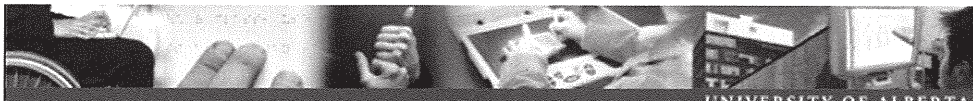




REPRESENTATIVE DOCUMENTS

Service Policies/ Statements



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:

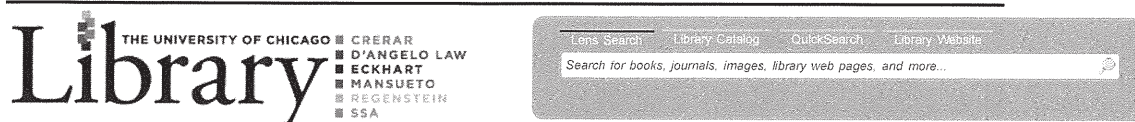
1. The University of Alberta will ensure that persons with a disability are considered for admission to any programs for which they are academically qualified within the quota restrictions of the programs.
2. Where warranted, and without compromising its academic standards, the University will modify 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

[Library Building Access](#) - [Assistive Technology](#) - [Paging / Bookstacks Assistance](#) - [Ask a Librarian / Reference Services](#) - [Accommodations for Library Services](#)

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

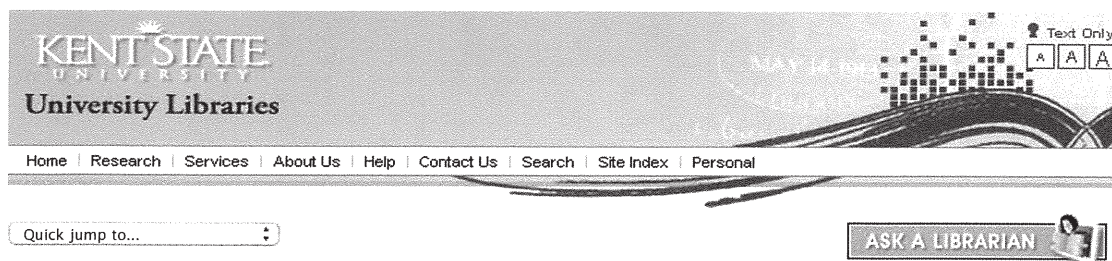
If you need help with a research project, or have questions about the University of Chicago Library, our librarians are available to assist you.

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 -


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U.S. Government Information



University of Kentucky Libraries

DISABILITY SERVICES

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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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This page was last updated on: 2010-10-01 09:39:46



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DISABILITY SERVICES

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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.

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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- [Photocopying](#)
- [About Library Services for Persons with Disabilities](#)

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

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.

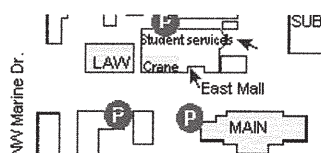
Collection: course-support materials in four media: recorded "talking books", braille, large type, and ordinary print.

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.

