

## Library and IT services for people with hidden disabilities.

This guide is for users of our Library and IT services who have hidden disabilities.

For the purposes of this guide hidden disabilities are considered to include, for example, mental health problems, Aspergers syndrome, epilepsy, multiple sclerosis, and diabetes.

We realise that these conditions have little in common other than not being immediately obvious to other people. Also we know that many people with hidden disabilities will not need extra support in their use of Library and IT services. However, in this guide services have been listed that may be helpful to some people. If you do not see the support or service you need listed, please contact Library Customer Support or the Disability and Learning Support Service at 3 Elms Road (whose contact details are at the back of this guide) to discuss this.

If you would prefer to download a digital version of this, or other guides, please visit [www.library.bham.ac.uk/searching/guides](http://www.library.bham.ac.uk/searching/guides). This guide is listed under **Guides for Users with Disabilities** where an enlarged-text version is also available.

There are also guides for users with physical disabilities, hearing impairment, visual impairment, and specific learning difficulties such as dyslexia or dyspraxia.

### **Contacting the Library.**

If you need to contact the Library, for example to renew your loans, or if you want to ask us a question, contact Library Customer Support (contact details at the back of this guide). Our service points are happy to receive calls through Text Relay (Type Talk). Alternatively you may like to fax us on 0121 471 4691, or, for enquiries, email us at [library@bham.ac.uk](mailto:library@bham.ac.uk)

You can expect staff working on service points to be aware of the problems faced by people with disabilities, and to assist wherever possible.

### **Quiet Work Areas.**

You may prefer to work in quieter areas, away from distractions. All Main Library zones above the ground floor are designated as quiet work areas, where talking is discouraged. These zones are intended only for quiet study, and in most cases have a number of single study carrels which are available on a first come first served basis.

The other libraries have equivalent areas. Please ask at the lending desk at the library you use, or contact Library Customer Support to find out where.

### **Using the Library Catalogue.**

If it is difficult for you to use the library catalogues, staff will help you look up the details of any material which you need. Please ask at the Information Desk in the Main Library or lending desk in other libraries.

### **Transfer of stock between sites.**

Where physical access or access to materials, audio visual equipment or assistive technology is difficult, arrangements can be made for materials to be sent to another site where access is more convenient.

### **Photocopying Services.**

If you need to photocopy on to coloured paper, staff can provide the paper. If photocopying is difficult for you because of a disability, staff will do copying for you at the self-service cost. Please ask at the Lending Desk at the Library you are using.

### **Services by arrangement.**

The following services (marked with an asterisk) are available to users with disabilities by arrangement. Please contact the Disability and Learning Support Service, at 3 Elms Road (contact details at the back of this guide), who will make the necessary arrangements.

### **Book Fetching Service.\***

If finding or fetching books from the shelf is a problem for you in the Main Library, you may telephone Library Customer Support at the Main Library for assistance (contact details at the back of this guide). Staff will fetch items from the shelves and bring them to Lending Services on the ground floor where you can collect them. If you require books from a site library, please contact staff at that library, or contact Library Customer Support, who can transfer you. Please give at least half a day's notice where possible.

### **Extended Loans.\***

If you have problems with reading books in the time allowed, you may be able to extend your loans.

### **Assistive software in computer clusters.\***

A range of assistive software is available from the following centrally managed computer clusters, learning suites and library PCs:

- Barber Arts and Music Library PCs.
- Barnes Library: PCs, clusters & training room.
- Business School clusters.
- Dental School Library PCs
- Education clusters & library PCs.
- Garner Learning Suite (Chemical Engineering).
- Gisbert Kapp Learning Suite.
- Health Sciences clusters.
- Law Library PCs.
- Learning Centre clusters.
- Main Library PCs, clusters & training room.
- Mason Lounge cluster.
- Nuffield Learning Suite.
- Orchard Learning Resources Centre (OLRC), clusters & training room.
- Physics clusters (P6 & P9).
- Shakespeare Institute cluster.
- Shakespeare Library PCs (one computer with Kurzweil 1000 in addition to the software below).
- Sport & Exercise Science cluster.
- Strathcona clusters.

TextHELP Read & Write, literacy software, and Mind Genius, mind mapping software, are available to all. Jaws screen reading software, Magic screen magnification software and Inspiration visual planning tool, are available by arrangement.

### **Other services.**

Other Library and IT services can help save students valuable time.

### **Information clinics.**

For detailed help with essay, project or dissertation work such as learning to find digital journal articles, you can book an Information Clinic with your Library Services academic support contact. For more information go to <http://www.library.bham.ac.uk/searching/subjectsupport/>, or contact Library Customer Support.

### **Hallsnet.**

Hallsnet, provided by a company called ask4 in association with the University, provides students internet & University network access from study bedrooms in University accommodation. This service is included in the accommodation fee. For more information please go to [www.hallsnet.bham.ac.uk](http://www.hallsnet.bham.ac.uk) or contact the IT Service Desk on 0121 414 7171.

### **Wireless Network.**

If you have a compatible Laptop, PDA or a Tablet PC, you can gain access to the wireless network from many of the wireless hotspots around the Campus. For more information please go to [www.wireless.bham.ac.uk](http://www.wireless.bham.ac.uk).

### **More information**

#### **Library Services disability web site**

<http://www.library.bham.ac.uk/using/disabilities/>

This site has links to the:

- Assistive Technology web site,
- Disability policy for Library Services,
- Library and computer services guides for people with disabilities.

### **For University-wide information**

For Students:

[www.as.bham.ac.uk/disability](http://www.as.bham.ac.uk/disability)

For Staff:

[www.disability.bham.ac.uk](http://www.disability.bham.ac.uk)

### **Comments, complaints or positive feedback**

We always welcome feedback. Please make comments, complaints or positive feedback to Library Customer Support, online at [www.tellus.bham.ac.uk](http://www.tellus.bham.ac.uk), or through the Advice and Representation Centre at the Guild of Students: [http://www.guildofstudents.com/content/188405/your\\_support/arc/](http://www.guildofstudents.com/content/188405/your_support/arc/).

### **Contacts.**

#### **Library Customer Support.**

Library Customer Support is a "one-stop shop" for a range of library services. If you're too busy, or too far away, to visit our libraries and resource centres in person you can still access many of our services online or by phone.

Please contact Library Customer Support with general library enquiries, or queries related to the services in this guide. Library Customer Support can also tell you telephone numbers for site libraries, or transfer you.

Telephone: 0121 414 5828

Email: [library@bham.ac.uk](mailto:library@bham.ac.uk)

Fax: 0121 471 4691

**Disability and Learning Support  
Service, 3 Elms Road.**

For general support related to a disability or to arrange access to services marked in this guide with an asterisk, the Disability and Learning Support Service for the University can be contacted by:

Telephone: 0121 414 5130

Email: [disability@bham.ac.uk](mailto:disability@bham.ac.uk)

WWW:

<http://www.as.bham.ac.uk/disability/>

All Library Services documents are available in other formats, please contact Library Customer Support on 0121 414 5828 or [www.library.bham.ac.uk/help/ask.shtml](http://www.library.bham.ac.uk/help/ask.shtml) for information.

This work is licensed under a Creative Commons Attribution - ShareAlike 2.5 licence.

G/11.3 – SCE / MK – 24/11/10