floor of the Tuttleman Learning Center

#### Assistance with Media and Microforms

Staff at the Media Services Desk on the lower level of Paley Library are available to provide assistance in obtaining and using resources from our media collection (DVDs, CDs, etc) or microforms collection. If desired, please e-mail or call at least 24 hours in advance at 215-204-8204 to make arrangements for assistance.

#### Assistance with Photocopying

Library staff can assist with 50 pages or less of photocopying and 24 hours advance notice for photocopy requests is appreciated. We cannot guarantee the ability to provide photocopying on demand. For questions about assistance with photocopying please contact David Dillard, the Libraries' Disability Services Liaison by calling 215-204-4584 or email to [jwne@temple.edu](mailto:jwne@temple.edu).

#### Arranging Research Assistance

Librarians are available, by appointment, to provide research assistance. Assistance can take different forms including assistance with keyboarding a computer search, a consultation to help do research for papers and other assignments, or any type of activities to assist patrons with a disability to complete their research assignments and projects. To discuss research needs and/or set up an appointment with a Librarian please contact David Dillard, the Libraries' Disability Services Liaison by calling 215-204-4584 or email to [jwne@temple.edu](mailto:jwne@temple.edu).

#### Assistive Technology

The Paley Library is currently in the process of updating its assistive technology for disabled students. As new assistive technology is made available it will be added to this page. Until then the assistive technology most frequently required is made available through Disability Resources & Services. The library website is available in a text-only, ADA compliant version. You can learn more about assistive technology at Temple University at the DRS web site.

#### SEL and Ambler Campus Libraries

Patrons with disabilities who need to user the Science & Engineering Library or the Ambler Library are advised to call in advance to obtain information about services and assistance for individuals with disabilities.

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## Library Services For Users With Disabilities

### MISSION

The libraries at the University of Texas at Austin are committed to providing access to information and library services to all users, including those with disabilities, in accordance with our overall **mission**.

#### SERVICES

- Reference and research assistance
- Paging library materials
- Borrowing library materials
- Copying
- Library instruction

#### ASSISTIVE TECHNOLOGY

- Perry-Castañeda Library** Main Reference Room (PCL 2.200)
- Perry-Castañeda Library** Assistive Technology Suite (PCL 3.106)
- Screen magnification software in UT Libraries
- TTY locations on UT Campus
- Instructions and tools

#### LIBRARY RESOURCES

- Online Braille Books**  
Search the catalog of the National Library Service for the Blind for Braille books available online. A password is required to read the Braille books. Ask for assistance at the Information and Research Help Desk in PCL.
- Online Braille Magazines**  
Read Braille magazines online from the National Library Service for the Blind. A password is required. Ask for assistance at the Information and Research Help Desk in PCL.

#### FACILITIES

- Wheelchair accessible workstations in UT Libraries
- Campus accessibility maps

#### POLICY

The university libraries are committed to providing access to our collections and services in compliance with the Americans with Disabilities Act. Our policy is to provide, whenever possible, arrangements that enable library users with disabilities to work independently.

- Services for Accessing Electronic Information
- Services for Accessing Print Materials
- Reference Services
- Library Instruction
- Borrowing Materials from UT Libraries
- Inter-Library Service
- Copying Services, Library Publications, Physical Facilities & Telecommunications Device for the Deaf (TDD)


#### CAMPUS AND COMMUNITY RESOURCES

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CONTACT

TTU Libraries' Disability Resources

Texas Tech University Libraries are committed to the principle that there shall be no difference in the treatment of persons because of race, creed, national origin, age, sex, or disability and that equal opportunity and access to facilities shall be available to all. This guide describes a number of services that the Libraries provide users who have disabilities. If there are any questions about these services, or if other assistance is needed, contact the Office of Library Administration at 742-2261.

### Reference Services

Reference staff help patrons find information, in particular citations to books, journal articles, and other library materials. Subject Librarians specialize in the resources of specific disciplines, such as Psychology, Education, or Agriculture. Any library patron can request a consultation with either a Reference or Subject Librarian. These librarians can provide assistance in locating citations. Students with special needs may find this service especially helpful. Come to the Reference Desk or call the Reference Office at 742-2236 to make an appointment for a consultation.

- Assistive Software and Computer Equipment
- The University Library has several PCs equipped as follows:
  - Jaws (speech synthesis software)
  - Magic (screen magnification software)
  - Arkenstone/Ruby/Open Book (OCR scanning software that allows materials to be scanned and saved as text files) Duxbury Braille
  - Translator/DBT (can translate text files into Braille and Braille files into text)
  - There is also a scanner attached, a Braille embosser attached, and a CD burner with Roxio Easy CD Creator installed.

### Document Delivery

Document Delivery is a service that provides all library users a convenient way to obtain library-owned materials.

### Library Instruction

Orientations to the Library and its services, resources, and equipment are provided by Library Instruction program. Instruction is offered to both groups and individuals in the use of adaptive equipment and the Library Information System or to learn about services for students with disabilities. Students with special needs who prefer to attend library instruction sessions with their class may notify their class instructor or a Library Instruction Librarian (phone 742-2236) that they need assistance.

### Relay Texas

Relay Texas is a telephone relay service that provides a connection between a person using a TDD/TTY and a person using a regular phone. Phone calls to the Library may be made by dialing 1-800-735-2989 on a TDD/TTY. There is no extra charge for this phone service. Long distance calls placed within the state of Texas will be billed to the caller at a discounted rate.

### Wheelchair Access

There are ramps and automatic doors at both the east and west entrances to the Library building. Wheelchair-accessible study carrels are located on the west side of the first, second, and third Stack levels. Wheelchair-accessible restroom facilities can be found on the main floor, near Government Documents, and on the first and third Stack levels. A pay phone is located in the northwest corner of the Croslin Room. During the fall and spring semesters, a lift-equipped van provides campus shuttle service for students with disabilities between 5 p.m. and 4 a.m., Monday through Friday. Arrangements can be made to use the van by calling 742-3931 or by using the blue light phones.

### Reader Services

Reader services are not provided by the Library. Students needing reader services should schedule a reader through customary resources, such as their Texas State Commission for the Blind counselor.



Library Web site

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the Library

## Services for ... Persons with Disabilities



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### Who to Contact

- The UW Library's contact person is Janet Wason, Co-ordinator, Library Services for Persons with Disabilities.
- She can be found in the Adaptive Technology Centre, on the Main floor of the Dana Porter Library.
- You may contact her at (519) 888-4567 x33012 or through e-mail at [jewason@library.uwaterloo.ca](mailto:jewason@library.uwaterloo.ca)

### Using the Library Services

- To take advantage of all library resources and services available to patrons with disabilities:
  1. You must be a University of Waterloo student and must be registered with the campus [Office for Persons with Disabilities](#) (888-4567 x35082, located in Needles Hall, Room 1132).
  2. Get a "Letter of Recommendation to the Library" from your advisor in the Office for Persons with Disabilities (OPD).
  3. Then, make an appointment with Janet Wason (the Coordinator, UW Library Services for Persons with Disabilities) to register for these services.
- You will also want to become familiar with [building access and safety](#)
- For information on safety and evacuation procedures for the Libraries, see the [Library Safety Manual, section 2.6 and section 3.](#)
- Faculty, staff, alumni and Friends of the Library, must be registered with the campus Office for Persons with Disabilities (888-4567 x35082) to be eligible for the available services.
- Community borrowers, who have a disability, are also eligible for many of the services described below and must also register with the OPD to take advantage of these services. For more information contact [Janet Wason](#).
- Please note that priority for the use of these services will be given to students registered with the Office for Persons with Disabilities.



### ***Adaptive Technology Centre***



Though physically located in the Dana Porter Library, the [Adaptive Technology Centre](#) is available to all eligible users.

- Situated on the Main floor, it offers quiet study space and computer workstations equipped with adaptive software and internet access.
- The Centre is at the back of the library--when you enter, follow the contrasting path to the right of the Information Desk all the way to the door.
- The Centre is a fragrance-free zone.
- The Adaptive Technology Centre is open during all Library [hours](#).

### ***Study Rooms and Workstations***

- Study rooms and workstations are available on a drop-in basis.
- If you wish to book a favourite spot in the Adaptive Technology Centre, you may [reserve a room or workstation](#) in advance.
- New! Need a group study room (two or more people)? DC 1517 can be booked two days (or more) in advance. Contact Janet Wason at (519) 888-4567 x33012 or through e-mail at [jewason@library.uwaterloo.ca](mailto:jewason@library.uwaterloo.ca)
- The Library has more group and single study rooms that can be [booked online](#).

### ***Davis Centre Library***

- A workstation with Internet access on an electronically adjustable table in the RBC Information Commons.
- A group-study room (two or more people), DC 1517, that can be booked two days in advance. Contact Janet Wason at (519) 888-4567 x33012 or through e-mail at [jewason@library.uwaterloo.ca](mailto:jewason@library.uwaterloo.ca)
- More group and single study rooms that can be [booked online](#).
- An Optelec Clearview+ Video Magnifier(CCTV) in room 1522; use your WatCard to sign out the key from the Circulation Desk.



### ***Research Assistance***

- Janet Wason will provide individual assistance on using the Library's catalogue, research databases and other electronic resources by appointment or on a drop-in basis.
- If you require in-depth subject assistance, arrangements will be made with the [subject-specialist librarian](#) for further help.
- The Library's [Ask A Librarian](#) service offers reference assistance by e-mail, chat or telephone.
- We offer term-loan borrowing privileges. Please contact Janet Wason for more information.

### ***Retrieving Library Materials***

- Eligible users may take advantage of the Library's [UW @ UW](#) retrieval service. For more information, please contact Janet Wason.
- Janet Wason or staff at the Circulation Desk will retrieve one or two urgently needed items as soon as possible.
- Circulation Staff can retrieve up to 10 items by the next workday. Please provide them with a list of the titles and call numbers.



### ***Campus Book Delivery***

- Circulation Services staff will send circulating library materials (up to 5 items) to users on campus via interoffice mail.

- Titles and call numbers must be given to Circulation Services.
- You can do this in person, by phone at (519) 888-4883, or by e-mail to our [Book Delivery Service](#)

#### **Alternative Format Materials**

- Janet Wason will search for and order textbooks available in alternative formats, whether [Braille](#), [audio](#), [large print](#) or electronic files.

#### **Sources for Alternative Formats (Electronic Texts, etc.)**

- The Library's collection of online books and other electronic sources is growing daily. Check out our [Research Databases](#) page for many of our listings.
- We have collections such as [Early English Books Online](#), [NetLibrary](#), [Safari Tech Books](#) and much, much more. Take a look at our [Books Available Online](#) page for a more complete listing.
- Many other websites provide access to [alternative format materials](#)



#### **Photocopying**

- Students registered with the Office for Persons with Disabilities may be eligible for photocopying or print-enlarging services at Express Copy in the Dana Porter Library or at Davis Copy in the Davis Centre.
- Please check with your OPD Advisor to see whether you qualify.

#### **About Library Services for Persons with Disabilities**

- "The University of Waterloo Library endeavours to provide equitable access to library facilities and materials to all members of its community. In acknowledging the need for alternatives by some individuals to standard library services, and in modifying both the physical structure and policies within the library system, the library is working towards providing independent access by everyone to the library's resources."
- To this end, and in compliance with the Ontarians with Disabilities Act, the Library has published its first [Accessibility Plan](#).
- As part of the plan, the Library surveyed the information and accessibility needs of students with disabilities. The [survey](#) was carried out in conjunction with the Office for Persons with Disabilities.
- In 2004, the Ross and Doris Dixon Charitable Foundation created an [Adaptive Technology Fund](#) to assist with purchasing equipment and furnishings that enhance the Library's services to persons with disabilities. The inaugural purchase by the Library was a colour video magnifier to be used by patrons with low vision. We are grateful to the Foundation for their continuing support.
- In 2005, the Ontario Government passed the [Accessibility for Ontarians with Disabilities Act](#) (or AODA).



#### **Contact Information:**



[Janet Wason](#), Library Assistant/Coordinator,  
Library Services for Persons with Disabilities  
Adaptive Technology Centre  
Dana Porter Library  
University of Waterloo Library  
Waterloo, Ontario N2L 3G1  
(519) 888-4567 x33012

Last Updated: November 26, 2009

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# Yale University Library

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## Services for Persons with Disabilities

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[Public Service Representatives](#)  
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### Library Assistance for Persons with Disabilities

The Yale University Library serves as an important research and educational resource for the students, faculty, and staff of the Yale community. In order to ensure all users equitable access to the library's collections, public services, and web resources, the library has developed a program of services that enable users with disabilities to take full advantage of its offerings.

The following services will be available to persons with disabilities upon request:

#### Finding and Using Library Materials

- Assistance to facilitate the use of finding aids (online and physical)
- Paging of books from stacks and shelf areas (may be on a delayed basis)
- Assistance in ascertaining the availability of books and periodicals housed in Yale libraries
- Extension of reserves or loan periods or modification of other lending rules on an individual basis when possible
- Telephone assistance with finding out the status of an item on Orbis, the online catalog. On an individual basis, library staff will check to see if an item is on the shelf (may be on a delayed basis)
- Ensuring of access to microform readers, computers, and other pieces of information technology
- Assistance with photocopying of a limited number of pages from books and journals (may be on a delayed basis)

#### Reference Assistance

- Advice about access to specialized online information sources
- Explanations and descriptions of sources of specialized information
- Help with numerous bibliographic citations
- Instruction on how to use available library technologies located at adaptive workstations

#### Proxy Cards

Users with disabilities are eligible to obtain a proxy borrower's card from the [Information Services](#) for a specified friend or attendant to borrow library materials on their behalf. Proxy cards for non-students/staff will be determined on a case-by-case basis depending on an applicant's particular circumstances.



Public services representatives from each of the Yale libraries should be contacted with any questions you may have regarding these services. For more information on university-level assistance for Yale students and staff with disabilities, contact the The Office for Equal Opportunity Programs.

**Public Service Representatives [from each of the Yale libraries]**

Access Services/Circulation [Sterling Memorial Library/Bass Library]

Cindy Greenspun, Access Services Supervisor, Access Services

Tel. 436-4672

Brian Kiss, Library Services Assistant

Tel. 432-1857

Area Studies [African, East Asian, Judaica, Latin American, Near East, Slavic & East European, and Southeast Asia collections]

Temporarily Vacant

Haas Family Arts Library [including Arts of the Book Collection, Classics Library, Drama Library, and Visual Resources Collection]

Holly Hatheway, Assistant Director for Access Services

Tel. 432-6219

Beinecke Rare Book & Manuscript Library

Doreen Powers, Manager of Administrative Services

Tel. 436-4946

Divinity Library

Susan Burdick, Circulation Manager

Tel. 432-5288

Law Library

Martha Clark - Information Access Manager

Tel. 432-1609 (Weekdays Contact)

Cesar Zapata - Collections & Access Coordinator

Tel. 432-7294 (Weekends Contact)

Library Administration Services/Human Resources

Amy Burlingame, HR Supervisor and Staffing Representative

Tel. 432-1810

Diane Turner, Associate University Librarian for Human Resources, Organizational Development and Community Relations

Tel. 432-1810

Library Building Operations

John Vincenti, Manager, Building Operations & Security

Tel. 432-1773

Manuscripts & Archives

Michael Frost, Library Service Assistant

Tel. 432-1764

Medical Library [including Epidemiology and Public Health Library]

Betty Whittemore, Senior Administrative Assistant, Medical Library

Tel. 785-5352

Music Library

Richard Boursy, Archivist

Tel. 432-7883

Research Services & Collections [Sterling Memorial Library/Bass Library]

Lucille Houde, Library Service Assistant

Tel. 432-1783

Science libraries [Kline Science, Engineering & Applied Science, Geology, Sterling Chemistry, Forestry, and Mathematics libraries]

Marybeth Bean, Manager, Kline Science Library  
Tel. 432-3443

Social Science libraries [including Government Documents and Information Center and Seeley G. Mudd Library]

Judith Carnes, Social Sciences Librarian and Coordinator of Instruction/Training  
Tel. 432-3306

Web, Workstation, and Digital Consulting Services

Meng Tang, Senior Programmer Analyst  
Tel. 432-1847

#### Available Adaptive Technology

##### **Haas Family Arts Library**

Classrooms available for persons with reading assistants.

All individual study rooms are wheelchair-accessible with one smaller room equipped with a VHS/DVD

/Audio workstation

Wheelchair-accessible workstations.

##### **Bass Library**

Classrooms available on a scheduled basis for persons with reading assistants

All individual study rooms are wheelchair-accessible and sound-proof for persons requiring space to work with reading assistants, play audiotapes, take oral examinations, etc.

Two wheelchair-accessible public workstations (one with large screen)

Wheelchair-accessible carrel (may not suit all wheelchairs)

Wheelchair-accessible photocopy machine located on the men's room side of the upper level, past the display cases

##### **Beinecke Rare Book & Manuscript Library**

Currently testing screen reader software that will translate Beinecke's manuscript finding aids into voice output (software could be made available on demand)

##### **Divinity Library**

Adjustable table in the reference room

PC with large print keyboard, glare screen, and trackball

##### **Engineering & Applied Science Library**

PC with large screen, large letter keyboard, Zoom Text magnification, and headphones

##### **Forestry and Environmental Studies Library**

Hand-held print magnifier available from the circulation desk.

##### **Kline Science Library**

Adjustable table

Hand-held print magnifier

PC with large print keyboard, large screen, trackball, and headphones

Wheelchair-accessible photocopier

Zoom Text Magnification with text speech Instructions

##### **Manuscripts & Archives**

PC (NT 4.0; 21" Monitor; 32 MB Graphics Card)

Wheelchair-accessible workstation

##### **Medical Library**

Microsoft accessibility options (e.g., for increasing the font size display of web pages) available on PC workstations

Wheelchair-accessible photocopier in the photocopy room

##### **Social Science Library**

Adjustable table in the reference room  
PC with large print keyboard, large screen monitor, and trackball

**Sterling Memorial Library**

PC with CCTV [magnifies printed text] in the Linonia & Brothers (L&B) Reading Room  
Wheelchair-accessible photocopy machine located across from the Privileges Office

**Physical Accessibility Information**

**Haas Family Arts Library**

The newly remodeled library is wheelchair accessible.

**Bass Library**

The building is wheelchair-accessible. An outside elevator (located in the pavilion entrance to the Thain Family Cafe and the Bass Library) will take the reader directly to the Bass Library.

To get to the Sterling Memorial Library from the Bass Library, readers with wheelchairs should take the elevator one level up to the tunnel connecting Bass Library and Sterling Memorial Library. Once through the tunnel, in the Wright Reading Room, turn left to the elevator and proceed up to the main level and the Sterling Memorial Library nave.

**Beinecke Rare Book & Manuscript Library**

The building is wheelchair-accessible via the doorway on its south side. The guards, who are on duty during library hours at the desk on the street-floor level, will assist anyone needing to use the elevator to reach the exhibition floor or readers' services on the court level. The restrooms, on the court level, are wheelchair-accessible according to current codes.

**Chemistry Library**

The building and one floor of the library are wheelchair-accessible (through elevator in the BASS building and connection on 4th floor).

**Classics Library**

Persons with wheelchairs must call the desk (432-8054); the elevator goes to the fifth floor only with a key.

**Engineering & Applied Science Library**

The building and one floor of library are wheelchair-accessible. A wheelchair-accessible restroom is located on the lower level of the building.

**Geology Library**

The building and one floor of library are wheelchair-accessible. A wheelchair-accessible restroom is available on the 1st floor of the building.

**Kline Science Library**

The building and one floor of library are wheelchair-accessible. Wheelchair-accessible restrooms are available in the library.

**Mathematics Library**

One of the 3 rooms of the Mathematics Library (LOM 223) is wheelchair-accessible. Library readers can use an elevator in Dunham Lab and take it to the 4th floor, proceed down the corridor, and over the bridge to reach the Math Library.

**Medical Library**

The library is wheelchair-accessible via the entrance on 333 Cedar Street. Elevator access to the basement collections is available.

**Social Science Library (service point for Government Documents)**

The building is wheelchair-accessible. The building has no elevator nor wheelchair-accessible restrooms.

**Sterling Memorial Library**

The building is wheelchair-accessible via the High Street entrance. Readers who require assistance to



get into the Sterling Memorial Library should ring the doorbell (located to the right of the right-most door). A security book monitor will open the door and assist the reader into the library.

**Other Resources Available on Campus**

[Accessibility Maps of Yale University](#)

[The Advisory Committee on Resources for Students and Employees with Disabilities](#)

[Office for Equal Opportunity Programs](#)

[Resource Office on Disabilities](#)

[Wheelchair-Accessible Rooms at Yale University](#)

**Library Policy**

[Policy Statement, Library Services for Persons with Disabilities](#)

[Report of the Task Force on Services for Persons with Disabilities](#)

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## Online Forms

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## Libraries

### Accommodations for Disabilities

#### Disabled Services Form

Circulation services provides book/periodical retrieval for disabled patrons who need help taking books off the shelves. The retrieval request form is available below, or appointments at Love Library can be made by calling 402-472-2561 or 402-472-9568 during library hours. Patrons requiring retrieval service should have all call numbers and citations ready when they submit their list. We will attempt to have items ready for pick-up 24 hours after submission of the request. Items not picked up after 48 hours will be returned to the shelf, unless other arrangements have been made.

Copying requests cannot be accommodated by Library Staff.

Library staff are not responsible for verifying accuracy of citation or call number; and inaccurate or incomplete retrieval requests will not be filled.

You will need to fill the Retrieval Request form out completely to have it processed.

To request more than one item, use the following method:

- Fill the form out completely for each item requested.
- Submit the form
- Follow link returning you to Request site (or use "back" button)
- Edit item information, while leaving patron information identical

#### Retrieval Request Form

##### PATRON INFORMATION

Name:

Email Address:

Address:

Zip Code:

Phone:

Patron ID# (Located on your UNL N Card or IRIS card):

##### ITEM INFORMATION

Holding Location: 

UNL Call Number:

Book or Article Title:

Author/Editor:

#### Forms

- [Accommodations for Disabilities](#)
- [Disabled Service Form](#)
- [Authorized Users Form](#)

Journal Name:

Volume:

Number/Month:

Year:

Edition:

Page

Numbers:

To expedite delivery please fill out all information completely. Inaccurate or incomplete retrieval requests will not be filled.

**Delivery Options**

Pick up at one of the following Libraries:

Select Library Name Here 

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Clear Message

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## Libraries

### Accommodations for Disabilities

#### Authorized Users Form

The Authorized Users service is designed to allow patrons with disabilities to designate others to check out library materials using their NCard or IRIS record.

An Authorized Users Form is required to pick up Interlibrary Loan materials.

If you wish to assign new authorized users or renew your current authorized users, please complete this form and allow at least 24 hours for processing.

A paper version of this Authorized Users Registration Form is available at all circulation desks.

Complete the form and click submit to have it processed.

#### Forms

- [Accommodations for Disabilities](#)
- [Disabled Service Form](#)
- [Authorized Users Form](#)

#### PATRON INFORMATION

<input type="text"/>	Patron Name
<input type="text"/>	Email Address
<input type="text"/>	Contact person
<input type="text"/>	NCard or IRIS card number of disabled person

#### AGREEMENT

The use of an authorized user will be granted only to patrons with a current library record.

- \* **The duration of authorized user privileges may not exceed one year.**
- All authorized users must be 18 years of age and must have or obtain a current library record.
- All authorized user forms must have the NCard or IRIS card numbers for both authorized user(s) and patrons
- Users are limited to five
- Any authorized user submission not meeting the terms of this agreement will be returned to the contact person of the corporation for correction.
- Electronic submission of this form indicates an understanding of these policies and an agreement to comply.

#### AUTHORIZED USER INFORMATION

##### Authorized User #1

<input type="text"/>	Authorized User Name
<input type="text"/>	NU ID and ISSUE# or IRIS card number
<input type="text"/>	*Expiration Date (not to exceed one year)

##### Authorized User #2

<input type="text"/>	Authorized User Name
<input type="text"/>	NU ID and ISSUE# or IRIS card number
<input type="text"/>	*Expiration Date (not to exceed one year)

##### Authorized User #3

<input type="text"/>	Authorized User Name
<input type="text"/>	NU ID and ISSUE# or IRIS card number

\*Expiration Date (not to exceed one year)

**Authorized User #4**

Authorized User Name

NU ID and ISSUE# or IRIS card number

\*Expiration Date (not to exceed one year)

**Authorized User #5**

Authorized User Name

NU ID and ISSUE# or IRIS card number

\*Expiration Date (not to exceed one year)

**QUESTIONS?**

Any questions about this service should be directed to:  
Circulation Services  
106 LL  
UNL City 0410  
or by email to: [dpearson1@unl.edu](mailto:dpearson1@unl.edu)

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Library Web site

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the Library

## Services for ... Persons with Disabilities

### Dana Porter Library Adaptive Technology Centre RESERVE A ROOM OR WORKSTATION

#### First Two Steps:

1. Register with the [Office for Persons with Disabilities](#),  
NH room 1132.
2. Contact [Janet Wason](#),  
Dana Porter Library,  
room 251C  
to arrange for an orientation session on using  
the Adaptive Technology Centre.

Check Library [hours](#).

#### Bookings for:

#### November 2010

#### Next Two Steps:

1. Check the daily schedule for availability - web  
or print (outside room 251C).
2. Book a free spot in one of three ways:
  - i. e-mail [Janet Wason](#) call her at (519)  
888-4567 extension 33012, or
  - ii. leave a message under her door (room  
251C)

Sun	Mon	Tues	Wed	Thur	Fri	Sat
	<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>	<u>5</u>	<u>6</u>
<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>	<u>12</u>	<u>13</u>
<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>	<u>19</u>	<u>20</u>
<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>	<u>25</u>	<u>26</u>	<u>27</u>
<u>28</u>	<u>29</u>	<u>30</u>				

Check the [seven important details about booking](#).

#### December 2010


Sun	Mon	Tues	Wed	Thur	Fri	Sat
			<u>1</u>	<u>2</u>	<u>3</u>	<u>4</u>
<u>5</u>	<u>6</u>	<u>7</u>	<u>8</u>	<u>9</u>	<u>10</u>	<u>11</u>
<u>12</u>	<u>13</u>	<u>14</u>	<u>15</u>	<u>16</u>	<u>17</u>	<u>18</u>
<u>19</u>	<u>20</u>	<u>21</u>	<u>22</u>	<u>23</u>	<u>24</u>	<u>25</u>
<u>26</u>	<u>27</u>	<u>28</u>	<u>29</u>	<u>30</u>	<u>31</u>	

[Adaptive Technology Centre Info](#) - [UW Disability Services](#) - [UWELib](#)
[Comments?](#)



## Assistive Technology

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**SERVICES**

**Information Commons Software - Assistive Technology**




**Abbreviations:**  
 Main IC = Main Library Information Commons  
 SEL IC = Science-Engineering Library Information Commons  
 FAL IC = Fine Arts Library Information Commons  
 PC = Windows PC  
 Mac = all Macintosh (G4/G5/iMac), iMac = only on iMacs in Main IC  
 • = see Notes  
**On all PCs:**

Company	Software Name	Version	Desktop Folder	Main IC	SEL IC	FAL	Notes
	Magnifier		<a href="#">Assistive Technology</a>	PC	PC	PC	
	Narrator		<a href="#">Assistive Technology</a>	PC	PC	PC	
	On-Screen Keyboard		<a href="#">Assistive Technology</a>	PC	PC	PC	

**On assistive technology station PCs:**

Company	Software Name	Version	Desktop Folder	Main IC	SEL IC	FAL	Notes
Nuance	Dragon Naturally Speaking Preferred	10.1	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	PC: ARADT 201	Assistive Tech PCs only
	Inspiration	8	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	ARADT 201, MUADT 201	Assistive Tech PCs only
Freedom Scientific	Jaws	11	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	ARADT 201, MUADT 201	Assistive Tech PCs only
Kurzweil	Kurzweil 1000	11	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602			Assistive Tech PCs only
Kurzweil	Kurzweil 3000	10	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602			Assistive Tech PCs only
Freedom Scientific	MAGic	11	<a href="#">Assistive Technology</a>	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	PC: ARADT 201, MUADT 201	Assistive Tech PCs only
	ReadPlease	2003		PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	PC: ARADT 201, MUADT 201	Assistive Tech PCs only

**Services A-Z**  
**Borrowing Information**  
 Information Commons  
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 Software  
 Software A-Z  
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 Architecture  
 Assistive Technology  
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 Class Software  
 Disk Utilities  
 File Transfer  
 Fine Arts  
 Graphics  
 Software  
 Math, Science & Engineering  
 Office Software  
 Plugins  
 Reference  
 Scanning  
 Statistics  
 Viewing/Listening  
 Web Browsers  
 Web Page Creation  
 Software & Hardware Guides  
 Policies  
 Floor Plans  
 Other Computers  
**Express Document Center**  
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 Document Delivery  
 For Faculty & Instructors  
 For Graduate Students



ARIZONA STATE UNIVERSITY

[Home \(http://lib.asu.edu\)](http://lib.asu.edu) > [ADA Services - ASU Libraries \(http://lib.asu.edu/ada\)](http://lib.asu.edu/ada) >

## ADA Services - Hayden Library

[Location \(#location\)](#) | [Hours \(#hours\)](#) | [Equipment \(#equip\)](#) | [Resources \(#resources\)](#) | [Contact \(#contact\)](#)



The ADA Services' staff and facilities on the Tempe campus are available to assist individuals with disabilities in accessing library materials and information. Our services are for ASU students, faculty, and staff who self-identify as having a disability. While members of the community with disabilities are welcome to do library research with our staff's assistance, ASU affiliates will be given precedence. Our services include:

- Orientation to the library and its materials
- Instruction on accessing and searching the Library Catalog, Online Databases, and the Internet
- Assistance with using various MS Office Applications
- Assistance with library research skills
- Book retrieval and assistance with photocopying and printing during staffed hours
- Training on our adaptive equipment and technology

### Location

The ADA Services room is a comfortable, user-friendly area with 9 workstations equipped with a wide selection of adaptive technology. [Map \(/ada/hayden/map\)](#)

### Hours

ADA Services facilities are open during all [Library Hours \(/hours/hayden\)](#). Staff available during these [hours \(/hours/desk/ada\)](#). If individual assistance is needed, we encourage making an appointment to ensure our availability. Please call 480-965-0573 to schedule your appointment.

### Equipment

#### Adaptive technology available:

##### Blind or low vision:

Braille Embosser  
Large Print Keyboard  
Duxbury Braille Translator  
JAWS Screen  
Magic  
OpenBook  
JAWS Braille Viewer

##### Other physical impairments:

BigKeys Keyboard  
Micro Mini Keyboard  
Maxim Adjustable Keyboard  
VersaPoint Wireless Keyboard

Smart Cat Touchpad Mouse  
Pro Trackball Mouse  
Roller Plus Joystick  
Trackman Live! Wireless Mouse  
Tracker 2000  
Jelly Bean Switches  
SofType On-screen Keyboard

Learning Disability:

Kurzweil 3000  
Scan and Read Pro

Other technology:

Adjustable-height tables  
Headphones  
Adjustable lighting  
CCTV  
Scanners  
Microform Scanner  
TTY  
Omnipage  
E-Text Reader  
Text to Audio  
Inspiration 8

## Resources

[Disability Resources Center - Tempe Campus](http://www.asu.edu/studentaffairs/ed/drc/) (<http://www.asu.edu/studentaffairs/ed/drc/>)  
[Student Recreation Center](http://src.asu.edu/Adaptive) (<http://src.asu.edu/Adaptive>)  
[Learning Support Services](http://www.asu.edu/studentaffairs/lss/) (<http://www.asu.edu/studentaffairs/lss/>)  
[Assistive Technology \(UTO\)](http://help.asu.edu/Assistive_Technology) ([http://help.asu.edu/Assistive\\_Technology](http://help.asu.edu/Assistive_Technology))

Other Tempe Libraries

[Architecture](/ada/architecture) (</ada/architecture>)  
[Law Library](http://www.law.asu.edu/Library) (<http://www.law.asu.edu/Library>)  
[Music](/ada/music) (</ada/music>)  
[Noble](/ada/noble) (</ada/noble>)

## Contact

For additional assistance please contact the [ADA Services](/ada/contact#hayden) (</ada/contact#hayden>) at the Hayden Library.


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ASU Libraries, Arizona State University | P.O. Box 871006 Tempe AZ 85287 | [Maps and Locations](#)



| Phone: 480-965-6164 | Email: [askalib@asu.edu](mailto:askalib@asu.edu) |



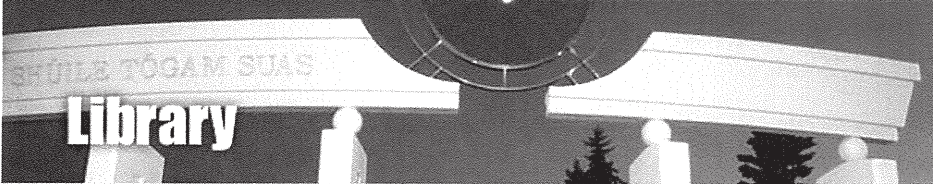


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Biogeoscience Institute

MADGIC +

Microforms

Photoduplication Services

Reserves

Visual Resources Centre +

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## Adaptive Technologies

### Services for Persons with Disabilities

[Services](#) | [Building Access](#) | [Facilities](#) | [Internet Resources](#) | [Disability Resource Centre](#)


[Click here for Audio Version](#)

#### Services

For physical assistance with research work, volunteers/aides are available through the [Disability Resource Centre](#)(403)220-6920

#### MacKimmie (Main) Library

- Please contact Leslie Potter, liaison person for the disabled, at the Information Commons (2nd Floor Library Block) for any assistance or information you may need. 220-3446 [ljpotter@ucalgary.ca](mailto:ljpotter@ucalgary.ca)
- For more available services, please visit <http://library.ucalgary.ca/infocommons/services/>.
- Adaptive Technologies:**
  - Students registered with the [Disability Resource Centre](#) can book the adaptive workroom in the Information Commons. Bookings can be made:
    - In person at the Information Commons Service Desk (2nd Floor Library Block)
    - By phone or email to Leslie Potter 220-3446 [ljpotter@ucalgary.ca](mailto:ljpotter@ucalgary.ca)
  - The adaptive workroom has a PC with the following specifications:
    - IBM Net Vista
    - Pentium 4 Processor, speed 1.8 GHz
    - Hard Drive size: 40G
    - Memory : 256 RAM
    - Epson Perfection 2580 Photo Scanner
    - Inspiration v.7.5
    - TextHelp Read&Write v.7.0
    - ZoomText Xtra v.7.0
- Retrieval of Materials:**
  - Library staff will gather materials and leave them at the Circulation Desk (Main Floor Library Tower) for pickup. Turnaround time is usually 24 hours (Monday-Friday). Please ask for assistance at the Information Commons Service Desk (2nd Floor Library Block).




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Services

Equipment & Adaptive Software

Alternate Format Text



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Library Accessibility Services

Library > Assistance > LCSD > Equipment & Software

Equipment & Software

Text Size: S M L XL

**Equipment**

The LAS computer lab has a range of specialized equipment including:

- 7 computers on adjustable-height worktables, equipped with scanners and a full range of conventional and adaptive software.
- A high-speed scanner.
- A printing station.
- A colour, closed-circuit television with a 17-inch monitor.
- A Braille embosser that can create tactile images.
- One desk-mounted, and one portable, illuminated magnifying glass.

**Adaptive Software**

The following adaptive software is installed on the lab's computers:

- Kurzweil 1000 and 3000**  
Programs that scan and read text for people with visual impairments and learning disabilities.
- Dragon Naturally Speaking, Preferred**  
A program which enables you to create written documents using dictation.
- TextHELP! Read & Write**  
A support program for people who experience difficulty reading, spelling and writing.
- Inspiration**  
A visual thinking program that enables you to brainstorm, and organize your written work.
- Zoomtext Extra!**  
A screen magnifying and reading program.
- Jaws**  
A screen reading program that operates in all Windows applications.

The following adaptive software is available for loan at the Library Circulation Information desk:

- Kurzweil 3000 Version 11 in USB Key Format**  
3 fully authorized, complete versions of Kurzweil 3000 on Flash USB drives  
Please note - currently these drives only work on computers running Windows XP or Vista.

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Learning Commons


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[liblcsd@uoguelph.ca](mailto:liblcsd@uoguelph.ca)


First Floor, McLaughlin Library  
University of Guelph  
Guelph, Ontario N1G 2W1

**LAS Co-ordinator**

Athol Gow  
519-824-4120 ext. 52312



Partner in



The Learning Commons





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## Adaptive Equipment

ADAPTIVE EQUIPMENT	LOCATION(S)
Braille Printer	Ekstrom Library, Special Services
Braille, Manual	Disability Resource Center Ekstrom Library, Special Services
CCTV / Print Enlarger	Disability Resource Center Ekstrom Library, Special Services Kornhauser Library South Computing Center Tutoring Lab (Strickler Hall)
Dragon Dictate Naturally-Speaking	Disability Resource Center
Intellikeys Adaptive Keyboard	Disability Resource Center Ekstrom Library, Metro Lab North/South Computing Centers
JAWS Speech Synthesis software	Disability Resource Center Ekstrom Library, Special Services
Kurzweil 1000 software w/scanner	Ekstrom Library, Special Services
Kurzweil 3000 software w/scanner	Disability Resource Center
Kurzweil Reader/Scanner	South Computing Center
Magic Screen Magnification	Disability Resource Center
Max Handheld Electronic Magnifier	Ekstrom Library, Media Resources
Open Book Ruby software w/scanner	Disability Resource Center
Panasonic Talking Calculator	Ekstrom Library, Media Resources
Trackball Adaptive Mouse	All Computing Centers Disability Resource Center Ekstrom Library, Metro Lab
TTY Phone	Disability Resource Center Ekstrom Library, Reference (outgoing calls only) Law Library Student Activities Center
Wheelchair Accessible Work Areas	All Computing Centers All Libraries Disability Resource Center
ZoomText Screen Magnification Software	Available on Belknap Campus



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**Assistive Technology Center (ATC)**  
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[Software in the ATC](#)  
[Equipment in the ATC](#)  
[Assistive Technology in the MSU Branches](#)  
[Resource Center for Persons with Disabilities at MSU](#)  
[Assistive Technology Center Michigan State University  
100 Library W308  
East Lansing, MI 48824  
U.S.A.](#)  
  
Ph: 517.884.6458

## Assistive Technology Center

**Welcome!**

The Assistive Technology Center, also known as the ATC, at the Main Library has been established to provide assistive and adaptive technology designed to provide patrons with various disabilities access to the library and its resources. This Center is maintained by Denise Forro and other library support staff to provide advice and technical support for the resources located in the room.

**Denise Forro, Librarian and Coordinator**

**Hours of Operation**

The Assistive Technology Center is available the same hours that the Main Library building is open. If the room is locked, please ask at the Circulation Desk for it to be unlocked. Personal assistance is available from the Reference Desk staff after 10:00 am Monday through Friday and limited hours on weekends and breaks.

**Location**

The ATC is located in room W124 on the first floor of the Main Library. The room is near the Red Cedar entrance, which is ramp-accessible and has power assisted doors.

**Contacts**

To schedule appointments for assistance or for more information on the Assistive Technology Center, contact Denise Forro at 517.884.6458 or email [forro@msu.edu](mailto:forro@msu.edu).

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MSU » MSU Libraries » About Us » Assistive Technology Center » Room Layout

## Assistive Technology Center (ATC)

### ATC Room Layout

### Software in the ATC

### Equipment in the ATC

### Assistive Technology in the MSU Branches

### Resource Center for Persons with Disabilities at MSU

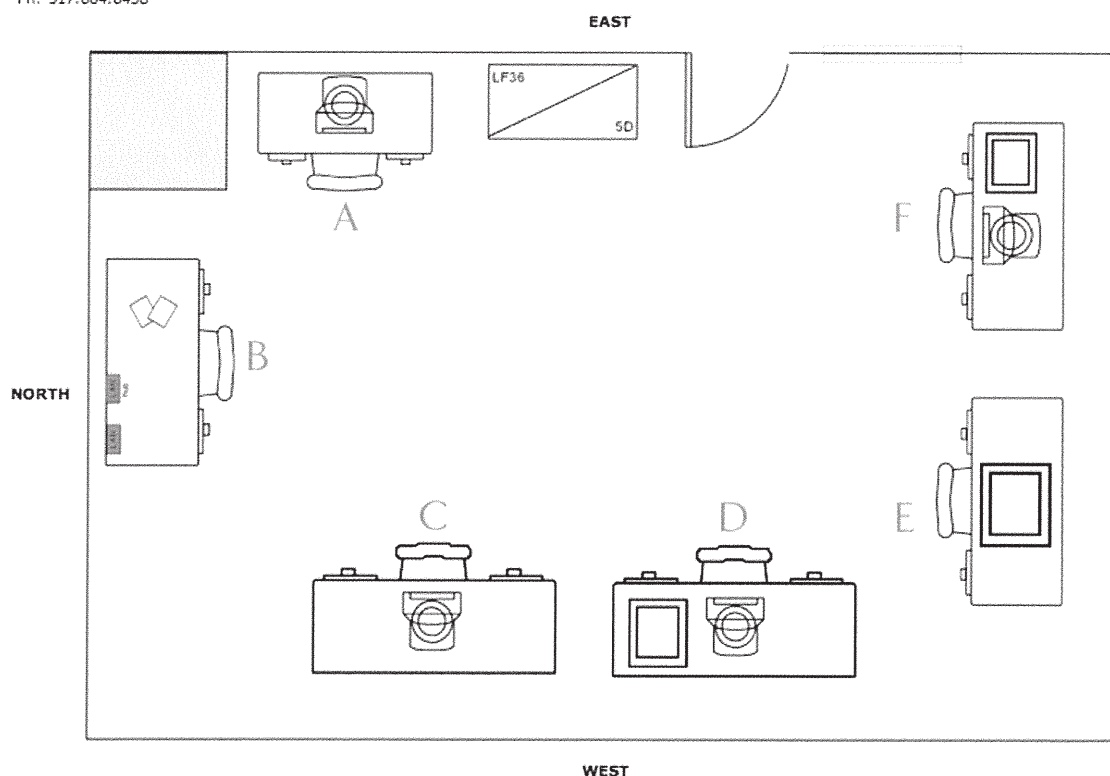
Assistive Technology Center  
Michigan State University  
100 Library W308  
East Lansing, MI 48824  
U.S.A.

Ph: 517.884.6458

## Room Layout

This page will give you an overview of the different workstations in the Assistive Technology Center, the software installed on each machine and the location of other useful equipment in the room for our patrons.

The Assistive Technology Center is accessed from the concourse in the Main Library from either the Beaumont Tower entrance to the North, or from the Red Cedar entrance to the South of the room.




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### Assistive Technology Center (ATC)

**ATC Room Layout**

**Software in the ATC**

**Equipment in the ATC**

**Assistive Technology in the MSU Branches**

**Resource Center for Persons with Disabilities at MSU**

Assistive Technology Center  
Michigan State University  
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U.S.A.

Ph: 517.884.6458

### Software in the ATC

The Assistive Technology Center, also known as the ATC, at the Main Library has been established to provide assistive and adaptive technology designed to provide patrons with various disabilities access to the library and its resources. This Center is maintained by Denise Forro, and other library support staff to provide advice and technical support for the resources located in the room.

**Public Workstation Software (1 computer)**

The software on this workstation is designed to provide our community users access to Federal documents and materials currently available in the MSU Libraries on our Selected Electronic Resource computers. This computer contains a screen reader with magnifying capabilities.


**Student Workstation Software (2 computers)**

- Adobe Acrobat
- Adobe Photoshop
- Adobe Premiere
- Atlas Speaks
- Bradbury Braille Builder
- Dragon Systems Dragon Naturally Speaking
- Adobe ImageReady
- Internet Explorer
- Jaws for Windows
- Kurzweil 1000 version
- Kurzweil 3000 version
- MacOpener
- Microsoft FrontPage
- Microsoft Office
- Mozilla Firefox
- thinkDesign
- ZoomText

Modified: 04/28/08

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Contact Information


CAP  
University of Minnesota  
McNamara Alumni Center  
200 Oak St SE Suite 180  
Minneapolis, MN 55455

[Map to our office](#)


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Specialist  
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Adaptive Technology  
Associate  
(612) 624-3303  
[eeklund@umn.edu](mailto:eeklund@umn.edu)

612-626-9654 (Fax)

**CAP**

Computer Accommodations Program



## Adaptive Technology Lab Equipment

[JAWS For Windows \(JFW\) by Freedom Scientific, Inc.](#)  
Synthesized speech technology that makes it possible for a Windows based computer to speak the information being displayed on the monitor. Key combinations provide access to reading, navigational and system controls for individuals with visual, learning and other impairments.

[ZoomText Xtra by Ai Squared](#)  
Screen magnification application for use on Windows based computers. Information can also be spoken by the computer using the application's built-in synthesized speech technology.

[SmartView Color CCTV by PulseData International](#)  
Close-circuit monitor and camera system provides access to print and other materials by increasing their size, contrast and brightness. Built-in controls are available for image size, focus and a variety of both black/white and color video modes. The SmartView can divide the screen to display both material placed under the camera and computer generated output on the monitor simultaneously.

[BrailleWindow by Humanware, Inc.](#)  
Forty-five eight-dot cell refreshable Braille display allows tactile reading of text presented on the computer monitor. Multiple built-in controls are available for screen navigation and other functions.

[Juliet Braille Embosser by Enabling Technologies Company](#)  
Braille printer that produces double-sided (interpoint) Braille documents. Output is 11" (H) X 11.25" (W) pages with 25 lines of 40 characters each per side.

[Duxbury Braille Translator for Windows by Duxbury Systems, Inc.](#)  
Windows application used for creating, editing and producing Braille documents. Text in a variety of standard file types (e.g., .TXT, .WRI and .DOC) can be imported and converted to Braille.

[NaturallySpeaking by Nuance Communications, Inc.](#)  
Speech recognition technologies that make it possible to control a computer and enter data without touching the keyboard or the mouse. A person who is unable to use their hands or who must limit their use can move cursors and pointers, perform keystrokes, carry-out system functions and create documents using only their voice.

[WRIST WIZARD by R&H TECHNOLOGIES](#)  
The Wrist Wizard provides total support to the arms, wrists and palms. Vertical and lateral wrist motion is stabilized, while allowing fingers to move freely. The system holds the wrist rigid and allows the forearms to move effortlessly in any horizontal direction.  
HELPS RELIEVE:

- CARPAL TUNNEL
- NECK PAIN
- BACK PAIN
- WRIST PAIN

[Microsoft Natural Keyboards by Microsoft, Inc.](#)  
Microsoft Natural Keyboards are the result of extensive ergonomic and usability research. Their split, gently sloped shape encourages natural hand, wrist and forearm positioning. A built-in palm rest provides a comfortable place for hands when not typing.

[Trackballs by Kensington Technology Group](#)  
Trackballs encourage natural hand positioning and reduce arm, shoulder and wrist

movement. A top-mounted ball allows easy fingertip or mouth-pointer control and precision pointing. Their symmetrical design fits both left- and-right-handed users and all hand sizes. Some models offer custom programmable buttons, which can automate repetitive tasks or enable mouth-pointer users to perform drag-n-drop functions. Some models also offer scroll wheels for speeding through long documents and web pages.

[Kurzweil 1000 by Kurzweil Educational Systems, Inc.](#)

An advanced reading tool for people who are blind or severely visually impaired. Kurzweil 1000 works on a personal computer in conjunction with a flatbed scanner and synthetic speech to convert printed text into speech.

[Kurzweil 3000 by Kurzweil Educational Systems, Inc.](#)

Reads scanned or electronic text aloud using human sounding synthetic speech. Words are highlighted as they are spoken. This auditory and visual presentation of information helps increase reading accuracy, speed and comprehension for struggling readers.

[OmniPage Pro by Nuance Communications, Inc.](#)

Scanning application used to acquire and process digital images of print materials. Optical Character Recognition (OCR) processing can convert graphical characters into text, which may then be read using synthesized speech technology.

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Last modified on 12/22/2005



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Main Library Hours: 8:30am - 3am  
more for Wednesday, November 17

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Mac/PC Classroom  
Math Library  
MediaWorks Lab  
Music Library  
Music Listening Library  
PC Classroom  
Periodicals & Newspapers  
Reference Department  
Schaffner Library  
Science & Engineering Library  
Special Collections  
Transportation Library

Home » Services » Technology Resources & Services » Printing & Computing » Listing by Department » Adaptive Technology Lab

**Adaptive Technology Lab**

Computers in the Adaptive Technology Lab

Location  
Main Library, Lower Level, Room B176

Number of Computers  
One (1) (Windows Vista)

Hours of operation  
Call the NU Services for Students with Disabilities office at 847-467-5530

Printing Availability  
One (1) Braille Printer

Other Hardware

- Trackball
- Scanner
- Closed-circuit TV for magnification of texts

PC Software


Operating System

- Windows Vista


Software

- Kurzweil 3000 version 8 Scan-and-Read (students can scan in their texts and have the Kurzweil read texts to them while taking notes and highlighting these texts online)
- Dragon Naturally Speaking version 8 (text-to-speech software that allows students to dictate their papers)
- MAGic 6.2 (enlarges everything on the screen)
- Jaws (reads everything on the computer screen)
- Duxbury (text-to-Braille translation software necessary for Braille printing)

POPULAR LINKS



- [NUcat](#)
- [Electronic Resources](#)
- [Library Guides](#)
- [Book Location Guide](#)
- [Digitized Collections](#)
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**NORTHWESTERN UNIVERSITY** Northwestern University Library 1970 Campus Drive Evanston, IL 60208-2300 Evanston: 847.491.7658 Fax: 847.491.8305 [library@northwestern.edu](mailto:library@northwestern.edu)

## INFORMATION

Alden Library's Adaptive Equipment room is maintained through the generous endowment of G. Lynn Shostak and is located on the second floor in the Learning Commons. The room is designed to offer additional support to students, faculty, and staff who may need special consideration when coming to the library. Equipment is housed within the room to assist patrons with mobility or physical impairments as well as those in need of study or learning aides. In order to use the room simply go to the Reference Desk and ask to be let in. A library staff member will show you to the room and unlock it for you. No appointment is necessary, and the room is accessible on a first come, first serve basis.

Hours for the Shostak Room are identical to the hours for the Learning Commons, which is open 24 hours a day, 5 days a week, with extended hours on the weekend. Hours vary over holidays and intercessions, so please call the Reference Desk with any questions at 740-593-2699 about the hours of operation. The second floor entrance to the library is equipped with a wheelchair ramp, and additional assistance can be obtained by calling the Reference Desk.