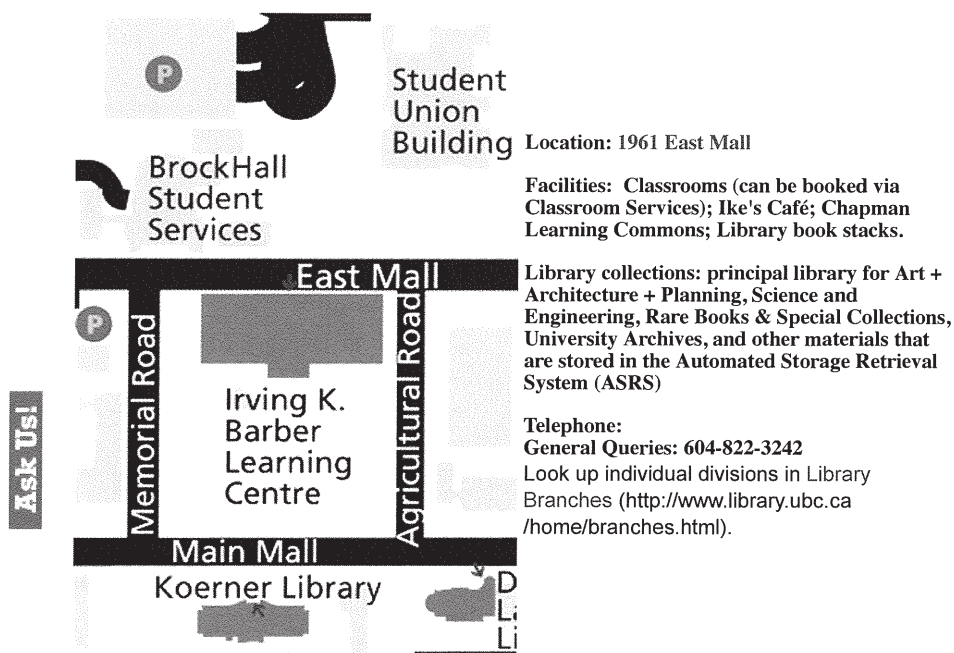
Summary: ♿ Crane is mainly accessible, and provides technical services for print access. ⚠ No elevator to other levels.

[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](#)

Last modified: Dec 8, 2008

Ask Us!

Brown University Library

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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 for assistance.

Reference and Library Assistance
Chat: BULChat or chat directly from this page
Email: 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 help students, faculty and staff with disabilities succeed in their academic and professional careers. These services include: academic accommodations, assistive technology, and personal support services.

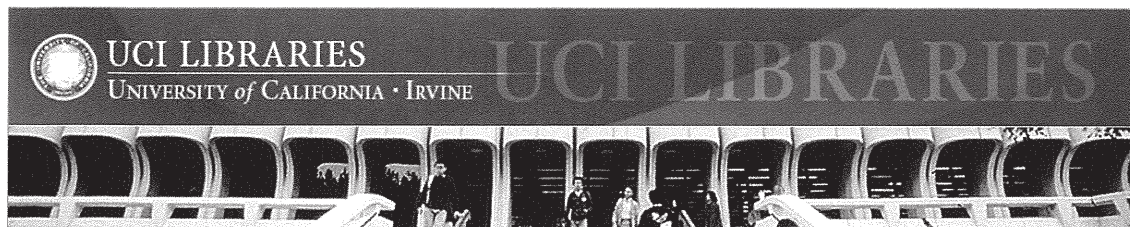
For more information, please contact DSS at (401) 863-3333 or dss@brown.edu.

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

[Library Staff Intranet](#)

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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, (949) 824-8706

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

Jorge Santiago (Grunigen Medical Library), 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](#)

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.

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 and Gary Johnson, Access Services, 893-5545, 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

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

This page is maintained by Jonathan Jeffery, Reference Department.

DUKE UNIVERSITY
LIBRARIES

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Alumni & Donors
Visitors & Affiliates
Patrons with
Disabilities

Duke Libraries > Services > Accessibility

Services for Patrons with Disabilities

Library staff is committed to providing a successful library experience for people with disabilities. To ensure staff availability, advance notice may be required for some services. If your disability is not apparent, please identify yourself as having a disability when you seek assistance.

Retrieving Materials

The circulation staff will retrieve materials (books or journals) from the stacks. If staffing permits this may be done immediately. If it cannot be done immediately the materials will be held for you at the Circulation Desk or delivered to another library. However, if you call or email ahead to the appropriate library with the call numbers of the books you need they will be waiting for you when you come in. (Note that email may not be checked at the weekends or evenings.)

Students with disabilities may request for books which circulate to be delivered from branches or other libraries on campus to your nearest library, for example from Perkins to Lilly.

Journal Articles

You may request copies of articles in journals or magazines from any library on campus. Just ask at the Perkins Reference Desk, the Bostock Help Desk, the Lilly Reference Desk, or at any of the branch libraries.

Many journal articles are available in full text on the Web via databases such as Academic Search Premier and Proquest. Check the journal's title in the e-journal finder or the online catalog for full-text holdings, or [contact the Reference Desk](#) for help.

