A Guide to Library Services for Customers with a Disability

This leaflet is available in alternative formats. Please ask at any of our service desks.
University Library Disability Policy and General Information

The University Library is committed to providing equality of access to services and facilities, and to the development of an inclusive environment for all users and staff. To this end, we aim to offer assistance and support wherever possible to any user with a disability. We will continue to monitor and review our services, and we welcome your feedback. Tell Us What You Think forms are available in all our Libraries and can be found online at: www.ncl.ac.uk/library/contact/feedback.

The University’s Student Wellbeing Services offers support and advice for all students who have a disability, long term medical or mental health condition or a specific learning difficulty. Students should telephone 0191 2083333, or send a query via the online form available at: my.ncl.ac.uk/students/contact.
Services and Facilities - Student Wellbeing referral

Staff from Student Wellbeing Services inform the Library that you are entitled to extended loans and/or the use of the accessible study rooms.

Accessible study rooms

Our libraries have a number of bookable study rooms for users with disabilities. Rooms offer:

- A height adjustable desk.
- Reading lamp (Philip Robinson and Walton Libraries only).
- Trackball mouse.
- A cluster PC with standard cluster software (including Texthelp Read and Write, Mindview and Zoomtext).
- JAWS screen reading software.
- Dragon NaturallySpeaking voice recognition software and headset microphone.

Individual accessible study rooms are available to book for two hour periods per day up to two weeks in advance. Rooms 306 and 406 at the Philip Robinson Library are bookable for 4 hour periods.

Book online at [https://libbookings.ncl.ac.uk/](https://libbookings.ncl.ac.uk/)

(Smartcard access to the rooms)

Philip Robinson Library

- Room 304, 306 and 313 on Level 3 (room 304 has a CCTV magnifier).
- Room 404, 406 and 413 on Level 4.
We also have two group study rooms which are accessible for those in wheelchairs.

- Room 332 on Level 3
- Room 432 on Level 4.

**Walton Library**

- One accessible study room in the Walton Library.
- This room has a CCTV magnifier and a DVD player.

This accessible study room can be booked by a member of staff at the Desk, by emailing lib-med-accessbookings@ncl.ac.uk, or telephoning 0191 2087722.

**Law Library**

- Law Library users can use accessible study areas in the Philip Robinson Library which is located opposite the entrance to the Law School.

**Marjorie Robinson Library Rooms**

- There is one accessible study room, Room 1.05 on the first floor. In addition to the standard accessibility hardware and software this room has its own printer and whiteboard.

This accessible study room is bookable online at: libbookings.ncl.ac.uk.

You will need your smartcard to access the room.
Extended Loan periods

Extended loan periods are available on most books:

- Student Text Collection (Philip Robinson Library only) – these 4 hour loans may be loaned for 24 hours if there are no previous bookings.
- Walton Library and Law Library 4 hour loans become 24 hour loans.
- Next day loans become 48 hour loans.
- 1 week loans may be extended to 2 weeks.
- 4 week loan periods are not extended.
- Recalled items cannot be extended and must be returned by the due date otherwise charges may be incurred.
- Extra borrowing is available but must be approved by your Liaison Librarian.
- E-book loans may be extended to 2 weeks. Please add a note on the e-book request form in the comments box e.g "registered for extended loans through Student Wellbeing Services".

University Computer Clusters

All computer clusters offer a number of software applications to support students with dyslexia and other disabilities. The University IT Service (NU-IT) webpages give further details on the software provided at: www.ncl.ac.uk/itservice/accessibility-advice/specialistsoftware/forstudents.

For a full description of the services offered by the University IT Service (NU-IT) please visit: www.ncl.ac.uk/itservice/accessibility-advice.
Height Adjustable Desks – signposted with a green screensaver as Easy/Access workstations

There are adjustable desks located at all of our libraries.

Hardware Loans Scheme

A variety of equipment is available from Hardware loans including digital recorders, magnifiers, and portable CCTVs. Please check the website to see whether you can request the item yourself or if you need a referral from Student Wellbeing Services. For more details and how to register to use this scheme see: www.ncl.ac.uk/itservice/hardware-loans/

This service is run by the University’s IT Service but items can be collected from the Philip Robinson Library Service Desk on Level 2 during staffed hours – see the Library web pages for desk opening hours: www.ncl.ac.uk/library/about/opening-hours#robinson.

Provision of accessible texts

If you require any resources in an alternative format please speak to a member of staff in Student Wellbeing Services and they will contact the Library and we will try and obtain an alternative to print copy for you.