The Library is committed to making our services available to every student, faculty, and staff member of Ohio University. If you have any questions regarding the services, software, or equipment described in the following pages, please call or email the librarian listed on the back for more information or clarification.

## ADAPTIVE EQUIPMENT ROOM at Alden Library

### NEED MORE INFORMATION?

Reference and Instruction Librarian  
*Christopher Guder*

Alden Library Learning Commons (2nd floor)

Email: [guder@ohio.edu](mailto:guder@ohio.edu)

Phone: 740-597-1975

URL:

<http://www.library.ohio.edu/serv/disab.html>

[HTTP://WWW.LIBRARY.OHIO.EDU/SERV/DISAB.HTML](http://www.library.ohio.edu/serv/disab.html)  
GUDER@OHIO.EDU  
740-597-1975



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OHIO UNIVERSITY



## ADAPTIVE EQUIPMENT ROOM

## Alden Library Learning Commons

### SERVICES

#### *Collaboration with Institutional Equity*

Students who are registered with Institutional Equity may request through that office that we make digital copies of textbooks and other class materials that are not available electronically. The digital versions can then be used with various software packages available at the library that assist students with physical or learning disabilities. In addition, registered students, faculty, and staff may request a key to a remote book drop which enables them to drive up and return materials in a secure location.

#### *Retrieving Materials*

The library has staff available to assist patrons with disabilities in obtaining materials. Books and other materials can be pulled and placed at the Circulation Desk so that the student, faculty, or staff member can pick them up at their convenience. There is also the Document Delivery service which enables the user to request that materials like journal articles and book chapters be scanned and made available electronically.

#### *Library Research*

Librarians are available to assist all students, faculty, and staff by providing individualized research assistance. Individual sessions can be scheduled to help with specific research questions or general instruction on the services the library provides including catalog and database searching. Class sessions can also be scheduled where a librarian will come into the classroom and explain the services the library offers.

### SOFTWARE

- Tools that translate written text into Braille.
- Programs that read material found on websites back to the user and transfer written text into a digital format that can be saved in the form of a sound file or simply read back to the user.
- Tools designed to identify spelling errors and homophones, assist in research with links to web-based resources, and create outlines for use as a study aid.
- Screen reading programs that enable visually impaired patrons to have material on the screen read to them, with quick key functions that replace the need for a mouse to navigate a screen or document.
- Voice recognition programs that enable the user to create text by speaking into a microphone. Users with motor skills limitations can use their voice to accomplish many of the same functions that a keyboard offers.

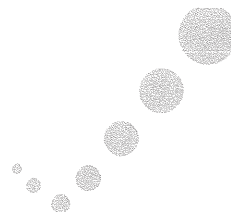
#### *List of Applications*

(Last updated on December 15, 2006)

TextHelp Read & Write Gold  
Kurzweil 1000 and 3000  
JAWS  
Open Book  
ZoomText  
Duxbury Translation Software

### HARDWARE

- A Braille embosser to produce Braille documents.
- Scanner to produce digital versions of documents in order to have them read by software applications available in the room.
- A laptop available for checkout within the building that contains several of the software applications available in the Adaptive Technology Room.
- Electronic magnifier that produces an enlarged image of the written text on a television located in the room.
- Phone that can be used to call for assistance.
- Window blinds to block excess light or to provide privacy.
- Speakers, headphones, and microphones to use with software applications
- Large monitor
- Black dry erase board with white markers for visually impaired
- User guides and manuals



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## Disability Services

### Assistive Technology

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In addition to our other services offered, the Office of Library Services for Persons with Disabilities also provides a large number of assistive technology devices for use by our patrons. We also provide training and support during office hours, M-F 8:00-4:30.

[Hardware](#)

[Software](#)

[Other Devices](#)

### Hardware

---

- Assistive Learning Devices (ALDs): Transmitter/receiver that assists persons with hearing impairments
- Braille Printer: Prints Braille material from a computer
- Headphones: Used with programs (e.g. screen readers) and devices that read material to a student with visual impairments
- Large Monitors: Facilitates computer use by individuals with visual impairments by allowing for more continuous display of magnified material without excess scrolling.
- Scanners: Computer peripheral used to create digital images of print materials to be processed by the computer. The image is manipulated so that individuals with disabilities can access it.

### Software

---

#### Dragon Naturally Speaking

Software program that uses voice recognition technologies allowing users with visual impairments and mobility to control a computer and enter data without touching the keyboard or the mouse

Typing is the main function, but the user can also perform some formatting and control certain aspects of the computer

### **Duxberry Braille**

Windows application used for creating, editing and producing Braille documents

Text can be imported and converted to Braille from a variety of standard file types (e.g., .TXT, .WRI and .DOC)

### **Inspiration Pro**

Software program acting as a visual learning tool that assists individuals with learning disabilities

Helps to develop ideas and organize the thought process

### **Jaws**

Software program that uses synthesized speech technology to speak the information being

displayed on a computer monitor for individuals with visual, learning, and other impairments  
Allows a visually impaired user to navigate a graphical interface using voice output and sound cues

Can understand HTML tags and read the information correctly

Combines Web reading and browsing.

### **Kurzweil 3000**

Aids individuals with visual, learning, reading disabilities by reading scanned or electronic text aloud using human sounding synthetic speech

Users see the printed material on the screen and hear the text.

Omni Page

Scanning application used to acquire and process digital images of print materials

Uses Optical Character Recognition (OCR) processing to convert graphical characters into text

The text may then be read using synthesized speech technology

### **Read and Write**

Screen reader application that helps people with disabilities such as dyslexia

Integrates with almost all windows applications

### **ZoomText**

Screen magnification application for use on Windows based computers

Can also read text aloud with integration of other products

### **Other Devices**

---

#### **Adjustable Desks**

Allow for wheelchair access and accommodation of people with back problems by using electrically adjustable height work surfaces



Workstations are usually oversized for easier access

### **Audio/Tape Player**

Allow for the taping of lectures and also materials be read out loud

### **Brailier**

A typewriter with Braille keys

### **CCTV**

Close-circuit monitor and camera system provides access to print and other materials by increasing their size, contrast (viewing dark type on a light background or light type on a dark background), brightness, and focus

Built-in controls are available for image size, focus and a variety of both black/white and color video modes

Helpful for people with visual impairments

Users can change print contrast

### **Speech Calculator**

A talking calculator for individuals who are blind or have visual impairments

### **Tactile Image Enhancer**

Takes a hand-drawn or printed picture from a computer and raises the lines to create a tactile image

Benefits people who are blind or have other visual impairments

### **Wheelchair**

For use by individuals who have a hard time moving through the library

**Are there are any other assistive technology devices that you are interested in? Or do you have any questions? If so, please contact our department.**



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South Carolina's Flagship University
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- Thomas Cooper Hours
- Maps
- Libraries
- Libraries and Collections
- About the Libraries
- Research Tools
- Library Services
- Disability Assistance
- Contacts
- Ask a Librarian



## Computer Lounge - Equipment

### Hardware

- 61 Windows Desktop Computers
- 3 Macintosh Computers
- 75 Windows Laptops
- 25 Mac Laptops
- 5 Windows Scanners
- 3 Mac Scanners

### Software

#### Programs on select Desktops

- Acrobat Pro: Computers 1-2 (Maclab), Computers 48-55
- Final Cut Pro: Computers 48-50
- Illustrator: Computers 1-2 (Maclab), Computers 48-55
- InDesign :Computers 1-2 (Maclab), Computers 48-55
- Jaws: Computers 56, 58, 60
- Photoshop: Computers 1-2 (Maclab), Computers 48-55
- SAS: Computers 1-5
- Simbiotica: Computers 1-5
- Software for Intellikeys Keyboard: Computers 56, 58, 60
- SPSS: Computers 1-5
- ZoomText: Computers 1

#### Programs on all PC Desktops

- Aleks
- Acrobat Reader
- Audacity
- CD BurnerXP
- CMS
- Firefox
- GIMP
- Maple
- Microsoft Office 2010
- Open Office
- Quicktime
- Windows DVD Maker
- Windows Media Player
- VLC

**Suggestions**

- News, Events & Exhibits
- Friends of the Libraries
- Endowments & Gifts
- Support University Libraries



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# Morris Library

at Southern Illinois University Carbondale

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## Disability Support Services

Last update: Aug 10th, 2010 | URL: <http://libguides.lib.siu.edu/disabilitysupportservices> | [Print Guide](#) | [SHARE](#) [f](#) [t](#) [v](#)

### Disability Support Services

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### Disability Support Services



## Disability Support Services

*Southern Illinois University Carbondale*

*Disability Support Services (DSS)*

SIUC DSS is the *central office* for services to students with disabilities. Support services are offered to a wide range of individuals including those with mobility, sight and hearing impairments, deaf or hard-of-hearing, learning disabilities, and other impairments. Prospective or newly admitted students should contact SIUC DSS at 453-5738 for further information.

### The Library offers the following services to disabled patrons:

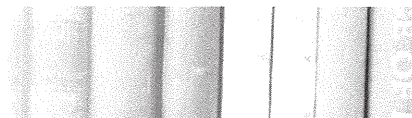
- § Retrieval and help with photocopying of materials in the Library
- § Research assistance
- § Assistive technology in the DSS Room

### Disability Support Services (DSS) Room

Assistive technology for disabled patrons is located in the DSS Room (Room 103M) on the 1<sup>st</sup> floor of Morris Library. It has the following equipment:

#### Hardware

- Two Pentium Dual-core 2.60GHz computers
- Two Dell 22 in. wide screen monitors
- Two sound cards with speakers
- One laser printer
- One Braille printer
- One flat bed scanner
  
- One Read-Scanner
- One Braille
- One headset microphone (checkout @ the Reserve Desk)
- One cassette player
- One CCTV

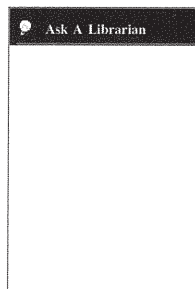


[Admin Sign In](#)

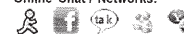
### Getting Help



We're Here to Help!



### Online Chat / Networks:



**Contact Info:**  
[Send Email](#)

**Links:**  
[Website / Blog](#)  
[Profile & Guides](#)

## Software

### First computer, specialty software:

- Connect OutLoud Version 2.0
- HP Scan Wizard
- IBM Via Voice TTS Runtime
- Jaws Version 10.0
- OpenBook Version 7.0
- Via Voice OutLoud Version 4.0
- WinBraille Version 3.13
- ZoomText 9.1

### Second computer, specialty software:

- Dragon Naturally Speaking 10.0

### Both computers:

- Ad-Aware Version 6.0
- Adobe Reader Version 9.0
- Microsoft Office XP Professional
- McAfee Enterprise Edition 8.5

### Overview of Assistive Technology Software:

**Ad-Aware** - a tool that allows System Administrators to remove spyware from the computers to protect the privacy of the users

**Adobe Reader** - allows users to open Adobe Acrobat files that are attachment in an e-mail and that are used in web pages

**Arkenstone OPENBook** - allows computer users to read, edit and manage scanned images from printed documents

**Dragon Naturally Speaking** - voice recognition software that receives input from a microphone and translates it into text; when you say "hello," it types "h-e-l-l-o"

**HP scan Wizard** - HP scanning software allows users to scan images onto the computer

**IBM Via Voice TTS Runtime** - a module that allows OpenBook to read documents that are scanned onto the computer

**JAWS for Windows** - recognizes information/text on the screen and reads it aloud to the computer user

**McAfee Enterprise Edition** - an antivirus that protects the users and computers from viruses

**MS Office XP Professional** - allows user to create, manipulate, and view documents, spreadsheets, power point presentations, databases, and frontPage web development

**WinBraille** - a driver that allows printing to a Braille printer

**Patrons who need in-depth training in using the software should contact the SIUC DSS office. If DSS is unable to provide them with training, Morris Library can provide training, though not as in-depth as that provided by DSS. Patrons who would like to receive training from Morris Library should make an appointment with either the Support Services staff member or the Computer Support Specialist.**

### Library Procedures for Disability Services:

When a disabled patron needs assistance in Morris Library, the following people help in the order they appear on the list:

1. **Information Desk** staff members can help patrons do research, identify the equipment and programs related to assistive technology, and direct patrons to the appropriate computer/equipment.
2. If patrons need additional services, they will be put in contact with the **Support Services staff member**, who acts as a professional liaison to SIUC DSS and provides reasonable assistance for all assistive equipment and software in Morris Library. The Support Services staff member has been trained in basic use of the equipment and software, and by arrangement, can also provide help disabled patrons with research and retrieval/photocopying of materials.
3. Should there be complex software questions that are beyond the scope of the Support Services staff member's knowledge, the **Computer Support Specialist** will be contacted. This person provides a more advanced level of assistance, as well as troubleshooting hardware problems and being the liaison with software companies when such needs arise. The Computer Support Specialist has had ongoing training in the use of the equipment and software.





Jean and Alexander Heard  
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#### Quick Links

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Email

Hardware and Software in the Libraries > Adaptive/Assistive Equipment

### Hardware and Software in the Libraries

What's here? Information about what kind of **computer equipment** (laptops, scanners, printers, software, etc.) and **audiovisual equipment** (standalone CD and DVD players, microform equipment, etc.) is available in the library.

Questions? Ask us!

See other kinds of equipment: Adaptive/Assistive • Audiovisual • Computer • Copiers, Printers, and Scanners • Microform • Other

Adaptive/Assistive by Library

#### Clear View video magnifiers (1)

Central Library  
Government Information-Media Services (4th Floor)

#### Public workstations (PC) (1)

Central Library  
Government Information-Media Services (4th Floor)

Adaptive workstation with large monitor

Software available:  
• ZoomText

#### Public workstations (PC) (18)

Peabody Library  
Learning Commons (Room 304)

PCs with CDRWs and 3 scanners

Software available:

- Adobe Acrobat Professional 9 (on workstations N, P, and Q)
- Adobe Dreamweaver CS4 (on workstation P)
- Adobe Fireworks CS4 (on workstation P)
- Adobe Flash Professional CS4 (on workstation P)
- Adobe Illustrator CS4 (on workstation P)
- Adobe Photoshop CS4 (on workstation P)
- Adobe Photoshop Elements (on workstation N and Q, with scanner)
- Adobe Premier Elements (on workstations P and G, with DVD burners)
- Adobe Soundbooth CS4 (on workstation P)
- ArcGIS
- EndNote X
- Gimp
- Intercooled Stata 9 (Educational Lab license: for student use or use by faculty for teaching)
- JAWS 8 (workstation R only)
- KompoZer
- Microsoft Office Standard
- R
- RecordNow CD Burning Software
- Roxio Creator
- SAS
- SPSS
- Stat/Transfer 8 (Educational Lab license: for student use or use by faculty for teaching)
- Stata
- ZoomText (workstation R only)

#### Scanners (1)

Central Library  
Government Information-Media Services (4th Floor)

Software available:

- Kurzweil 1000 11

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Campus Libraries: Biomedical | Central | Divinity | Law | Management | Music | Peabody | Science & Engineering |  
Special Collections | TV News

Vanderbilt University | Phone Numbers/Addresses of Campus Libraries | Privacy Policy

Jean and Alexander Heard Library, 419 21st Avenue South, Nashville, TN 37203-2427

Telephone 615-322-7100 | Fax 615-343-8279





## Disabled Patron Services

The University Library, in partnership with the [Learning Needs and Evaluation Center](#) and [ITC](#), provides a variety of services and equipment in support of the research needs of individuals with disabilities.

Arrangements can be made for retrieving materials or providing specialized study arrangements.

Patrons with visual or hearing impairments can find a variety of assistive technology in Clemons Library. This includes:

- headphones (checkout from Circulation)
- ZoomText software
- Kurzweil 3000 Reading, Writing, Learning software
- JAWS screen reading software
- a Sorenson VideoPhone for ASL communication
- 2 Pico handheld magnifiers (checkout from Circulation - magnifiers can also be checked out at Alderman Library, Brown Library, and the Music Library)
- a Topaz desktop video magnifier (also available in Alderman Library in the Government Information Reading Room on the 3rd floor, in the Music Library in Old Cabell Hall, and in the Brown Science and Engineering Library in Clark Hall)

Individual libraries can provide specific information about wheelchair accessibility. For more information about these and other services, call Todd Burks, Coordinator of Disability Services (Office phone: 924-3162; Clemons Library Main Desk: 924-3684; Email: [tcb2e@virginia.edu](mailto:tcb2e@virginia.edu)).

### University of Virginia Library

PO Box 400113, Charlottesville, VA 22904-4113

ph: (434) 924-3021, fax: (434) 924-1431, [library@virginia.edu](mailto:library@virginia.edu)

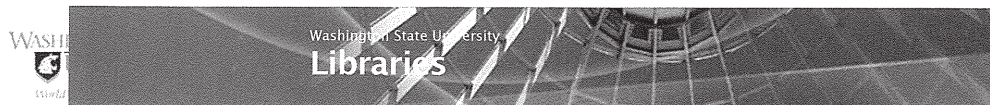
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## WSU Library Services for Users with Disabilities

- ▶ [CAMPUS CONTACTS](#)
- ▶ [ASSISTIVE TECHNOLOGIES, ACCESS, AND SERVICES AVAILABLE AT CAMPUS LIBRARIES](#)
- ▶ [LIST OF ASSISTIVE TECHNOLOGIES BY DEVICE TYPE](#)

### Campus Contacts

WSU Libraries ADA Representative  
Marilyn Von Seggern  
Holland & Terrell Libraries 120M  
Phone: (509) 335-8859

WSU ADA Compliance Office: Center for Human Rights

WSU Disability Resource Center  
Administration Annex Rm 205; (509) 335-1566; Fax: (509) 335-8511

WSU Campus Accessibility for Individuals with Disabilities  
Reasonable Accommodation  
Facilities Accessibility  
Technology Access

Commission on the Status of Individuals with Disabilities

WSU Assistive Technology Committee

### Assistive Technologies, Access, and Services Available at Campus Libraries

#### Library Hours and Telephone Numbers

[Libraries FAQ](#) for location of library buildings on campus, parking information, library cards, and other information.

[Wireless/ Wired Network access in the Libraries](#) Information on Ethernet/Wireless Access in the WSU Libraries.

#### WSU Visitor Center and Parking Information

[Campus parking map](#) This map can be enlarged on your screen. Look for the blue disability symbol to indicate parking spaces.

#### Holland and Terrell Libraries (Humanities/Social Sciences)

**Access to Collections:** Stacks are ADA-spaced. Assistance is available for special needs; ask at the Circulation Desk. The video collection can be keyword searched in Griffin, the Libraries' catalog, for the closed caption feature.

**Reference Assistance:** Specialized reference services are available. For assistance contact the Holland and Terrell Libraries Reference Desk at 335-8516. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

#### **Assistive Technologies:**

Wheelchair accessible computer on height-adjustable table (reference area on 1st floor; ask Reference Librarian for adjustment)  
Kurzweil Reader (reference area on 1st floor)  
Spectrum video magnifying monitor (Optelec) (reference area on 1st floor)  
Magnifying glass (reference desk on 1st floor)  
Magnifying glass on stand (Manuscripts, Archives, and Special Collections on Ground Floor)  
TDD phone - Telecommunications Device for the Deaf (hallway between old and new libraries, 1st floor)

**Building access:** entrance equipped with automatic door; ramp to rotunda area. Some inner doors to public units do not have automatic access. The elevators are located in the hallway connecting the old and new libraries and are wheelchair accessible. Restrooms, also wheelchair-accessible, are on 1st, ground, and basement floors in hallway connecting old and new buildings.

#### **Parking:**

Underground parking garage beneath the Holland and Terrell Libraries, enter from Colorado St.

Disability parking in the Compton Union Building (CUB) parking lot (east end of the building); enter CUB from parking lot and continue through to Terrell Library at the west end.

end of that floor.  
Holland and Terrell Libraries Web Page

#### **Owen Science & Engineering Library**

**Access to Collections:** Stacks are ADA-spaced. Assistance is available for special needs; ask at the Circulation Desk.

**Reference Assistance:** Specialized reference services are available. For assistance contact the Owen Library Reference Desk at 335-2674. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

**Assistive Technologies:**

Cleanview Class video magnifier (Human Ware Inc.)(reference area on 1st floor)  
Magnifying glass on stand (reference area on 1st floor)

**Building access:** entrance equipped with automatic door. The elevators are located in the stairwell and are wheelchair accessible. A wheelchair-accessible restroom for women is on floor and for men on 2nd floor.

**Parking:** Anyone with a disability parking permit can park in front of Owen Library on College Ave. There are also three disability parking spaces in the lot behind Cleveland hall; turn Stadium Way on Nevada St. to get to these.

Owen Science & Engineering Library Web Page

#### **Health Sciences Library, Wegner Hall 170**

**Access to Collections:** All stacks are 3 feet wide; stacks on the lower floor are not accessible to disabled users unless the door alarm is disarmed but assistance is available for special needs; call in advance (335-9556).

**Reference Assistance:** Specialized reference services are available. For assistance contact the Health Sciences Library at 335-9556. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

**Building access:** two wheelchair-accessible building entrances are located at the rear of the building; wheelchair-accessible elevators on every floor on the west side of the building. Wheelchair-accessible restrooms on every floor.

**Parking:** there are 2 rear handicapped-accessible building entrances with 3 disability parking spaces each; there is one disability parking space in the metered lot in front of the building.

Health Sciences Library Web Page

#### **Brain Education Library, Cleveland Hall 130**

**Access to Collections:** Stacks are 3 feet wide and all on the 1st floor; ask at the Circulation Desk for assistance.

**Reference Assistance:** For general assistance, contact the Brain Education Library Circulation Desk at 335-1492. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

**Building access:** There is wheelchair access from front entrance to ground or first floor of Cleveland Hall and from rear parking lot to ground floor. Wheelchair-accessible elevators in lobby area; restrooms are wheelchair-accessible on every floor.

**Parking:** Turn off Stadium Way onto Nevada St. to get to the parking lot at the rear of Cleveland Hall. Parking is also available in the lot on College and Spokane Streets next door to Cleveland. Parking permits are required in these lots except after 5 p.m. and on weekends. Metered parking is available on Nevada St. and in the College and Spokane Streets lot. Handicap parking is available in both lots and directly in front of the building on the College Avenue pedestrian mall. For more information, see Parking Information.

Brain Education Library Web Page

#### **Architecture Library, Carpenter Hall, 1st floor**

**Access to Collections:** Stacks are 3 feet wide and on the main floor; ask at the Circulation Desk for assistance.

**Reference Assistance:** Specialized reference services are available. For assistance contact the Architecture Library at 335-4967. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

**Assistive Technologies:**  
wheelchair-height workstation

**Building access:** Automatic doors into Carpenter Hall but not into library; wheelchair-accessible elevator and bathrooms

**Parking:** available in the covered parking garage under Daggy Theatre off of College Avenue. Ramp from parking garage side entrance.

Architecture Library Web Page

#### **Fischer Agricultural Sciences Library, Johnson Hall Annex, C-2**

**Access to Collections:** Stacks are 3 feet wide and on the main floor; ask at the Circulation Desk for assistance.



**Reference Assistance:** Specialized reference services are available. For assistance contact the Fischer Agricultural Sciences Library at 335-2266. For assistance with specific subject disciplines, contact the designated liaison librarian. Appointments for research consultations with a librarian may also be arranged.

**Building access:** automatic door at building entrance

**Parking:** 1 disability parking space is available on Wilson Road, the street in front of Fischer Library.

Fischer Agricultural Sciences Library Web Page

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## List of Assistive Technologies Available at WSU Libraries

### by Device Type

#### Assistive Technology for Physically Disabled Users

Computer, wheelchair accessible on height-adjustable table

*Holland and Terrell Libraries Reference area on 1st floor; ask Reference Librarian for help with adjustment*

#### Assistive Technology for Blind and Visually Impaired Users

Computer with large screen monitor

*Health Sciences Library on 1st floor*

Kurzweil Reader

*Holland and Terrell Libraries Reference area, 1st floor*

Magnifying glass

*Holland and Terrell Libraries Reference Desk, 1st floor*

Magnifying glass on stand

*Holland and Terrell Libraries MASC [Manuscripts, Archives, and Special Collections] on the Ground Floor*

*Owen Science & Engineering Library, Reference Area on 1st floor*

Video magnifier, Clearview Class (Human Ware Inc.)

*Owen Science & Engineering Library, 1st floor*

Video magnifier, Spectrum (Optelec)

*Holland and Terrell Libraries, Reference Area, 1st floor*

#### Assistive Technology for Hearing and Speech-Impaired Users

TDD phone - Telecommunications Device for the Deaf

*Holland and Terrell Libraries, 1st floor hallway between the old and new libraries*

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WSU Libraries , PO Box 645610, Washington State University, Pullman WA 99164-5610, 509-335-9671, Contact Us

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## User Needs Assessment

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## Services for ... Persons with Disabilities

### Services for Persons with Disabilities

University of Waterloo:

Library Survey of Information and Accessibility Needs of Students with Disabilities

Prepared by

Jane Britton, Michele Laing, Wish Leonard, Shabiran Rahman

Jamie Russell, Dan Sich, and Janet Wason

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[Appendix B: Survey Cover Letter](#)

University of Waterloo:

Library Survey of Information and Accessibility Needs of Students with Disabilities

### 1. INTRODUCTION

The "Library Survey of Information and Accessibility Needs for Students with Disabilities" at the University of Waterloo was conducted by the [Community Needs Assessment Committee \(CNAC\)](#) of the University of Waterloo Library between February 9, 2004 and May 7, 2004.

The purpose of the survey was to study the satisfaction level of students with disabilities with respect to the Library's services and resources. This survey was conducted on behalf of Janet Wason, Coordinator of Library Services for Persons with Disabilities, and in conjunction with the Office for Persons with Disabilities, University of Waterloo. It was done to comply with the [Ontarians with Disabilities Act, 2001](#) and the [University of Waterloo Library's Accessibility Plan for 2003-2004](#).

Following the passing of the Ontarians with Disabilities Act of 2001, the University of Waterloo created an accessibility plan[1]. Within this context, the UW Library produced its own accessibility plan[2] in the fall of 2003. Initiatives included an accessibility audit targeting physical elements at the three largest libraries on campus, and a review of reference services which included meeting with a focus group of students with disabilities.



### 2. THE SURVEY

#### Goals

The goals of the survey were:



1. To obtain information about physical accessibility at the various library locations (for example entrance and exit, moving around within the libraries, furniture, signage, barriers to communication with library staff).
2. To obtain information about satisfaction with current library services (circulation, reference, library instruction, etc.).
3. To obtain information about the accessibility of library resources. Users who utilize specialized accessibility software packages, audiotapes, Braille, etc. as well as those who do not, were considered.
4. To identify potential new directions and possible changes to current services and resources.

### Methodology

The target population was all students registered with the Office of Persons with Disabilities (OPD). All disabilities were included. To ensure confidentiality, it was agreed that contact information would not be made available to the survey team in the library. Once the survey had been developed, it would be passed on to the OPD who would contact the students and invite them to complete the survey.

CNAC determined that a web-based survey was the most appropriate assessment tool for this project. Considering the fact that the population to be surveyed was a special group, it was agreed that the survey would also be made available in print to those who requested. phpESP ([php Easy Survey Package](#)) survey software was used to create the questionnaire. Jack Cooper, of UW's Information Systems & Technology, assisted with the project and provided invaluable assistance with the development of the survey, with technical support during the collection phase, and with statistical support afterwards.

Ethics clearance was obtained through the University's Office of Research Ethics.

Paper and web versions of the survey were pre-tested by students visiting the Adaptive Technology Centre in the Dana Porter Library. The online survey was tested with the JAWS screen reading software to ensure that it was accessible to the target population.

The OPD had determined that over 950 students with disabilities on campus were registered with that office. The survey team developed the web survey hoping to target all of these students. It became clear at the time of delivery that current contact information was available for only a small number of students. The first wave of the survey was sent out to 162 students, and 74 surveys were returned. The survey team felt that many students had been missed, and the OPD made a second attempt to obtain contact information. They relied on the information provided by students who had approached the office for assistance with exam accommodation. A second wave of the survey was sent to all of these students, asking them not to answer the survey if they had already done so. Altogether 492 students were invited to participate and a total of 107 surveys were completed.

### Confidentiality

Ensuring the confidentiality of the respondents was a major issue. Because the targeted population is a special population, the survey team was required to ensure that not only were the responses to be confidential but also that those contacted were to remain anonymous. It was understood that the very fact that these students had been contacted and/or had responded to the survey would single them out as "students with disabilities."

In order to receive appropriate accommodation at UW, students provide documentation and disclose detailed information concerning the nature of their disabilities to Office for Persons with Disabilities. This information is treated as private and confidential, as is a student's registration with the office. Students sign a form giving permission to OPD staff to share confidential information with each other and to disclose to and/or obtain information from professors so that academic support services can be properly implemented.

Since only the Co-ordinator, Library Services for Persons with Disabilities is included in this disclosure, CNAC members could not directly administer the survey. The OPD agreed to contact the students by e-mail and ask them to respond to the survey. This added another layer of complexity to sending out the survey.

It was agreed that all students registered with the OPD would be invited to participate in the web survey. Altogether 492 e-mail messages were sent out in two waves by the OPD; the first from February 9 to March 5, 2004 and the second from April 19 to May 7, 2004. Printed copies of surveys were made available to those who needed them from the Adaptive Technology Centre in the Dana Porter Library and from the Office of Persons with Disabilities. A cover letter accompanying print copies of the survey included the name and contact information for the Co-ordinator of UW Library Services for Persons with Disabilities.



### Formulating Survey Questions, from Goals to Questions

A sample of questions was prepared using *Planning for Library Services to People with Disabilities*[3] for ideas and guidelines. The type of information sought was then identified, and the questions were reviewed to determine what information might be missed. Additional questions were formulated. The questions were then categorized according to which of the survey's goals each addressed. It was recognized that certain questions pertained to more than one of the stated goals.

In the question designed to determine the nature of respondents' disabilities, the five categories of disabilities listed were those used by the Office for Persons with Disabilities in its reporting to the Ontario Ministry of Training, Colleges and Universities (2003):

Deaf, Deafened or Hard of Hearing  
Learning Disability  
Medical  
Mobility  
Visual

### Input from the Office for Persons with Disabilities

The OPD was asked to suggest additions, deletions, and/or editorial changes to the survey questions. Many of these were made; however, some of the additional questions suggested were determined to be extraneous to the survey's stated goals. It was decided that some of the data that the OPD wished to collect would be better gathered through focus groups rather than via the survey, and that this could occur after the survey was completed.

Suggestions for ways to improve the survey were also solicited from students registered with the OPD. Some of these suggestions were approved, and the survey was adjusted accordingly. (See Appendix A: Survey Questions)

The cover letter wording was also vetted by the OPD. It was finalized after making a few changes at the suggestion of the OPD. (See Appendix B: Survey Cover Letter)

### Prize Allocation

Respondents to each survey had the opportunity to enter a draw for two UW Retail Certificates of fifty dollars each.

From the start there was some concern regarding how prize winners would be identified without violating anonymity. Participation in the draw was voluntary and available to all those who answered the survey. Each survey respondent who wished to enter the draw was assigned a number. A random

number generator was used to identify the two "winning numbers." These numbers were sent to the Co-ordinator of Library Services for Persons with Disabilities, who then looked up the respondents' e-mail addresses and sent them notifications. No other person on the survey team had access to or met the winning respondents.



### 3. ANALYSIS

Seventy-four surveys were returned after the end of the first phase and 33 after the second. The return of 107 surveys gave the response rate of 21.8%. The data was entered into SPSS (Statistical Package for the Social Sciences) and frequencies were obtained for multiple-choice questions. Open-ended comments were analyzed by the survey team to determine whether they applied to the above-mentioned goals.

It was apparent that some questions in the 107 returned surveys (chiefly questions 18 to 24) had a very low response rate. The group agreed that in cases where there were a large number of non-responses, the responses would be analyzed based on the number of people that actually answered a particular question, rather than using 107 as the base for all answers. Analysis of responses was done using this principle and is indicated when the base number used is other than 107.

At least two factors account for the low response rate on certain questions, one being the nature of the targeted population, and the other being the phrasing of the questions. As a special population, survey respondents were specifically instructed that answering any of the survey questions was optional. This was done to prevent undue pressure on them. Pre-testing on a larger scale could have ensured that all disabilities were represented and that questions were suitable, making optional questions unnecessary. An explanation of missing values for certain questions could be the way the questions were phrased. For the questions starting with "if...", only those respondents who had an opinion responded.

The majority of respondents were undergraduate students; however 8.4% noted that they were in graduate programs at UW. Students were also spread out over the various faculties with the highest percentage, 46.7%, in the Faculty of Arts.

In regard to the nature of disability, learning disability was noted most often (40.2%). The Dana Porter Library was the library of choice for 69.2% of the students while 23.4% used the Davis Centre Library most often.



### 4. FINDINGS

#### A. Goal 1

To obtain information about physical accessibility at the various library locations (for example entrance and exit, moving around within the libraries, furniture, signage, barriers to communication with library staff).

#### Physical Environment: Barriers that make the Library Difficult to Use

Sixty-five students did not answer the question. This was quite surprising as the survey team had provided a comprehensive list of possible barriers and left the possibility of adding to the list in an open-ended choice. One possibility could be that many students do not face any barriers and the assumption of the survey team that students face barriers may not be correct. The question should have been formulated with closed wording as: "Are there barriers that make the library difficult to use? Yes or No. If yes then please identify them," rather than with the open wording used: "If you face barriers..."

This was a multiple choice question that allowed respondents to identify more than one barrier. Of the 42 students who answered the question, the breakdown of the barriers that make the library difficult to use is as follows:

Barrier	Number of Responses	Percentage
Entrance	4	9.5%
Exit	2	4.8%
Aisles	3	7.1%
Book Stacks	10	23.8%
Washrooms	9	21.4%
Elevators	1	2.4%
Photocopiers	7	16.7%
Information Desks	4	9.5%
Circulation Desks	2	4.8%
Doors inside the Library	1	2.4%
Lighting	11	26.2%
Other	16	39.1%

This shows that lighting in the library was the most significant barrier, identified by 26.2% of students who answered the question. Comments about lighting specifically mentioned the lighting in the Davis Centre Library, with one student describing it as "horrible". Accessing book stacks was next, at 23.8%. Nine students, or 21.4%, responded that they faced barriers in using the washrooms. It should be noted here that the survey was conducted prior to the renovations in Davis Centre Library and some responses to this question may thus no longer be valid.

#### Signage

To the surprise of the researchers, 88.79% (95) of students noted that signs in the library were clear. This contradicts the experience of staff members at the Information Desk who quite frequently field questions about the location of washrooms, photocopiers, course reserves material, specific call numbers, and so on.

Comments showed that respondents found the Library of Congress call numbers confusing to use and would like to see posters describing which subjects are on which floor. Other comments made about signs were that they should be simple, easy to follow, and easy to find; that larger signs should be posted at the end of bays; and that better instructions should be available for the use of the micro readers. Directions from the main floor to the Rare Book Room on the first floor were also requested.

Students would like staff – either those working on the Information Desk or those working in the stacks – to help them find the call numbers they're

seeking. These respondents were unaware of the service provided by the Adaptive Technology Centre and the User Services Department, whereby staff retrieve books and journals for students requiring such assistance.

### Furniture and Equipment

The majority of respondents found study carrels to be suitable for their needs, while 27.1% (29) students noted that they were not suitable. Some students expressed the need for: more stools (to enable them to reach books on higher shelves); more comfortable, ergonomic chairs for the computer workstations (chairs are too high); lounge furniture close to book stacks; more garbage pails closer to where people are working; large tables where students can spread out their work; larger study carrel surfaces without graffiti.

Kurzweil software was desired on computers other than those in the Adaptive Technology Centre, in order to enlarge text. The provision of 11x17 paper in all photocopiers was requested. The need for lockers was also expressed in the comments.



### B. Goal 2

To obtain information about satisfaction with current library services (circulation, reference, library instruction, etc.).

#### Library Services

Eighty-six, or 80.4%, of survey respondents found staff at the Circulation Desk to be very helpful to somewhat helpful. Less than 4% found circulation staff to be not helpful at all.

Eighty-four, or 78.5%, of survey respondents found the Information Desk staff to be very helpful to somewhat helpful. 4.7 percent (5) of respondents found them to be not helpful at all.

The survey team was not surprised to find that more than 60% of respondents had never attended a library instruction session. 33.6% found these sessions to be somewhat helpful to very helpful. More than half of the respondents, 60%, preferred to participate in sessions held for the general student population. The remaining respondents preferred separate sessions held for students with disabilities. In almost all of the comments, students wished to have a mix of both types of instructional sessions – those specifically for students with disabilities, and those open to all students.

They emphasized the importance of locating accessibility/adaptive technology workstations in quiet areas, or better still in separate rooms, in order to lessen distractions and to aid concentration.

Forty-one, or 38.3%, of the survey respondents reported that they hadn't used any of the library services listed in the survey. This was as expected as survey after survey has shown that many students are not familiar with all of the services provided by the library. One example already mentioned is the book retrieval service for students with disabilities.

The students that had used the services listed often used more than one. Forty-one, or 38.3%, said that they had used the study space in the Adaptive Technology Centre. Twenty-six, or 24.3%, had used the Book and Article Retrieval Service (TUGbars) to obtain items from the TriUniversity Group (TUG) of Libraries (University of Waterloo, University of Guelph, and Wilfrid Laurier University Libraries). Adaptive hardware and software in the Adaptive Technology Centre and assistance with research were the next most-used services.

Categories	Number of Responses	Percentage
Book Retrieval	9	8.4%
Book Delivery	9	8.4%
Study Space	41	38.3%
Individual Assistance	17	15.9%
Adaptive Hardware/Software	26	24.2%
Term Loan	15	14%
4-track Tape Recorders	8	7.8%
TTY (Teletypewriter)	1	0.9%
Alternate Format Materials	6	5.6%
TUGbars	26	24.2%
Other	4	3.7%

### Use of the Adaptive Technology Centre

Forty-seven, or 43.9%, of respondents had never used the Adaptive Technology Centre. Of the remaining respondents that had used the facility, 35.5% used it less than once per week, and 19.6% used it once a week or more. Having resources throughout the library was chosen by 50.5%, while having them in a separate area was chosen by 38%.



### C. Goal 3

To obtain information about the accessibility of library resources. Users who utilize specialized accessibility software packages, audiotapes, Braille, etc. as well as those who do not, were considered.

#### Online Public Catalogue (OPAC)

Of those who responded, 47.7% (20) reported no difficulty in using the OPAC (TRELLIS). Only 1 respondent had not used the OPAC. 19% (8) of respondents had suggestions for improvements to the OPAC, including: better instructions, improved search capabilities, and a 'browse results' feature for when no exact hit is found. 4.8% (2) of respondents requested provision of abstracts or synopses of items found in the OPAC. Some respondents asked for services that were already available, indicating the need for better publicity.

#### Books

Thirty-six, or 33.6%, respondents answered the question about how books could be made more accessible to them. As noted previously, many respondents were unaware of the library's book retrieval service. Of those who responded to this question, 30.5% (11) reported no difficulty in accessing books. Two found Library of Congress call numbers to be confusing and 2 requested more books in alternate formats such as audio and large print.

#### Periodicals

Thirty-seven, or 34.5%, respondents answered the question about making print journals, electronic journals and/or newspapers more accessible. Of these, 9 responded specifically that they had no difficulties. We can safely assume that the 65.5% of respondents who did not answer this question had not used journals and newspapers, whether electronic or in print, as the question was framed as: "If you use Journals/E-journals/Newspapers, please comment below on how they could be made more accessible to you."

Fourteen, or 13.1%, of those who had used these resources reported encountering difficulties of various sorts. Four of these requested better instructions (including how to access online resources from off-campus). Four of the respondents made comments relating to formats, including requests for formats of choice and requests for a consistent format for all resources. One wanted to be able to search all journals from a single search interface, and 1 requested that abstracts be available for all search results. Two requested more journals. 1 requested large print or audiotapes for "breaking news." Two expressed a desire for staff assistance when searching.

#### Journal Indexes and Databases

Twenty-nine, or 27.1%, respondents answered the question regarding how to make journal indexes and databases more accessible. Of these, 34.5% (10) reported experiencing no difficulty using journal indexes and databases. Two had never used them. Nine reported experiencing difficulties of various sorts in attempting to access these resources. Two requested better instructions. Five requested improved search interfaces (e.g. ability to search across all databases simultaneously, a common search interface for all indexes and databases, and the ability to limit search results to items in the library's collection). Three requested more journal indexes and databases, and "more content." Two requested that everything on the screen be enlargeable.

#### Rare Book Room

Seventeen, or 15.9%, respondents answered the question regarding accessing material in the Rare Book Room. Of these, 53 % (9) had not used the Rare Book Room or Special Collections. 1 reported experiencing no difficulty in accessing these resources, while 2 did encounter difficulties.

#### Other Resources

Thirty, or 28%, respondents answered the question about "other resources." Responses tended to relate to the physical environment (e.g. fragrance in public areas, the difficulty of finding an unoccupied computer, the need for lounge areas on floors six to ten in the Dana Porter Library, use of the OPD lab because of the private environment and because their bags do not need to be checked, the need for more study rooms in the Adaptive Technology Centre) rather than to information resources. Three of those who responded encountered no difficulties with other resources. Four reported never having used other resources.



#### D. Goal 4

To identify potential new directions and possible changes to current services and resources.

Survey respondents made many useful suggestions concerning the removal of barriers which cause them difficulties in conducting research. The library will be looking into the implementation of some of these suggestions. It should be mentioned that many respondents requested services that the library already provides. The library should consider ways of improving communication with this particular user group, and of promoting existing services.

Seventy-six, or 71%, of those completing the survey responded to the question about which additional resources they would like to see available in the library. Approximately 78% (83) of these respondents requested additional electronic texts, books, and journals. Fifty-four, or 50%, requested books on audiotape (while 1 respondent indicated a strong preference for books on CD).

There was an expressed interest in having more large print material available to our users. Respondents also requested that improved enlargement features be made available from the library's public workstations. In the same vein, respondents also expressed the need for larger signage in the book stacks to indicate the call numbers contained in each range.

Some respondents stated that they required more individual one-on-one help in using electronic information resources.

Seventy-four, or 69.1%, responded regarding the types of adaptive technology software and/or equipment they would like to see in the library. Of those, 64% requested writing software and 60% requested organizational software. Word prediction software was requested by 45%. Math software was requested by 38%. A suggestion was made that the MS Office Suite should be made available on the public workstations.

Additional quiet study space and a cleaner study environment were requested. Complaints were voiced regarding the lack of ergonomic seating and comfortable study carrels.

There was a request that the library provide access to electronic books (especially novels).

Currently the library employs attendants to sit by the exit. One of their tasks is to check the contents of patrons' bags as a means of deterring book theft. There was a recommendation that the library switch to an electronic security system as a means of preventing items from leaving the library without being signed out. This measure would improve security and at the same time reduce the infringement of the personal privacy of our patrons.

There was a suggestion that an Adaptive Technology Centre be created in the Davis Centre Library (Engineering, Mathematics & Sciences), and that the coffee shop in the Dana Porter Library (Arts, Social Sciences, Humanities) should be moved away from the Adaptive Technology Centre located there (one respondent).

One student emphasized the need to have math software mounted on public workstations located in a private, comfortable study area. Another student suggested that it would be very helpful to be able to access the library's copy of the Kurzweil screen-reading software from home, rather than having to purchase the expensive software on his/her own.

It was suggested that course reserve material on one-hour loan be made available for longer periods for students with disabilities.

Access to the Davis Centre Library for motor vehicles could be improved.



#### 5. CONCLUSION

This was the first time that the library had conducted a survey of students with disabilities. Many lessons were learned about planning such a survey and



about the format of the questions asked.

Maintaining the confidentiality of and not having direct access to the respondents added an additional layer of complexity to the analysis of the survey. Only after the first batch of surveys was sent out did the survey team realize that all potential respondents could not be contacted, due to incomplete information available in the OPD. The OPD strove to update the contact information to enable the survey team to send out additional surveys in the second wave.

The format of the survey questions resulted in above-average missing values and the cause could not be categorically determined. It is the opinion of the survey team that it is most likely that the large number of non-responses was a function of the questionnaire rather than a result of students experiencing difficulties answering because of their disabilities. However we suggest that a larger number of respondents be included in the pre-test to cover all disabilities.

After the survey it became very clear that there are many similarities between this subset of students and other students. For example, not knowing about library services and hence not utilizing them is common to students with and without special needs. Survey after survey has identified the need to enhance publicity of library services. Another striking similarity was the number of students that had availed themselves of library instruction. Most in the survey had not, which is very similar to surveys done of the general student population.

It was found that a large number of students with disabilities were satisfied with the level of library service that included staff and resources. Many did not experience physical barriers accessing our services and resources. This indeed was an eye-opener as the survey team had assumed that most if not all would have experienced difficulties. It would appear that the large number of "non-responses" can be attributed to the formulation of survey questions with this assumption as a basis.

Following are some of the suggestions made that can help us improve our services.



## 6. RECOMMENDATIONS

1. Consider ways of improving communication with this particular user group, and of promoting existing services.
2. Place call number signs in large print at the ends of each range.
3. Re-assess the lighting in the Davis Centre Library. This could be accomplished through a focus group.
4. Investigate the feasibility of adding math software, such as MatLab and Maple, to library computers, particularly those in the Adaptive Technology Centre.
5. Provide adaptive technology (hardware and software) and quiet study space for this user group in the Davis Centre Library.
6. Investigate the feasibility of providing adaptive technology throughout the library.
7. Continue to offer separate library instruction sessions for this user group, as well as promoting the general instructional sessions.
8. Ensure that the adaptive technology is kept up-to-date.
9. Investigate the feasibility of providing lockers within the Adaptive Technology Centre.
10. Provide additional study areas in both libraries to meet the specific needs of these students. For example, students with environmental sensitivities need fragrance-free areas, while students using text-to-voice and screen-reading software might disturb other library users.

Submitted September 20, 2005

[1] University of Waterloo, University of Waterloo Accessibility Plan 2003-04, <http://www.studentservices.uwaterloo.ca/disabilities/AccessibilityPlan.htm> (accessed Aug. 15, 2005).

[2] University of Waterloo Library, University of Waterloo Library Accessibility Plan 2003-2004, <http://www.lib.uwaterloo.ca/News/UWLibDocs/access/plan.html> (accessed Aug. 15, 2005).

[3] Rhea Joyce Rubin, Planning for Library Services to People With Disabilities (Chicago: American Library Association, 2001).



## Appendix A: Survey Questions

The University of Waterloo Library is conducting a survey to assess the information and accessibility needs of students with disabilities. This survey is being conducted with the approval and assistance of the Office for Persons with Disabilities with whom the Library collaborates to provide a variety of services to students with disabilities.

Please complete the survey even if you do not use the library or its services - your input will help in our assessment. **There will be a draw for two UW Retail Certificates of \$50 each. You will be given the option to enter the draw when you have completed the survey.**

Your feedback on library accessibility, resources, and services will help us identify areas requiring fine-tuning or possible change. Additionally, your comments will aid in determining potential new directions to make the libraries more accessible and useful.

### Library Survey for Persons with Disabilities

#### Background Information

1. Are you:

- an Undergraduate
- a Graduate

2. Please indicate your year of study:

- 1st
- 2nd
- 3rd
- 4th

- Other:

3. What program are you in:

- Regular
- Co-op

4. What is your faculty?

- Applied Health Sciences
- Arts
- Engineering
- Environmental Studies
- Mathematics
- Science
- Independent Studies

5. How would you classify your disability? (optional) Please check all that apply:

- Deaf, Deafened, or Hard of Hearing
- Learning Disability
- Medical (including Psychiatric)
- Mobility
- Visual
- Other: (please specify)

#### Physical Environment

6. Which library location do you use most often?

- Dana Porter Library
- Davis Centre Library
- Optometry Learning Resource Centre
- University Map and Design Library
- Other Campus Libraries

7. Are there barriers in the Library that make it difficult for you to use its services and resources? Please check all that apply:

#### Entrance

- Exit
- Aisles
- Book Stacks
- Washrooms
- Elevators
- Photocopiers
- Information Desks
- Circulation Desks
- Doors inside the Library
- Lighting
- Other: (or make your comments here)

8. Are the signs in the library suitable for your needs?

- Yes
- No

9. Are the study carrels, computer workstations and chairs suitable for your needs?

- Yes
- No

10. Do you have sufficient access to equipment and adaptive technology in the library related to your needs?

- Yes
- No

#### Library Services

11. When you need assistance from Circulation Desk staff, do you find them:

- Very helpful
- Somewhat helpful
- Not helpful
- I have never requested assistance

12. When you need assistance from Information Desk staff, do you find them:

- Very helpful
- Somewhat helpful
- Not helpful
- I have never requested assistance

13. Do you find the Library Instruction sessions to be:

- Very helpful
- Somewhat helpful
- Not helpful
- I have never attended any sessions
- Other: (or make your comments here)

14. For Library Instruction, would you prefer to participate in:

- Separate sessions for Students with Disabilities
- Sessions held for the general student population

15. The following library services are available to students registered with the Office for Persons with Disabilities. Please check the ones you have used:

- Retrieval of books from the stacks
- Campus book delivery
- Study space in the Adaptive Technology Centre
- Individual assistance with research and using the library
- Adaptive hardware and software in the Adaptive Technology Centre
- Term loan borrowing privileges
- 4 track tape recorders
- TTY for use in the Dana Porter Library
- Access to audio, large print, and Braille textbooks
- Book and article retrieval from the UW, WLU, and UG Libraries
- None of the above
- Other:

16. How often do you use the Adaptive Technology Centre in the Dana Porter Library?

- Less than once a week
- One to two times per week
- Three times a week or more
- Never

17. When using library services, such as adaptive technology or accessible workstations, would you prefer:

- A separate area for persons with disabilities
- To have such resources available throughout the library
- Other: (make your comments here)

**Accessibility of Library resources**

18. If you use TRELIS, the library catalogue, please comment below on how it could be made more accessible to you:

19. If you use books, please comment below on how they could be made more accessible to you:

20. If you use Journals/E-journals/Newspapers, please comment below on how they could be made more accessible to you:

21. If you use Journals Indexes and Databases, please comment below on how they could be made more accessible to you:

22. If you use Microfilm/microfiche, please comment below how it could be made more accessible to you:

23. If you use material housed in Rare Books and Special Collections, please comment below how it could be made more accessible to you:

24. Please specify below any other library resources you use and how they could be made more accessible to you:

**Alternative formats and adaptive technology**

25. Which of the following have you used? Please check all that apply:

- Alternate formats (Braille, large print, audio books)
- Adaptive technology (JAWS, Kurzweil 3000, Inspirations)

26. What additional resources would you like to see available in the library? Please check all that apply:

- Electronic texts, books and journals
- Materials in Braille
- Materials in large print
- Books on audio tape
- Other: (please specify)

27. Have you encountered difficulty accessing electronic or online library resources from library public workstations? Please comment below:

28. How could the library make its print and electronic information resources more accessible to you? Please comment below:

29. What kinds of adaptive software or equipment would you like to see in the Library? Please check all that apply:

- Math software
- Word prediction software
- Writing software
- Organizational software
- Other: (please specify)

30. What would you add or change to make the Library more useful to you? Feel free to use your imagination here.



31. Please provide any additional comments, or feel free to offer your own suggestions, your ideas are important to us:



Appendix B: Survey Cover Letter

UW Library Survey of Information and Accessibility Needs of Students with Disabilities

The University of Waterloo Library is conducting a survey to assess the information and accessibility needs of students with disabilities. This survey is being conducted with the approval and assistance of the Office for Persons with Disabilities (OPD) with whom the Library collaborates to provide a variety of services to students with disabilities.