Reserves

Many reserves are [online](#). If you need extra time to use books or articles which are on reserve in the library or branches, ask for an extended loan when you check out the material.

Renewal

Books can be [renewed online](#).

Copies

If you have difficulty using the photocopy machines the library staff will make photocopies for you of articles. The charge is \$.07 with copy card or Duke ID Card Flex account, or \$.10 if cash. Ask at the Perkins Reference Desk, the Bostock Help Desk, the Lilly Reference Desk, or at any of the branch libraries. If you call or email ahead with article citations, copied articles will be processed with a 2-3 day turnaround. (See list of contacts).

Library Programs

If you are planning to attend a program taking place in the library and you need special assistance (including wheelchair accessibility) please [contact](#) the program's sponsor prior to the event to ensure access.

Duke Disability Management System

This is the central clearing house for disability-related information for [Duke University](#) and Duke University Health System and is intended for use by visitors, patients, students, staff, and faculty. It provides [accessibility maps](#) of university and health system campuses that detail accessible entrances, disability parking, accessible paths for buildings, accessible restrooms, and emergency phones. Its website lists [assistive technology](#) equipment available on campus.

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

Accessibility Services

Assistive Technology
Building Access
Contact People
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Reading List
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Web Accessibility

[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

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

Campus general assistance: 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





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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


Faculty and Graduate Students contact:

- James Rhoades**, Faculty and Graduate Research Services Librarian at jrhoadesjr@fsu.edu

You may also contact:

- Jacqueline Druash**, Undergraduate Instruction Librarian at jdruash@fsu.edu

Universal Accessibility Associate



Fred Rebhun

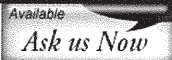
Contact Info:
Universal Accessibility Associate
FSU Libraries
Strozier Library
Florida State University
116 Honors Way
850.644.3084
frebhun@fsu.edu
[Send Email](#)

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)

[TemporaryParking 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](#)

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View this page in a format suitable for printers and screen-readers or this device.

Librarians are standing by.



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

Contact Info: Universal Accessibility Associate

FSU Libraries
Strozier Library
Florida State University
116 Honors Way
850.644.3084
frebhun@fsu.edu

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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 Traillons Way
108 Student Services Building
Tallahassee, FL 32306-4167

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

E-mail:
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

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

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

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RESEARCH TOOLS

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- Find Articles/Databases
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SERVICES


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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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CHANGING LIVES
IMPROVING LIFE

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Software

Alternate Format Text

 **ask Us**
chat • email • phone • drop by

you and your **Library**

Library Accessibility Services

Library • Assistance • LCSD

LAS

Text Size: S M L XL



Hours

The LAS computer lab is open during regular Library hours.

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



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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Contact

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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Phone 515 294-3642

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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](#)

[About Us](#)
[Send questions or comments about this page](#)
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Site Search:

Search



[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](#)
 - [Foreign Language Materials](#)
- [Who is eligible](#)
- [What is available](#)
- [Where libraries are located](#)
- [How to sign up](#)
 - [NLS Application for Free Library Service: Individuals, in English](#) [PDF: 1MB / 4p.]
 - [NLS Application for Free Library Service: Individuals, in Spanish](#) [PDF: 173KB / 5p.]
 - [Link to the current Adobe Acrobat free reader download page.](#)
- [About NLS](#)

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- Online Catalogs:
 - [Quick search of the online catalog](#)

Direct Services

[Braille transcription and proofreading courses](#)

[Music instruction, music scores and books](#)

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- [Voyager search of the online catalog](#)
- [Kids Catalog](#)
- [Find magazines in accessible formats](#)
- [Read *Braille Book Review*](#), lists of recent braille books, (new issues every two months)
- [Read *Talking Book Topics*](#), lists of recent audio books, (new issues every two months)
- [Read annual lists of braille and audio books](#) (compilations of the bimonthly lists above)
- [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



MUGSI
Faculty & Staff Directory

Quick Links
Search **GO**
☐ McMaster ☒ Library website

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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 \(#Emergency Evacuation Procedures\)](#)
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Office of Information Technologies


SEARCH People Finder


☐ OIT ☒ UMass

[Home](#) [Get Started](#) [Services](#) [Get Help](#)

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

[OIT Home](#) [About OIT](#) [Learning Commons](#) [Campus Technology Resources](#) [UMass Home](#)

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ATC F.A.Q.

