



University of the
West of England

Library Services

Library Services for Disabled Users

Introduction

Welcome to the Library Service. This leaflet outlines the services offered to disabled users at Glenside Library. All students enrolled on courses at UWE are able to join the Library and use the facilities at any UWE Library.

We aim to make Glenside Library accessible and convenient for all. If you need any advice on access to the Library, or if you have any other requirements then please contact us.

Contacts

Jeanette Peberday is the main contact for disabled users at Glenside Library.

Telephone: (0117) 328 8405

E.mail: jeanette.peberday@uwe.ac.uk

Fax: (0117) 328 84024

Pauline Shaw can also be contacted on **(0117) 328 8592**

Clare's story

Clare, a 2nd year student with a visual impairment, wanted to use the speech software on her laptop without disturbing others. We installed a network point in our Assistive Technology room, so that Clare could use her laptop in a private area.

We encourage feedback from students and will do our best to act on suggestions.

Services

In addition to one-to-one help and assistance, we also provide more general services to make effective use of UWE Library Services.

Renewal Service:

You may renew items in person, online or by calling the 24-hour Automated Telephone Renewal Service on:
(0117) 328 2092

You will need your UWE ID number and Library PIN. If you have forgotten your Library PIN we can email it to your UWE email account, see:

www.uwe.ac.uk/library/info/faq/passwords/#pin

Items may be renewed three times, providing that they have not been reserved by another borrower.

Support within the Library:

We can provide individual help with browsing the catalogue or databases upon request. We can help you select material by describing available items, and collecting material for those unable to reach certain items within the Library. Please remember to ring to arrange an appointment.

Reserving / requesting items:

Books that are either out on loan from Glenside, or are held at other Campus Libraries can be reserved for you by placing a hold. You can do this via the Library catalogue.

Notification will be sent to you when these books are ready for collection.

Postal Loans:

A postal loans service is available. More information on types of loans sent and costs can be found online:

www.uwe.ac.uk/library/info/library_support_services/postaloans.htm

Photocopies:

You can request up to six photocopies of journal articles or chapters from books held at Glenside or our other Campus Libraries. There is more information online:

www.uwe.ac.uk/library/info/photocopy-service.htm

It is also possible to enlarge the text for those students who find it easier to read large print.

Photocopies are charged at the rate of 10p per sheet. We adhere to current UK copyright law, which means that users are able to photocopy the whole or part of a single article from an issue of a journal or up to 5% or one chapter from a book. It is necessary to sign a copyright declaration upon collection/receipt of the article.

If you need a receipt for any photocopying that you do in the Library, please ask at the Service Desk.

Remote access to electronic resources:

The Library Catalogue can be accessed via the Internet. This allows you to search for and reserve books from home. Using both your UWE ID number and Library PIN, you can also check your borrower record and renew books.

Electronic journals, electronic books and databases which the Library subscribes to can also be accessed via the web.

The catalogue and other electronic resources can be reached by following the links from the Library's home page: **www.uwe.ac.uk/library/**

Opening hours

Our opening times change at various points during the academic year and vacations.

For specific times, please visit the Library webpages – **www.uwe.ac.uk/library**

Phil's story

Phil, a 1st year student who uses a wheelchair, told us that the Library printers were in an awkward and inaccessible position. We moved the printers to a central location in the Library, improving access not just for Phil, but for all students.

We encourage feedback from students and will do our best to act on suggestions.

Access

The Library is in D-Block of Glenside Campus, and has its own external entrance. The nearest parking is in car park 11 (for students) and 10 (for staff); the nearest disabled parking bay is outside G-Block.

Glenside Library is on two floors. The ground floor of the Library is fully accessible. There is a lift immediately outside the Library that can be used to access the second floor. This has a goods lift-style door, which is heavy to open and close. Please contact a member of library staff on first use. Speak to our library disability contacts if you need to use the lift to access the second floor of the library on a regular basis.

An accessible toilet for wheelchair users is located on the ground floor.

Specific equipment and software

Assistive Technology

At Glenside Library we have a dedicated Assistive Technology room which can be booked for individual use.

The Assistive PC has an attached scanner and gives access to the Library catalogue, the Internet, email and the following software:

- **Read and Write Gold**

Read & Write offers scanning, speech readback, phonetic spell checking and word prediction. The speech software reads both scanned documents and newly composed text.

- **Inspiration**

Inspiration is mind-mapping software. Ideas and their connections can be arranged visually using symbols, text and flow diagrams.

- **Supernova**

Supernova magnifies text and icons on the desktop, toolbars and menus together with Windows applications and the internet. Speech software reads text and toolbars.

The room has a network point so laptops can be used.

Other Equipment and facilities

CCTV

This is a reading aid which is not computer based. Text can be magnified and read from a screen. The colour of the text and background can be modified.

Induction loops

Glenside Library has induction loops in the teaching room and at the Service Desk and Enquiry Desk.

Study Spaces

Glenside Library has a range of study spaces including a Quiet Study Area and Group Study spaces.

Subtitled DVDs

Most of the off-air recordings at Glenside Library have subtitles.

Braille

There are 2 Braille available at Frenchay and St Matthias campuses.

Daylight lamp

The assistive PC room has a daylight lamp, which can be moved to other parts of the Library on request.

Study skills books

We have a selection of books about study skills, some are aimed specifically at students with dyslexia. A few titles are listed below. Check the catalogue for others.

Cottrell, Stella (2005) *Critical Thinking Skills*.
London: Palgrave

Cottrell, Stella (2008) *The Study Skills Handbook*. 3rd ed.
London: Palgrave

Hargreaves, Sandra (ed) (2007) *Study Skills for Dyslexic Students*. London: Sage

Kay, Julie and Yeo, Dorian (2003) *Dyslexia and Maths*.
London: David Fulton

Rose, Jean (2007) *The Mature Student's Guide to Writing*.
2nd ed. London: Palgrave



For further information about other campuses' opening hours and facilities plus maps, use the 'UWE Libraries' booklet or visit our web pages.

This guide can be made available in alternative formats on request.