Your feedback on library accessibility, resources, and services will help us identify areas requiring fine-tuning or possible change. Additionally, your comments will aid in determining potential new directions to make the libraries more accessible and useful.

There will be a draw for two UW Retail Certificates of \$50.00 each. You will be given the option to enter the draw when you have completed the survey.

Your participation is voluntary and anonymous. Any information you provide is confidential.

You may decline to answer any questions that you do not wish to answer. Should you choose not to complete the survey after starting it, the information you have already entered will not be transmitted to us. Collected data will only be accessible to the library researchers conducting the survey. IP addresses of respondents are not accessible to the researchers.

Summarized data results will be posted to both the OPD and the Library Services for Persons with Disabilities websites in June 2004. No individual will be identifiable from these summarized results.

Please complete the survey even if you do not use the library or its services.

To complete the survey, go to the survey website at:

[http://ist.uwaterloo.ca/~jack/disability\\_survey/surveycoverletter.php](http://ist.uwaterloo.ca/~jack/disability_survey/surveycoverletter.php) between April 19 and May 7, 2004.

Paper copies of the survey may be obtained from the Office for Persons with Disabilities (Needles Hall, room 1132) or the Adaptive Technology Centre in Dana Porter Library.

If you have any questions, comments, concerns, or technical problems accessing the web survey, please contact:

Rose Padacz, Director, Office for Persons with Disabilities (519) 888-4567 ext.5231 or e-mail [rmpadacz@uwaterloo.ca](mailto:rmpadacz@uwaterloo.ca)

This survey has been reviewed and has received ethics clearance from the UW Office of Research Ethics.

For questions dealing with ethical issues contact: Dr. Susan Sykes, Director, Office of Research Ethics (519) 888-4567 ext.6005 or email [ssykes@uwaterloo.ca](mailto:ssykes@uwaterloo.ca)

Thank you for your participation.

Janet Wason

Co-ordinator, Library Services for Persons with Disabilities  
[jewason@uwaterloo.ca](mailto:jewason@uwaterloo.ca)  
(519) 888-4567 x3012



**Contact Information:**

Janet Wason, Library Assistant/Coordinator,  
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Last Updated: March 27, 2006

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## Staff Training

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**Specialized Support and Disability Services**  
University Student Services

2-800 Students' Union Building • University of Alberta • Edmonton • Canada • T6G 2J7  
Phone: (780) 492-3381 • Fax: (780) 492-6701 • TTY: (780) 492-7269 • [www.ualberta.ca/ssds](http://www.ualberta.ca/ssds)

**General suggestions and guidelines for interacting with  
people with disabilities**

1. Treat people who have disabilities with the same dignity and respect you would give people without disabilities.
2. Offer help but wait until it is accepted before giving it. Offering assistance to someone is only polite behaviour. Giving help before it is accepted is rude. It can sometimes be unsafe, as when you grab the arm of someone using a crutch and the person loses his/her balance.
3. Offer to shake hands when introduced to people with limited hand use, an artificial limb, etc., for they can usually shake hands and offering the left hand is an acceptable greeting.
4. Don't lean against or hang on someone's wheelchair. It is an extension of his/her personal space. Never patronize someone in a wheelchair by patting him/her on the head or shoulder.
5. Listen attentively when talking with someone who has difficulty speaking and wait for him/her to finish. If necessary, ask short questions that require short answers, a nod, or shake of the head.
6. Talk directly to the person with the disability, not to someone accompanying him or her. To ignore a person's existence in a group is very insensitive and it is always rude for two people to discuss a third person who is also present. For example, if a deaf person is with an interpreter, speak directly to the deaf person, the interpreter will interpret what you are saying to him/her.
7. Treat a disabled person as a healthy person. Because an individual has a functional limitation does not mean that the individual is sick. Many disabilities have no accompanying health problems.
8. Most people with disabilities will ask for assistance if they need it. They will often try to do as much as they can on their own and assistance is not always required. Offer assistance if you wish but do not insist on helping.

9. When talking to a person in a wheelchair, if conversation continues for more than a few minutes, pull up a chair. Communication may be enhanced and neck strain alleviated.
10. Don't be embarrassed if you happen to use common expressions such as "see you later" or "did you hear about that?" that may relate to a person's disability.
11. When giving directions to a person in a wheelchair, be sure to review the route the person will travel in the context of elevators, ground level access, etc.
12. When a person transfers out of a wheelchair to a chair, car, etc., do not move the wheelchair out of reaching distance. Be aware of the wheelchair users capabilities. Some can walk with the aid of walkers or crutches and use wheelchairs only some of the time in order to conserve energy and move about more quickly.
13. If you have difficulty understanding someone, don't pretend that you understand. Repeat as much as you understand and the person's reactions will give you clues.

These are excerpts from the following two sources: "Ten Commandments for Communicating with People with Disabilities", The New York Times, June 7, 1993, and a pamphlet from the *Regional Rehabilitation Research Institute on Attitudinal, Legal and Leisure Barriers*, Washington, D.C. Additional observations have been added.

**Interacting with people who are deaf or hard of hearing**

1. Be sure to have the person's attention before beginning to speak; this may mean making eye contact or a gentle tap on the shoulder.
2. Be sure there is a direct line of vision. This conveys a direct line of communication even though an interpreter may be present.
3. Ask the person what is their preferred mode of communication. Don't assume they are a lip/speech reader or a signer.
4. Don't shout.
5. Speak slowly (but not *too* slowly) and clearly. Speak clearly and be direct. Don't exaggerate lip movements which makes lip/speech reading impossible. Avoid using idioms or colloquial expressions such as "What's up." Short sentences are easy to understand.
6. If you are not being understood, rephrase your sentence rather than repeat it. Some lip movements, and therefore some words, are harder to lip/speech read than others.
7. Don't be embarrassed about communicating with paper and pencil. It is okay to write notes, but keep them simple and direct.
8. If you are having trouble understanding the deaf or hard of hearing person's speech, ask him/her to repeat it. Remember, communication is the goal. Be patient.
9. Take advantage of communicating with deaf and hard of hearing people using a Teletype device (TTY) or calling them through a Message Relay Center so they can use their TTY. Also use the opportunity to communicate through the Internet with those who have access.
10. Be courteous to the deaf or hard of hearing individual. If the telephone rings or someone knocks on the door tell the person that you are answering the phone or door.
11. If you are using an interpreter speak directly to the deaf person, not to the interpreter. Don't say, "Ask him..., tell her..."

12. When making presentations to audiences with deaf or hard of hearing participants.

- Provide copies of handouts, overheads before the presentation to both the interpreters and the deaf person.
- Seat interpreters at front of room with client directly across from them.
- Don't speak too quickly
- Don't keep talking at the same time as you are requiring audience members to attend to something visually.
- Allow additional wait time for questions before moving on.

**Online Resources: Deaf or hard of hearing**

- Deaf Culture and Sign Language of the Global Village  
<http://library.thinkquest.org/11942/>
- Guidelines for Using Sign Language Interpreters  
<http://www.lsadc.org/web2/signinterp.html>



**Interacting with people who are partially sighted or blind**

1. When you first meet a blind or partially sighted person, introduce yourself to the person; identify yourself to let the person know you are talking to them. Likewise, inform the person when you are leaving or walking away.
2. If the person seems to need assistance, identify yourself and offer assistance.
3. Always identify yourself and others who may be with you when meeting someone who is blind or partially sighted. Remember to make “voice contact” where you would ordinarily make “eye contact”.
4. If you are walking with a blind person, let him or her take your arm (usually your right) just above your elbow and walk in a relaxed manner. The person can usually follow the motion of your body.
5. If the person is using a guide dog, s/he will usually keep the dog to the left and hold your left arm. Warn the person when you are approaching a step or other obstacle.
6. Orient the person to a room by explaining where furniture, etc., is located and offer to guide the person. Inform the individual if there has been a change in furniture arrangement. Keep hallways and reception areas clear of obstacles.
7. Keep doors fully open or closed.
8. Guide dogs are working animals. It can be hazardous for the blind person if the dog is distracted. Check with the owner before petting the dog.
9. When giving directions use descriptive words such as “straight ahead” or “forward.” Be specific when giving directions and avoid vague terms such as “over there”.
10. If you are helping a blind person fill out forms, be sure to explain what you are doing. Don’t complete the forms without consulting with the blind person. Always read verbatim information to the person if their signature is required.

11. Although it may seem unusual, do not hesitate to use words like “see” or “look”.
12. Many people may not use white canes or guide dogs but are nevertheless legally blind and may require assistance or accommodations which include alternate format materials such as large print, Braille texts, or texts on disk.
13. When making presentations to audiences with blind participants:
  - Provide prior access to handouts, charts, information on overheads in alternative format.
  - Give a brief orientation to room and audience.
  - Have participants introduce themselves.
  - Ensure that there is only one person speaking at a time; no side conversations
  - Don't use non-verbal communication signals to convey meaning.
  - If using visual aids verbally describe content.

**Online resources: blind or partially Sighted**

- When you meet a blind person.  
[http://www.cnib.ca/eng/publications/pamphlets/when\\_you\\_meet.htm](http://www.cnib.ca/eng/publications/pamphlets/when_you_meet.htm)
- Tips for successful meetings when some participants are visually impaired.  
[http://www.cnib.ca/eng/publications/pamphlets/meeting\\_tips.htm](http://www.cnib.ca/eng/publications/pamphlets/meeting_tips.htm)

### Interacting with people with mobility disabilities

**Definition:**

- Mobility disabilities are those disabilities which restrict a person's ability to move around, to perform manual tasks, or to participate in certain activities. The nature and degree of mobility disabilities are as varied as their causes, some of which are: Multiple sclerosis; spinal cord injuries; cerebral palsy; muscular dystrophy; spina bifida; polio and arthritis.

1. Ask first if you can be of assistance and listen attentively to the person's reply. Do not reach for walkers, wheelchairs or any other assistive devices, as they are part of an individual's personal space. Do not assume that the person using a wheelchair needs assistance.
2. Do not come up to someone who is using a wheelchair and start pushing them without asking.
3. When communicating, do not stand too close to the person in the wheelchair. Remember to give the person a comfortable viewing angle of yourself. If having more than a brief conversation, sit down and face the person.
4. Don't be afraid to shake hands with a person with a disability. People with limited hand use or with a prosthesis can usually shake hands. Shaking hands with the left hand is also acceptable. For those who cannot shake hands, you might wish to touch the person on the shoulder or arm to greet them.
5. If you are asked to fold, carry or store a wheelchair, treat it with the same kind of care that you would if you were holding someone's eyeglasses. They are similar in many ways. They can break, they are difficult to have repaired, and it is extremely disruptive to the users when they are out of commission, as this is their means of mobility.
6. It is a very common experience for persons who use wheelchairs to be told that some places are accessible, when they are not. Listen carefully when anyone who uses a wheelchair tells you that a specific area you thought was accessible is not.
7. Don't lean against or hang on someone's wheelchair. It is an extension of his/her personal space. Never patronize someone in a wheelchair by patting him/her on the head.
8. Listen attentively when talking with someone who has difficulty speaking and wait for him/her to finish. If necessary, ask short questions that require short answers, a nod, or shake of the head.

9. Tips for making presentations to audiences when some of the participants have mobility disabilities or fine motor difficulties.

- Provide copies of handouts, charts, maps, information on overheads prior to the presentation.
- Provide wheelchair accessible tables or other appropriate writing surfaces as needed.
- Ensure that there is space for inclusive wheelchair seating.

**Accommodations:**

- In seeking solutions, start by asking the person with the disability what changes, if any, would be necessary to accommodate them in an environment.
- A desk or table might have to be raised, a filing cabinet lowered, or an aisle widened to accommodate an individual who uses a wheelchair.

**Stress ability rather than disability.  
A person ~~has~~ the disability.  
It's not the other way around.  
If a disability isn't relevant, don't mention it.**

**Online Resources: Mobility Disabilities**

American Red Cross: Earthquake tips for people with mobility disabilities.  
<http://www.redcross.org/services/disaster/beprepared/mobility.html>

Travel for people with mobility disabilities  
<http://www.msnbc.com/news/793784.asp>

Canadian Paraplegic Association  
<http://www.canparaplegic.org/national/>

Job Accommodation Network  
<http://www.jan.wvu.edu/links/> ( profiles various disabilities/conditions and suggests reasonable accommodations)

With thanks to the Canadian Paraplegic Association and Employment Series for Persons with Disabilities (Human Resources Dev. Canada, AB Human Resources & Empl.)

### **Interacting with people who have learning disabilities**

**Definition:**


Learning disabilities affect the way individuals with average to superior intelligence receive, store, organize, retrieve and use information. Learning disabilities appear in one or any combination of five distinct areas: visual and auditory learning, language processing, motor skills, and organizational and conceptual abilities.

1. Be aware that many people with learning disabilities may have been misunderstood and “misabeled” for years. They may hesitate to identify themselves until it becomes necessary. As a result, some people may appear anxious and uncomfortable in certain situations.
2. Those who have a written language disability may require assistance with spelling or writing.
3. Many people have difficulty with spatial orientation and sequencing. Be specific when giving directions.
4. Poor verbal or written expression should not be construed as a measure of understanding or intelligence.
5. A person with a reading disability may hesitate or refuse to participate in oral reading. Respect, without question, a person’s right “to pass” or silently read material.
6. Information presented exclusively in a visual manner (maps and diagrams) or in an oral manner (directions or lectures) may be confusing.
7. Tips for making presentations to audiences when some of the participants have learning disabilities.
  - Provide copies of handouts, charts, maps, information on overheads prior to the presentation in either hardcopy or electronic form.

### **Online Resources: Learning Disabilities**

- Adults with Learning Disabilities and Attention Deficit Hyperactivity Disorder.  
<http://www.ldonline.org/adults/>
- Non Verbal Learning Disorders  
<http://www.nldline.com/>

T:\Volunteering\Guidelines for Interacting with People Dis 2003.doc



STAFF RESOURCES

BOOKROOM

FIND PEOPLE

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Technical and Automated Services

Training & Development

Sampling Dates

Abbreviations & Acronyms

Rutgers University Libraries Staff Resources:  
Administration:

Advisory Committee on Services for Persons With Disabilities:  
Useful Links

Kurzweil 3000 Training Videos

(all Apple Quicktime (.mov) files)

- Listen and Read
- Scan and Read
- Scan and Read in Foreign Languages
- Changing Voices
- Reading on the Web
- Kurzweil User Interface

RUL Links

- Services for Persons With Disabilities
- PC Working Group: Best Practices

RU Links

- Office of Disability Services at Rutgers
- Office of Disability Services for Students Coordinators
- Office of Compliance, Student Policy and Judicial Affairs : ADA Compliance
- Computing for Students with Disabilities
- Contact information for Camden campus students with disabilities:
  - Web site with additional information
  - Students with Disabilities (all schools excluding law)  
Associate Dean Thomas DiValerio  
(856) 225-2663  
[tdivaler@camden.rutgers.edu](mailto:tdivaler@camden.rutgers.edu)  
Campus Center, Room # 326 (stairs by the third street entrance, elevator located behind the corner convenience store and down the hall from the main campus lounge and multipurpose room)
  - Students with Disabilities (law school only)  
Associate Dean Angela Baker  
(856) 225-6411  
[angbaker@camden.rutgers.edu](mailto:angbaker@camden.rutgers.edu)  
211 North Fifth Street

Government Links

- ADA HOME PAGE
- DisabilityInfo.gov
- United States Access Board

JAWS

- JAWS 7.0 Documentation
- Getting Started with JAWS MP3's
- JAWS Audio tutorials

Last updated December 7, 2005; May 4, 2010; May 19, 2010; July 21, 2010

URL: [http://www.libraries.rutgers.edu/rul/staff/groups/disabilities/useful\\_links.shtml](http://www.libraries.rutgers.edu/rul/staff/groups/disabilities/useful_links.shtml)

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## AODA Customer Service Standard

### Accessibility for Ontarians Act (AODA) Customer Service Standard

#### *Enhanced training*

- [Enhanced Training](#) [full PowerPoint - 100 slides]
- Enhanced Training [in sections]:
  - [Introduction](#)
  - [Library Impacts](#)
  - [Current Environment](#)
  - [Development Guidelines](#)
  - [Sustainability](#)
- [Principles of Universal Design](#) [Word]



#### *For staff*

- [Staff Session](#) [PowerPoint]
- [AODA - Tips](#) [PDF]

The overall goal of the training is to help us provide a high level of support to those people we encounter with visible or invisible disabilities. As such, this training is mandatory. The modules are available from the [Office for Person with Disabilities](#) homepage.

#### **AccessON.ca**

Everyone—individuals, communities, businesses and organizations—has a role to play in making Ontario accessible for people of all abilities.

On AccessON.ca, you will find information, videos, and real-life stories to help you better:

- understand disabilities



- recognize and prevent barriers to accessibility
- welcome people with disabilities
- understand Ontario's accessibility laws and what they mean for you.

Visit [www.AccessON.ca](http://www.AccessON.ca).

### ***Accessible Library Services***

The Ontario Public Library Association has developed a [video project](#) to support staff training on serving persons with disabilities. The videos, which are captioned, are:

- [Assistive Technology in the Library](#)
- [Understanding the Diversity of Library Customer Needs](#)
- [Accessible Library Service for a Person who is Deaf or Hard of Hearing](#)
- Providing a Barrier Free Library Experience (coming soon)

### ***Ontario Human Rights Code***

The AODA uses the definition of 'disability' found in the Ontario Human Rights Code. The Code has provided equal rights and opportunities and freedom from discrimination for persons with disabilities since 1962.

Resources from the Ontario Human Rights Commission include:

- [Disability and the Duty to Accommodate: your rights and responsibilities](#)
- [Human Rights eLearning series](#)

[Annie Bélanger](#)

Department Head, Information Services and Resources, Porter

[Janet Wason](#)

Library Associate/Coordinator, Services for Persons with Disabilities

November 17, 2010

University of Waterloo Library  
200 University Avenue West  
Waterloo, Ontario, Canada N2L 3G1  
519 888 4883



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## Job Descriptions

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*Competencies for Job Classification*

**Job Responsibilities Worksheet**

Employee Name:	Susan Hayya
Current SPEC Title, Grade, Code:	Coordinator, Library Services for Persons with Disabilities, Grade 19, 4493
Proposed Working Title:	Specialist: Disability Services
Rep Area and Work Area	University Libraries
Position Number: (provided by HR Rep)	00529000

	Duties	% of Time	New Duty (X)	Essential Function* (X)
1.	Coordinating the scanning operation with the University's Office of Disabilities and also with the department of Information Technology Services. My department scans and edits print materials for persons who are blind, visually impaired, and who are learning disabled. I assist the University's Office of Disabilities in contacting permissions officers at publishers in order to obtain electronic books and copyright permission. Also, I coordinate and oversee the day to day operations of the library's special computer lab for persons with disabilities. This coordination effort includes, combining staff and technical resources and assisting in evaluating technology.	30		X
2.	Developing and providing variety of instructional presentations, training, and department tours to University employees, local community organizations, and other schools and colleges in the Commonwealth. Please see the attached lists of activities and contacts. One objective of these presentations, workshops, and tours is to represent the Library as an advocate for the disabled to promote awareness and sensitivity. My second objective is to assist in executing the University Libraries mission: "to fulfill our commitment to the public, making our collections accessible to hundreds of residents in communities throughout the Commonwealth and beyond" (Eaton, 2005).	30		
3.	Evaluate and test assistive software and assistive devices for the disabled.	20		X

*Competencies for Job Classification*

4.	Evaluate and respond to requests from patrons for information regarding assistive technology.	10		X
5.	Assist patrons with using adaptive technology	5		X
6.	Retrieve library materials for patrons unable to access material for themselves due to a disability.	5		
7.				
8.				
9.				
10.				

\* The essential functions should describe the reasons a job exists; it includes those duties and tasks that are fundamental to the position. This is required by the Americans with Disabilities Act (ADA).

### *Competencies for Job Classification*

#### **Scope Data**

Scope describes the extent or range of operation for a job. Please give examples of the size and extent of activity over which this job has control or has impact., such as size of budgets, numbers of students, numbers of faculty supported, extent of impact (department-wide, college-wide, university-wide)

The position impacts on the University by promoting and supporting the University's diversity initiatives. And since access to information for the disabled is the law, failure to provide services to the disabled could result in litigation. The services that the department provides impacts greatly on the students we serve. The services that we provide help to promote their academic success. Besides the morality of the mission, the University receives good public relations.

#### **Organizational Chart**

Please attach or insert an organizational chart that depicts the reporting relationship of this job. If the job reports to a department within a larger organization, please show the overall reporting structure.

From top down:

Sally Kalin, Associate Dean, University Libraries

Ann Snowman, Head, Access Services

Susan Hayya, Coordinator, Library Services for Persons with Disabilities

*Competencies for Job Classification*

**Job Responsibilities Worksheet**

Employee Name:	Gerald Wion
Current SPEC/Competencies Title, Grade/Level:	Digital Scanning Technician, Grade 15, 3703
Working Title: (If different from SPEC/Competencies Title)	
Rep Area and Work Area:	University Libraries Disability Services
Position Number: (provided by HR Rep)	00881

	Duties	% of Time	New Duty (X)	Essential Function* (X)
1.	Evaluate print material and select appropriate alternative format to accommodate students and patrons	35%		X
2.	Proofread and edit converted material to ensure readability by software	30%		X
3.	Instruct students in use of assistive technologies	5%		X
4.	Maintain Department's website, oversee archival databases, maintain statistical data, and perform backup procedures	10%		X
5.	Respond to information requests from staff regarding services and technology. Facilitate students' in-depth research, provide reference information	10%		X
6.	Assist Coordinator in developing presentations and displays in support of outreach activities	5%		X
7.	Supervise and participate in interviewing part-time staff	5%		X
8.				
9.				
10.				



### *Competencies for Job Classification*

#### **Scope Data**

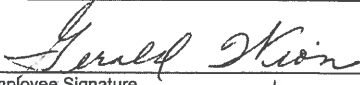
Scope describes the extent or range of operation for a job. Please give examples of the size and extent of activity over which this job has control or has impact, such as size of budgets, numbers of students, numbers of faculty supported, extent of impact (department-wide, college-wide, University-wide).


The impact that this job has on people with disabilities is significant. At least 2% of all Penn State students have a known document disability. Providing print material in alternative format provides to people with disabilities an equal opportunity to succeed in college and in the workplace.

#### **Reporting Structure**

If available, please attach or insert an organization chart that depicts the reporting relationship of this job. If an organization chart is not available, please show the overall reporting structure below.

Next Highest Level of Supervision Ann Snowman, Head, Access Services, University Libraries
Your Direct Supervisor(s) Susan Hayya, Coordinator of Library Services for People with Disabilities
Your Name, Title and Grade/Level Gerald Wion, Digital Technician, Grade 15
Employees Under Your Supervision (or give examples if too numerous to list) Part-time wage payroll staff

  
\_\_\_\_\_  
Employee Signature

  
\_\_\_\_\_  
Manager/Supervisor Signature

6/16/09  
Date

6/16/09  
Date



## Human Resources

### Information Services and Resources Associate/Co-ordinator, Services for Students with Disabilities

Department: Library - Information Services and  
Resources: Porter

Effective Date: March  
2005

Grade: USG 7

Reports to: Librarian

#### General Accountability

The incumbent has two distinct areas of responsibility. As co-ordinator of services offered through the Adaptive Technology Centre located in the Library, the incumbent helps people\* with disabilities learn how to access and use Library services, information resources, and adaptive equipment available in the Centre. As a Library Associate in the Information Services and Resources department (ISR), the incumbent provides information service from one or more information service points and has responsibilities associated with library instruction and/or managing information resources.

The incumbent's time is divided more or less equally between the two areas of responsibility.

\* Usually students, but assistance is available to anyone with a disability.

#### Nature and Scope

##### Adaptive Technology Centre

The incumbent reports to a liaison librarian in ISR and works closely with the Director, Office for Persons with Disabilities. As co-ordinator of services offered through the Adaptive Technology Centre, the incumbent works directly with students with disabilities to help them learn about Library services and resources available to them and how to access and use those services and resources. When the Library does not have material in a format that meets a student's needs, the incumbent tries to locate and obtain alternative formats such as electronic files, Braille and audiotapes. This responsibility requires working with staff at external agencies such as publishers, the W.R. Macdonald School, and Recording for the Blind and Dyslexic as well as the Office for Persons with Disabilities, and, in some instances, a student's professors.

The incumbent maintains an awareness of new developments in equipment and software designed to aid learning for people with disabilities, and recommends upgrades or new purchases of such equipment and software to the Director, Office for Persons with Disabilities or to the Manager, Library Communications and Development, as in the case of the Doris and Ross Dixon Charitable Foundation Adaptive Technology Fund. The incumbent ensures that equipment located in the Adaptive Technology Centre is in good working order. He/she troubleshoots technical difficulties that may arise with the adaptive equipment. The incumbent also acts as on-site manager to Work- Study students involved in research and transcription activities for students with disabilities. The incumbent serves as the Library's liaison with the Office for Persons with Disabilities on matters associated with Library services and participates in discussions about developments and concerns of interest to those working with students with disabilities. The incumbent also serves as a resource person for Library staff, helping them develop sensitivity to the needs of students with disabilities and to develop services and skills necessary to respond to those needs. The incumbent also creates and maintains print and web-based publications designed to provide information about Library services and

resources available to students with disabilities.

#### Information Services and Resources

Responsibilities as a Library Associate in ISR fall under three main areas of activity. The following description applies to several Library Associates in ISR; the extent to which the incumbent for this position will be involved in B and C below will be determined once an incumbent has been selected.

##### A. Information Service

- The Information Services and Resources Department provides information service to a wide client group with the focus on faculty, students, and staff of the University of Waterloo. The incumbent assists in the provision of this service by analyzing and interpreting clients' queries and helping them locate and use library resources. This assistance may be given from one or more of the department's service points.

##### B. Library Instruction

- Library instruction is any planned teaching of information retrieval and evaluative skills which is designed to foster information literacy amongst UW students, faculty, and staff. The incumbent gives library tours, staffs library displays and assists liaison librarians in both the preparation of library instructional materials and in the delivery of library instruction classes.

##### C. Information Resources Management

- Information resources management makes available to members of the University of Waterloo community resources related as closely as possible to their teaching, learning, and research needs. Under the direction of individual liaison librarians, the incumbent assists with the management of collections projects, such as collections evaluation, collections policy revision, and serials cancellation. The incumbent verifies bibliographic and holdings information, and gathers and organizes information necessary for purchase decisions or for collections management work.
- The incumbent may also process gifts, assess resources being considered for purchase, initiate catalogue record updates, and provide direction to clerical staff members or shelvees, and make rebinding decisions.
- In carrying out responsibilities associated with resources management, the incumbent may work with staff throughout the Library, particularly those in Acquisitions, and Cataloguing.

#### Statistical Data

#### Specific Accountabilities

1. Work with individuals with disabilities to help them learn about Library services and resources available to them and how to access those services and resources.
2. As necessary, obtain alternatives to print format for use by individual students.
3. Maintain an awareness of new developments in equipment and software designed to aid learning for people with disabilities and, as appropriate, recommend upgrades or new purchases of such equipment and software to the Director, Office for Persons with Disabilities or to the Manager, Library Communications and Development.
4. Ensure that equipment located in the Adaptive Technology Centre is in good working order. Troubleshoot difficulties with the Centre's adaptive equipment and act as manager to Work-Study students working in the Centre.
5. Serve as the Library's liaison with the Office for Persons with Disabilities on matters associated with Library services and participate in discussions about developments and concerns of

interest to those working with students with disabilities.

6. Serve as a resource person for Library staff, helping them develop sensitivity to the needs of students with disabilities and to develop services and skills necessary to respond to those needs.
7. Create and maintain print and web-based publications designed to provide information about Library services and resources available to students with disabilities.
8. Provide information service from one or more of the ISR service points, including the Dana Porter Information Desk, and/or the Library's electronic reference service. Follow-up work arising from this service may be required from time to time.
9. Participate in the general activity of the Information Services and Resources Department.
10. Provide support to one or more Liaison Librarians with regard to library instruction and/or resources management

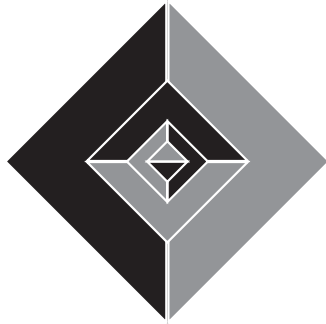
#### Working Conditions

Human Resources  
General Services Complex  
University of Waterloo  
200 University Avenue West  
Waterloo, Ontario, Canada N2L 3G1  
519 888 4567 ext. 35935

[contact us](#) | [give us feedback](#) | <http://www.hr.uwaterloo.ca>







## **SELECTED RESOURCES**





## Books and Articles

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Clarkson, John, Patrick Langdon, and Peter Robinson. *Designing Accessible Technology*. London: Springer-Verlag, 2006.

Papers from the 3<sup>rd</sup> Cambridge Workshop on Universal Access and Assistive Technology.

DeCandido, GraceAnne A. *Service to Users with Disabilities*. SPEC Kit 243/Transforming Libraries 8.

Washington, DC: Association of Research Libraries, April 1999.

<http://www.arl.org/bm~doc/spec243web.pdf>

Mates, Barbara T. "Twenty Years of Assistive Technologies." *American Libraries* 41, no. 10 (October 2010): 40–42.

Morkes, John, and Jakob Nielsen. "Concise, SCANNABLE, and Objective: How to Write for the Web." 1997.

<http://www.useit.com/papers/webwriting/writing.html>

Nielsen, Gyda S., and Birgitta Irval. "Access to Libraries for Disabled Persons Checklist: A Practical Tool." *World Library and Information Congress: 71<sup>st</sup> IFLA General Conference and Council. Libraries - A Voyage of Discovery* (August 14–18, 2005)

[http://archive.ifla.org/IV/ifla71/papers/113e-Nielsen\\_Irval.pdf](http://archive.ifla.org/IV/ifla71/papers/113e-Nielsen_Irval.pdf)

Nielsen, Jakob. "How Users Read on the Web." *Alertbox: Current Issues in Web Usability* October 1, 1997.

<http://www.useit.com/alertbox/9710a.html>

Pernice, Kara, and Jakob Nielsen. *Beyond ALT Text: Making the Web Easy to Use for Users with Disabilities*.

Fremont, CA: Nielsen Norman Group, October 2001.

[http://www.nngroup.com/reports/accessibility/beyond\\_ALT\\_text.pdf](http://www.nngroup.com/reports/accessibility/beyond_ALT_text.pdf)

Ragsdale, Kate W. *Library Services for Persons with Disabilities*. SPEC Kit 176. Washington, DC: Association of Research Libraries, July–August 1991.

Vandenbark, R. Todd. "Tending a Wild Garden: Library Web Design for Persons with Disabilities."

*Information Technology and Libraries* 29, no. 1 (March 2010): 23–29.

## Web Resources

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American Library Association

Emerging Leaders Team K: ITTS Accessibility / Usability Survey

<http://connect.ala.org/node/106206>

EL Team K ALA Web Accessibility Report

[http://connect.ala.org/files/42401/el\\_team\\_k\\_ala\\_web\\_accessibility\\_report\\_pdf\\_14880.pdf](http://connect.ala.org/files/42401/el_team_k_ala_web_accessibility_report_pdf_14880.pdf)

assistivetech.net.

National Public Website on Assistive Technology

<http://assistivetech.net/>

Association of Specialized and Cooperative Library Agencies (ASCLA).

ASCLA. Important Issues.

<http://www.ala.org/ala/mgrps/divs/ascla/asclaisues/issues.cfm>

ASCLA Issues. An Excerpt from *The ADA Library Kit*.

<http://www.ala.org/ala/mgrps/divs/ascla/asclaisues/adalibrarykit.cfm>

The Libraries Serving Special Populations Section (LSSP)

<http://www.ala.org/ala/mgrps/divs/ascla/asclaourassoc/asclasections/lssps/lssps.cfm>

US Department of Justice

ADA Home Page

<http://www.ada.gov/>

Section 508 Home Page

<http://www.justice.gov/crt/508/508home.php>

Section508.gov. Resources for Understanding and Implementing Section 508

<http://www.section508.gov/>

W3C®

Web Accessibility Initiative (WAI)

<http://www.w3.org/WAI/>

Web Content Accessibility Guidelines (WCAG) Overview

<http://www.w3.org/WAI/intro/wcag.php>

## Web Accessibility Tools

HiSoftware® Cynthia Says™ Portal

<http://www.contentquality.com/>

Clean up your Web pages with HTML TIDY

<http://www.w3.org/People/Raggett/tidy/>

WAVE. Web Accessibility Assessment Tool

<http://wave.webaim.org>

Note: All URLs accessed November 29, 2010.