ATC Hardware & Software

Related Links

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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 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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Whom do I contact for ATC help?

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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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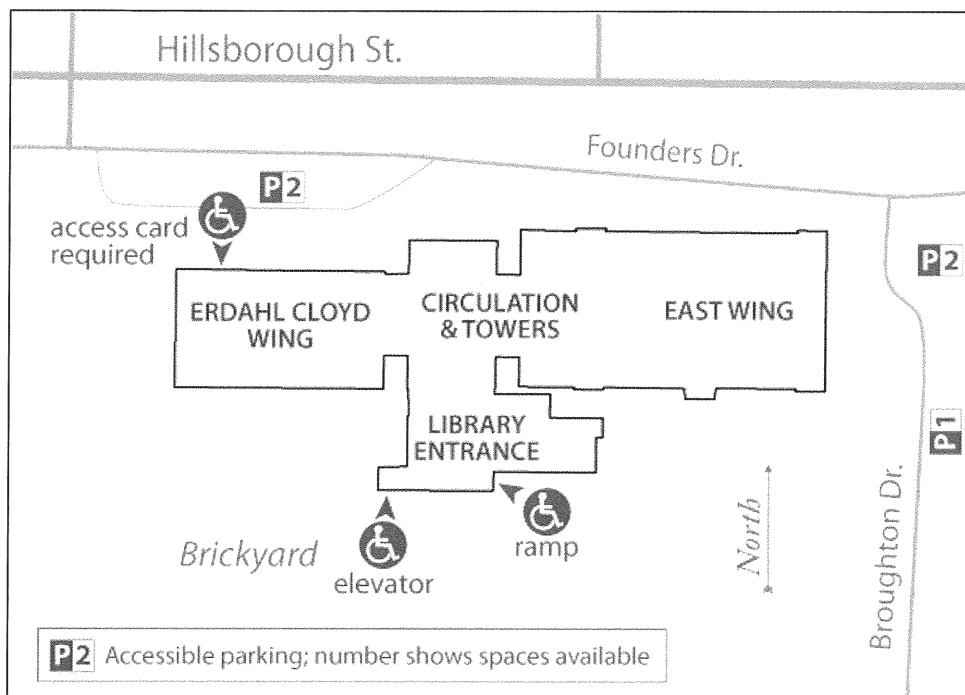
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Disability Services

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 Erdahl-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.

**OHIO**
UNIVERSITY *Libraries*

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ASK A LIBRARIAN ▶
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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 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

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.


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>).



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.

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
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
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
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
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
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
Access Services: 973/353-5161

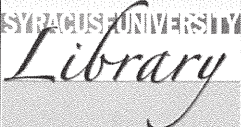
The library has automatic entrance and exit doors. Elevators, with selectors at wheelchair height and marked in Braille, connect all floors. Rest rooms, water fountains, campus telephones, and two photocopiers are adapted for wheelchair specifications. Accessible parking is available near the library entrance on the Plaza off Bleeker Street.

Last updated June 2010

URL: http://www.libraries.rutgers.edu/rul/lib_servs/disabil.shtml

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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.

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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 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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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 lists two locations: 'E.S. Bird Library/Belfer Audio Archive' and 'Science & Technology Library/Math Library', each with a list of disabled parking spaces. 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 like '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

Databases E-Journals Articles Surface Website

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HOME FIND RESEARCH ASSISTANCE SERVICES ABOUT HOURS HELP

Home > Services > Getting Help > Disability Services > Accessible Parking

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Accessible Parking

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 services such as '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 contact information for locating and using resources, including location, phone numbers, and email addresses. The footer contains the library's address, contact numbers, and a list of additional links. A copyright notice for 2010 is also present.

