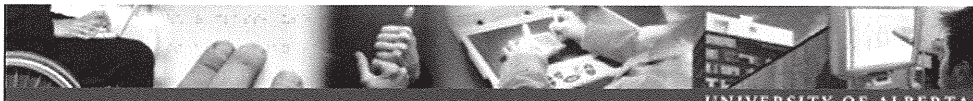


Service Policies/ Statements



UNIVERSITY OF ALBERTA

[Contact Us](#) | [Site Map](#)

Policies and Guidelines
> [Policy for Students with Disabilities](#)

Home
[Services](#)
[Resources for Faculty](#)
[Accessibility to Campus Life](#)
[Awards and Bursaries](#)
[Events and Deadlines](#)
[About SSDS](#)
[Documents and Forms](#)
[Policies and Guidelines](#)
[Additional Resources](#)

[Home](#) > [Policies and Guidelines](#) > [Policy for Students with Disabilities](#)

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.

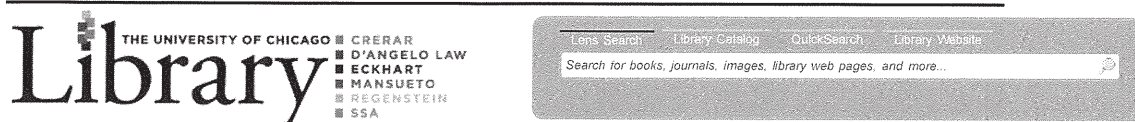
Although the primary responsibility for the provision of services rests with Specialized Support and Disability Services, the provision of a supportive physical, academic and social environment is the responsibility of the entire University.

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.
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.

[Home](#)



[Catalogs](#) [Database Finder](#) [Hours](#) [My Accounts](#) [Libraries](#) [Help](#)

[Library Home](#) > [Using the Library](#) > [Services for Users With Disabilities](#)

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

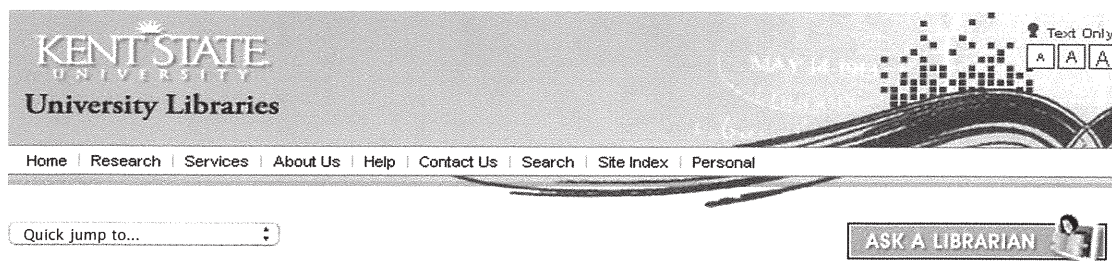
If you need help with a research project, or have questions about the University of Chicago Library, our librarians are available to assist you.

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 -

UK

Home

Get Help


Libraries' Catalog (InfoKat)

Site Index


Campus Libraries

E-Journals

Electronic Resources

Search the Libraries' 

go



Ask-a-Librarian

Email | Chat | Phone

In-Person Consults

Selected Databases

Find

Books

Articles

Electronic Resources

Research Guides by Subject

Course Guides

Borrow

Interlibrary Loan

Book Express

Course Reserves

Services for

Students

Faculty, Staff, Grad Students

Community


Disabilities

About

Campus Libraries

Hours

Staff Directory

News and Events 

Help

Off-Campus Access


Instructions

Return to UK home page


Return to Libraries home

Check page validation

Staff only



U.S. Government Information



University of Kentucky Libraries

DISABILITY SERVICES

About

Research Assistance

Retrieving Library Materials

Use Guidelines

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.

Return to Libraries home

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

SPEC Kit 321: Services for Users with Disabilities · 57



UNIVERSITY | LIBRARIES

[About](#)

[Research](#)

[Community](#)

[Help](#)

[Penn State University Libraries \(change library\)](#)

[University Library Home](#)

Welcome! [My Library Accounts](#) | [Renew Books](#)

DISABILITY SERVICES

Services

[Assistive Technology](#)

[Guidelines](#)

[Volunteers](#)

[Library Physical Access](#)

[Links](#)

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

[PSU Home](#) [Libraries Home](#) [Site Index](#) [About the Libraries](#) [Privacy and Legal Statements](#)

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

Copyright © 2010 The Pennsylvania State University Updated: Mon Nov 15 14:03:37 EST 2010 U.Ed. LIB 10-149

 [Share / Save](#)



Services for ... Persons with Disabilities



Table of Contents

- [Who to Contact](#)
- [Using the Library Services](#)
- [Adaptive Technology Centre](#)
- [Study Rooms and Workstations](#)
- [Davis Centre Library](#)
- [Research Assistance](#)
- [Retrieving Library Materials](#)
- [Campus Book Delivery](#)
- [Alternate Format Materials](#)
- [Sources for Alternative Formats \(Electronic Texts, etc.\)](#)
- [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: