Accessibility Support

Information for users of the Accessibility Support service at York St John University

Library & Learning Services
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THE ACCESSIBILITY SUPPORT SERVICE – AN OVERVIEW

Users of our Accessibility Support service may loan up to 35 items from the Library at any one time, including Artefact Kits and Story Sacks from the School Library. Dependent on circumstances, other entitlements may include:

— **Automatic renewals** on your items (unless someone else needs them, or after 15 renewals)
— **1–1 support** from your Academic Liaison Librarians
— Access to **Digital Training support** with drop-in sessions
— **Request books to be collected** from the Service Desk
— Request that anything from **one page to a whole book** from the Library be **scanned into an accessible PDF format** for use during your course (please refer to page 8 for criteria requirements)
— **Borrow assistive equipment** from the Service Desk
WELCOME TO FOUNTAINS

Library & Learning Services and Innovation & Technology Services (ITS) are based in the Fountains Learning Centre. All of our services can be accessed from the Service Desk, which is located on the Ground Floor of Fountains. You can also get in touch with us by phone, email or via Twitter.

The staff on the Service Desk can help you with any queries regarding the Library, IT or printing.
HELP USING THE LIBRARY

If you require help using the Library, you can book an appointment with a member of Service Desk staff by either emailing or calling us.

Booking an appointment is not always essential; you can drop into Fountains at any time.

T: +44 (0)1904 87 6696
E: ile@yorksj.ac.uk
Your librarian is here to help you with referencing, reading lists, finding resources, databases and more. Call or email through term time (9.00am–5.00pm, Monday to Friday), or book a tutorial online.

Rachel Hogg
T: +44 (0)1904 876699
– Criminology
– Law
– Police Studies
– Sociology

Katherine Hughes
T: +44 (0)1904 876228
– Creative Writing
– English Literature
– Geography
– Media & Film Studies

Jane Munks
T: +44 (0)1904 876105
– Business
– Counselling
– Psychology

Ruth Patterson
T: +44 (0)1904 876424
– Biomedical Science
– Occupational Therapy
– Physiotherapy
– Sport

Clare McCluskey-Dean
T: +44 (0)1904 876324
– American Studies
– Children, Young People & Families
– Early Childhood Studies
– Education Studies
– History
– Liberal Arts Foundation Year
– Politics
– Primary Education
– Religion & Philosophy
– War Studies
– Youth & Community

Thomas Peach
T: +44 (0)1904 876170
– Computer Sciences
– Data Science
– Design
– Drama, Theatre & Dance
– Fine Art, Photography & Illustration
– Languages, Linguistics & TESOL
– Mathematics
– Media Production
– Music
– Music Production
TUTORIALS, CLASSES AND DROP-INS

If you need any tutorial to take place in a quiet space, please let us know so that we can try to accommodate this.

Digital Skills

Digital Training offer a range of courses and individual support via bookable 1–1 tutorials. Visit the Digital Training web pages for further information and to book tutorials. You can also email Digital Training or visit a drop-in session for extra training or support with software applications. Drop-ins run 12.30pm–1.00pm, Tuesdays and Thursdays (term-time only).

E: digitaltraining@yorksj.ac.uk
www.yorksj.ac.uk/library

The Assistive Technology to Support Study Team are here to provide guidance on making the most of software. For support tailored to your needs, email the Assistive Technology team directly, or book an appointment via the Student Information Desk (SID) in Holgate.

E: assistivetech@yorksj.ac.uk
E: SID@yorksj.ac.uk

Academic Skills

For help with finding information, referencing and more, you can visit the Academic Liaison Librarian pages to book 1–1 tutorials with your ALL.

www.yorksj.ac.uk/library → Subject help from your librarians

Get specialist help with writing, critical thinking, essay planning, time management and other study skills from the Study Development Team in Student Services – search “study skills” on the University website.
SCANNING AND ACCESSIBLE FILES SERVICE

If you wish to read a book or a journal and it is not accessible to you, then Library & Learning Services can help.

In the first instance, we will attempt to source an accessible version.

If this is not possible, we provide a scanning service for students who are unable to scan items themselves.

We can scan up to an entire book in order to create an accessible digital file. If your disability means digital files are not appropriate for you, please contact us about alternative formats.

In order to qualify for this service, you must fit the criteria of a disabled or visually impaired user as defined by the Equality Act 2010 and the Copyright, Designs and Patents Act 1988. In order to make an accessible copy, we must have access to the material, and it must require alterations that make it more accessible for your needs.

To make a request please fill out our form, available from the Accessibility Support pages at www.yorksj.ac.uk/library
BOOK REQUEST SERVICE & NOMINATED COLLECTION

Requesting a book

If you have difficulty locating or collecting items from the Library shelves, staff can do this for you if given two working days’ advance notice with details of the materials you require. You must be registered for Accessibility Support to access this service.

If you would like to use this service, you will need to fill out a request form online, with the details of the item you need. When the items are ready for collection, we will email you to ask you to collect them from the Service Desk on the Ground Floor of the Library. Requested items are held for seven days from the day we email you.