SYRACUSE UNIVERSITY Library

Discover Databases E-Journals Articles SUrface Website

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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
- 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. 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](#)
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- [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.

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.


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

- On Campus Resources
- Off Campus Resources



TEXAS TECH UNIVERSITY
Libraries

ARCHITECTURE LIBRARY

SOUTHWEST COLLECTION

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Library Instruction

Scholarly Communications

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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.



Services for ... Persons with Disabilities



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- [About Library Services for Persons with Disabilities](#)

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

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
- 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
- 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

University of Waterloo Library
200 University Avenue West
Waterloo, Ontario, Canada N2L 3G1
519 888 4883



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Yale University Library

RESEARCH TOOLS LIBRARIES & COLLECTIONS ABOUT THE LIBRARY LIBRARY SERVICES

[Borrowing & Circulation](#) / [Course Reserves](#) / [Interlibrary Loan](#) / [Borrow Direct](#) / [Workshops & Tutorials](#) / [Ask! a Librarian](#)

Services for Persons with Disabilities

[Request Materials via Eli Express](#)
[Library Assistance for Persons with Disabilities](#)
[Public Service Representatives](#)
[Available Adaptive Technology](#)
[Physical Accessibility Information](#)
[Other Resources Available on Campus](#)

[Library Policy](#)

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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Send comments to libweb@www.library.yale.edu

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Online Forms



University of Nebraska-Lincoln

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 

Send Email

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

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Library Web site

Search

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

THE UNIVERSITY OF ARIZONA

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UNIVERSITY LIBRARIES

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Policies

Floor Plans

Other Computers

Express Document Center

Interlibrary Loan

Document Delivery

For Faculty & Instructors

For Graduate Students

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		Assistive Technology	PC	PC	PC	
	Narrator		Assistive Technology	PC	PC	PC	
	On-Screen Keyboard		Assistive Technology	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	Assistive Technology	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	PC: ARADT 201	Assistive Tech PCs only
	Inspiration	8	Assistive Technology	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	ARADT 201, MUADT 201	Assistive Tech PCs only
Freedom Scientific	Jaws	11	Assistive Technology	PC: ICADT 501, 502, 503, 601, 602	PC: SEADT 201	ARADT 201, MUADT 201	Assistive Tech PCs only
Kurzweil	Kurzweil 1000	11	Assistive Technology	PC: ICADT 501, 502, 503, 601, 602			Assistive Tech PCs only
Kurzweil	Kurzweil 3000	10	Assistive Technology	PC: ICADT 501, 502, 503, 601, 602			Assistive Tech PCs only
Freedom Scientific	MAGic	11	Assistive Technology	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



ARIZONA STATE UNIVERSITY

Home (<http://lib.asu.edu>) > ADA Services - ASU Libraries (<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)

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

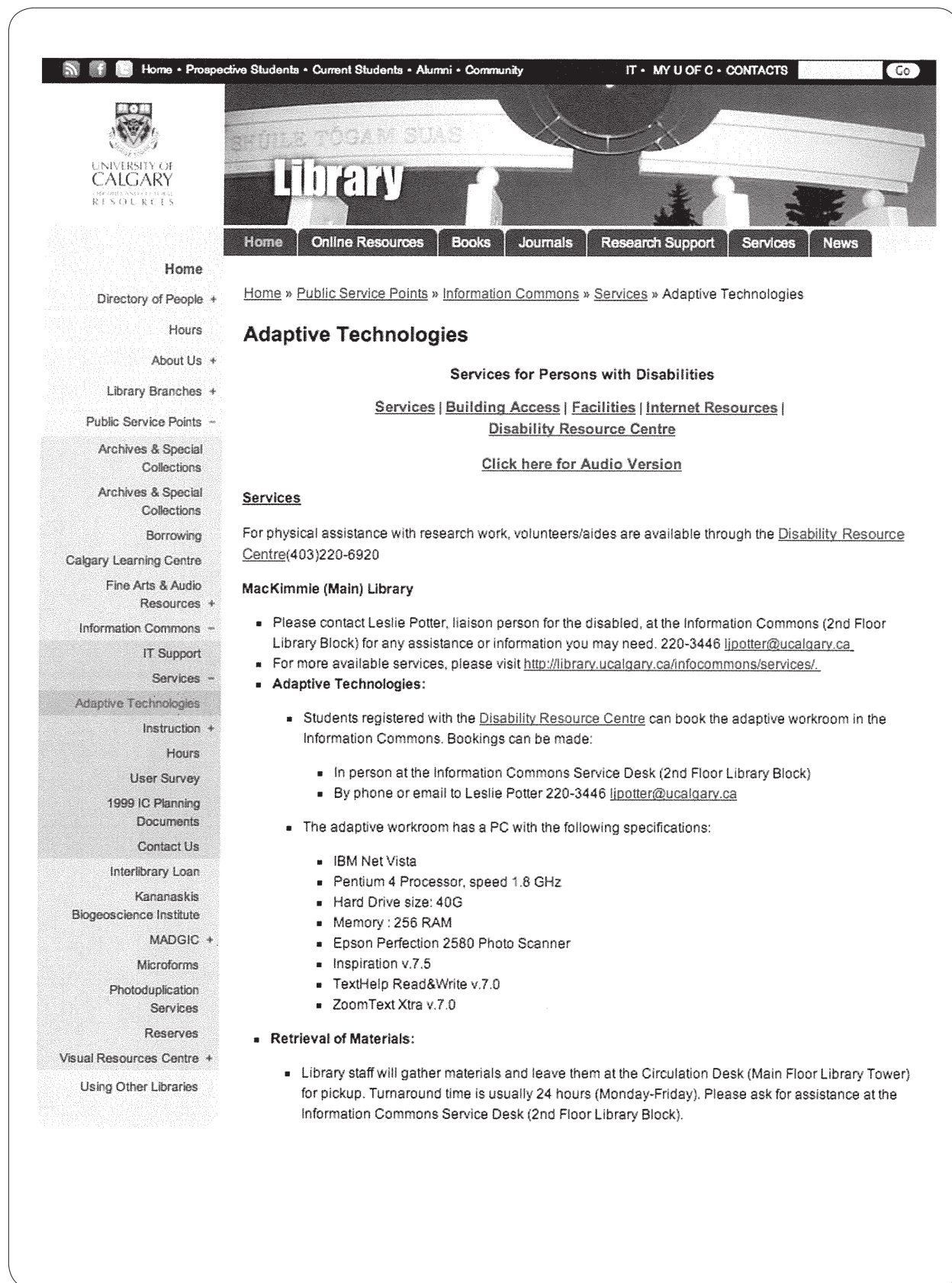
For additional assistance please contact the [ADA Services \(/ada/contact#hayden\)](/ada/contact#hayden) at the Hayden Library.

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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 |



The screenshot shows the University of Calgary Library website. The top navigation bar includes links for Home, Prospective Students, Current Students, Alumni, and Community. The main header features the University of Calgary logo and a large banner image of the library building with the word "Library" overlaid. Below the banner is a horizontal menu with links: Home, Online Resources, Books, Journals, Research Support, Services, and News. The left sidebar contains a vertical list of links, including Home, Directory of People, Hours, About Us, Library Branches, Public Service Points, Archives & Special Collections, Borrowing, Calgary Learning Centre, Fine Arts & Audio Resources, Information Commons, IT Support, Services, Adaptive Technologies, Instruction, Hours, User Survey, 1999 IC Planning Documents, Contact Us, Interlibrary Loan, Kananaskis Biogeoscience Institute, MADGIC, Microforms, Photoduplication Services, Reserves, Visual Resources Centre, and Using Other Libraries. The main content area displays the breadcrumb trail: Home » Public Service Points » Information Commons » Services » Adaptive Technologies. Below this is the section title "Adaptive Technologies" and a sub-section "Services for Persons with Disabilities". A list of links follows: Services, Building Access, Facilities, Internet Resources, and Disability Resource Centre. A link to "Click here for Audio Version" is also present. The "Services" section is expanded, showing text about physical assistance and a list of services. The "MacKimmie (Main) Library" section is also visible, containing a list of services and specifications for the adaptive workroom.