Nominating a borrower

If you would like a friend or support worker to be able to collect items from the Library on your behalf, please contact us to arrange this. We will need:

— details from your student ID
— details from your nominated borrower or other ID, if they are not a York St John University student

Your nominated borrower will need to show their ID and your student card each time they borrow on your behalf.

Please note: Payment of fines, and fine-related queries, cannot be addressed by your nominated borrower. As a student, you must pay your own fines either in person, via your Library Catalogue account, or by telephone. If you have a query about your fines, please email Library & Learning Services.

E: ile@yorksj.ac.uk

www.yorksj.ac.uk/library
   ➔ Accessibility Support
## AVAILABLE HARDWARE

Hardware is available to loan from the Service Desk in Fountains, and includes the following:

<table>
<thead>
<tr>
<th><strong>Wider screen computers</strong></th>
<th>There are two computers on each floor of Fountains with 27-inch monitors.</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Laptops</strong></td>
<td>Laptops are available to borrow from our Laptop Lockers in Fountains (x2) and Holgate.</td>
</tr>
<tr>
<td><strong>Low-level printer/photocopier</strong></td>
<td>For more accessible use, this device is on the Ground Floor of Fountains.</td>
</tr>
<tr>
<td><strong>Specialist equipment</strong></td>
<td>We have a range of specialist equipment available to use in Fountains, including book rests, foot rests, trackball mouse, cherry keyboard, etc. For more details or to borrow equipment please ask at the Service Desk.</td>
</tr>
</tbody>
</table>
# AVAILABLE SOFTWARE

The range of software available on all networked PCs includes:

<table>
<thead>
<tr>
<th>Software</th>
<th>Description</th>
</tr>
</thead>
<tbody>
<tr>
<td>Desktop zoom</td>
<td>Magnifies your PC screen up to 36x. Customise the screen for contrast, tinting and brightness.</td>
</tr>
<tr>
<td>Inspiration/ MindView</td>
<td>These tools both create mind maps to help plan and develop your ideas and essays. Export to Word and PowerPoint is available.</td>
</tr>
<tr>
<td>TextHelp Read and Write</td>
<td>Allows you to read your work and helps you to develop your study strategies.</td>
</tr>
<tr>
<td>Global Autocorrect</td>
<td>Automatically corrects your spelling as you type in documents and on the internet.</td>
</tr>
<tr>
<td>Audio Notetaker</td>
<td>Take notes that you can organise and categorise to suit the way that you learn. There is also an accompanying app free to all students.</td>
</tr>
<tr>
<td>Sensus Access</td>
<td>Allows you to convert documents into a range of alternate media.</td>
</tr>
<tr>
<td>Ally</td>
<td>Ally is available on Moodle to help make your course resources accessible. You can use this to convert materials in Moodle into a range of alternative formats.</td>
</tr>
<tr>
<td>Ebooks</td>
<td>You can access over 400,000 ebooks, both on and off campus, from our Library Catalogue.</td>
</tr>
</tbody>
</table>

[www.yorksj.ac.uk/library](www.yorksj.ac.uk/library) → Library Catalogue
SPECIALIST EQUIPMENT

The following specialist equipment is available for use within Fountains. Please ask at the Service Desk to borrow any of these items:

— Book rests
— Foot rests
— Laptop stands
— Vertical mouse
— Trackball mouse
— Cherry keyboard
— Soft touch keyboard
— Coloured overlays
— Anti-glare screen
— Coloured paper for photocopying

The following furniture is also available in Fountains:

— Adjustable chairs
— Height-adjustable desks

The Service Desk is fitted with an Induction Loop. Places where induction loops are installed are identified by the symbol shown below.
HOW DO I USE THE ACCESSIBILITY SUPPORT SERVICE?

You can call or email us, or speak to us face to face at the Service Desk on the Ground Floor of Fountains.

You can also ask the Disability Advice Team, situated at Student Services in Holgate, to contact us on your behalf to make alterations to your Library account.

T: +44 (0)1904 87 6696
E: ile@yorksj.ac.uk

ACCESSING FOUNTAINS

Fountains is spread over three floors, and is directly accessed via the main or rear entrances of the building. Once inside, the Library is accessible by two doors: one revolving, and one automatic. Access between all floors is via stairs or lift.

For a less busy entrance into the Library, try the First Floor link bridge from De Grey. For a quieter staircase, try the staircase farthest from the Service Desk.

A tour of escape routes and safe havens is available.
DISABLED CAR PARKING

Car parking for disabled staff and students is available on campus, located adjacent to Fountains. Permit applications for disabled parking are treated as priority, though cannot be guaranteed due to limited availability. Please call for further information.

T: +44 (0)1904 624 624

PERSONAL EMERGENCY EVACUATION PLAN

If you have a Personal Emergency Evacuation Plan (PEEP) in place and are in the Library, please could you make the Service Desk staff on duty aware that you are in the building, if it is appropriate for you to do so and advised in your PEEP.
CONTACT US

Library & Learning Services staff are happy to help with any queries you may have. You can visit us at the Service Desk in Fountains, or contact us by any of our other channels.

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www.yorksj.ac.uk/library
This booklet can be provided in other formats; let us know of your requirements.