Home » Public Service Points » Information Commons » Services » Adaptive Technologies

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
- 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
 - 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

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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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Contact


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
Braillelrs, 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)

[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

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.

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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

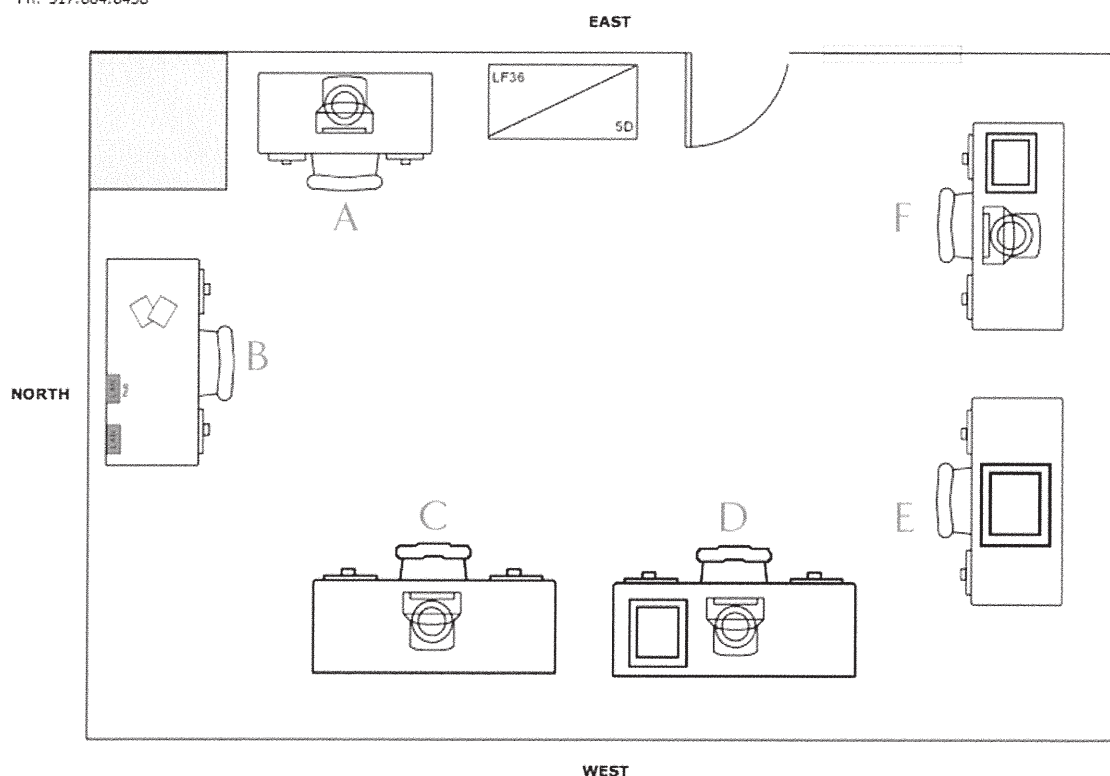
Assistive Technology Center
Michigan State University
100 Library W308
East Lansing, MI 48824
U.S.A.

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.




Modified: 09/10/07

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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
100 Library W308
East Lansing, MI 48824
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

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[About Disabilities](#)

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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](#)


Phil Kragnes
Adaptive Technology
Specialist
(612) 626-0365
pmk@umn.edu

Eric Eklund
Adaptive Technology
Associate
(612) 624-3303
eeklund@umn.edu

612-626-9654 (Fax)

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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

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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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Main Library Hours: 8:30am - 3am
more for Wednesday, November 17

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Schaffner Library
Science & Engineering Library
Special Collections
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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](#)
- [Apply for Student Jobs](#)



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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

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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

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.

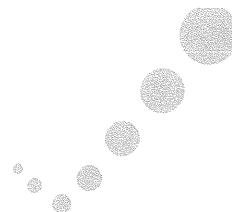
List of Applications

(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



PENNSTATE



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Disability Services

Assistive Technology

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.



South Carolina's Flagship University

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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

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

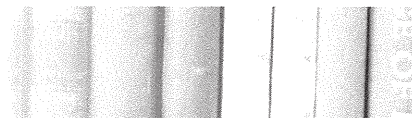
Disability Support Services (DSS) Room

Assistive technology for disabled patrons is located in the DSS Room (Room 103M) on the 1st 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

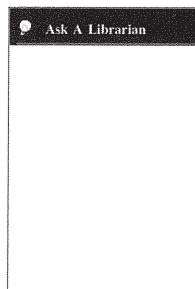


[Admin Sign In](#)

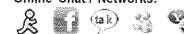
Getting Help



We're Here to Help!



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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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- Use library services
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Quick Links

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OAK
Request Forms
Test Pilot
VU Print
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).

University of Virginia Library

PO Box 400113, Charlottesville, VA 22904-4113

ph: (434) 924-3021, fax: (434) 924-1431, library@virginia.edu

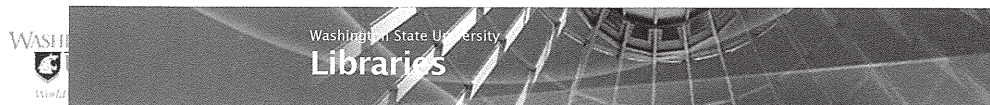
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WSU Library Services for Users with Disabilities

- ▶ [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

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

WSU Libraries , PO Box 645610, Washington State University, Pullman WA 99164-5610, 509-335-9671, Contact Us

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User Needs Assessment



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 A: Survey Questions](#)

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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 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

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

Thank you for your participation.

Janet Wason

Co-ordinator, Library Services for Persons with Disabilities
jewason@uwaterloo.ca
(519) 888-4567 x3012



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Staff Training



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

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
- Tips for successful meetings when some participants are visually impaired.
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

FIND COMMITTEES

SEARCH STAFF PAGES

STAFF RESOURCES INDEX

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Library Faculty

Marketing

Planning and Assessment

Public Services

Integrated Information Systems

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
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
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

Website Feedback: | Privacy Policy

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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.

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

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

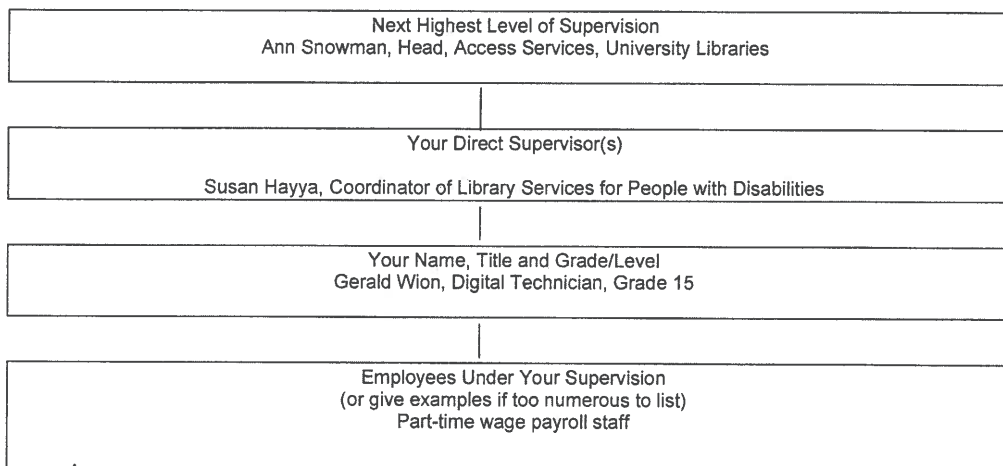
Scope Data

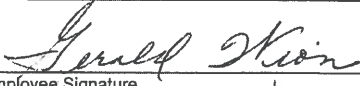
Scope describes the extent or range of operation for a job. Please give examples of the size and extent of activity over which this job has control or has impact, such as size of budgets, numbers of students, numbers of faculty supported, extent of impact (department-wide, college-wide, University-wide).

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.

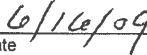





Employee Signature



Manager/Supervisor Signature



Date



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>