Photocopying and Scanning

If you require assistance please ask a member of staff at any of our service desks who will be happy to help.
Retrieval of Items

Philip Robinson Library / Walton Library / Law Library

Please ask a member of staff on any of our service desks if you would like help retrieving material. We can also arrange to get items from the shelves for you in advance – please contact:
margaret.roxborough@ncl.ac.uk Telephone: 0191 2087660 (Philip Robinson Library)

marian.rixham@ncl.ac.uk Telephone: 0191 2088108 (Walton Library)

lib-law@ncl.ac.uk Telephone: 0191 2087944 (Law Library)

Toilets

Disabled toilets with wheelchair access are available in all our buildings.

Philip Robinson Library
You will need your smartcard to access these toilets.

Marjorie Robinson Library Rooms
There is a toilet with wheelchair access on the Ground Floor next to Reception. Please ask staff for a radar key.
Access and parking

If you anticipate problems with either parking or entering any of our Libraries, please contact the University Student Wellbeing Services, David Errington or Margaret Roxborough, who will be happy to give advice. Library Attendants and Staff at the Reception Desks just inside the entrances will also be pleased to help you.

Philip Robinson Library
There are three parking spaces reserved for users with a disability at the rear of the Philip Robinson Library.

There are two lifts with low level tactile buttons and audio announcements for each floor.
Most user areas are accessible to those in a wheelchair. There are some areas that may present problems:
• Access to Level 1 requires negotiating heavy doors.
• Doors to some study rooms which are of standard width.

If you anticipate difficulties, please contact the Service Desk on Level 2 where staff will provide help and give advice.

Walton Library – Medical School 5th floor

There is a parking bay at the front of the Medical School for users with a disability. A ramp gives access to the Medical School, and there are lifts with low level tactile buttons and audio announcements of each floor that give access to the fifth floor.
The Library is on one level and all areas are accessible to wheelchair users.
Law Library – lower ground floor Law School

For parking please use the three available parking spaces reserved for users with a disability at the rear of the Philip Robinson Library which is adjacent to the Law Library.
There is a lift and power assisted doors that will allow partial access to the library for wheelchair users. If you have or anticipate difficulties, please speak to Law Library staff.

Marjorie Robinson Library Rooms

There are two parking bays to the rear of the library building and a ramp to the front of the building to give access.
There are two lifts with low level tactile buttons which give access to all public areas. If lifts are out of order please contact the Reception Desk.

Most areas are accessible to those in a wheelchair. There are some areas that may present problems:
• Living Room spaces on the first and second floors.
• Doors to some study rooms which are of standard width.

If you anticipate difficulties please speak with staff at the Reception Desk.

Fire and Emergency Evacuation Procedures

Please note lifts will be immobilised during an emergency evacuation and the libraries do not have visual alarms.
If you require a Personal Evacuation Plan please contact
Joan Hulme: joan.hulme@ncl.ac.uk Telephone 0191 2087651
Edna Lathan (Walton Library only): edna.lathan@ncl.ac.uk
Telephone 0191 2088573

It would be helpful if those who have mobility issues or impaired hearing could please inform the Library Staff at the Reception or Service Desk when entering and leaving the Library, so that in the event of an emergency we can alert the Fire Brigade to your presence.

**Philip Robinson Library**

Disabled refuges are situated in Staircases C (Levels 3 and 4) and E (Levels 2, 3 and 4). Emergency call points are installed for you to contact security and telephones to enable you to contact the Library Attendants if required. The double doors give half an hour of protection from fire. We have EVAC chairs at the disabled refuges on Levels 3 and 4 which can be used to evacuate you during an emergency.

**Walton Library**

Staff will help you make your way to a refuge area. In an emergency evacuation an EVAC chair is available.

**Law Library**

Users with mobility problems should leave the building via one of the six available Fire Exits and await assistance.
Marjorie Robinson Library Rooms
We have EVAC chairs at all disabled refuges on the second floor. Disabled refuges are situated in all staircases on the first and second floors. Emergency call points are installed at each refuge point to enable you to contact Security.

Library Staff Contacts

General Enquiries
Email: libraryhelp@ncl.ac.uk
Telephone: 0191 2087662

Student Wellbeing Services
Telephone: 0191 2083333
Website: www.ncl.ac.uk/students/wellbeing

Philip Robinson Library
Margaret Roxborough, Customer Services Supervisor
Email: margaret.roxborough@ncl.ac.uk
Telephone: 0191 2087660

Walton Library
Marian Rixham, Customer Services Supervisor
Email: marian.rixham@ncl.ac.uk
Telephone: 0191 2088108

Law Library
Catherine Dale, Customer Services Supervisor
Email: catherine.dale@ncl.ac.uk
Telephone: 0191 2087944
Head of Learning Environment
David Errington
Email: david.errington@ncl.ac.uk
Telephone: 0191 2087716

Library Safety Officer
Joan Hulme
Email: joan.hulme@ncl.ac.uk
Telephone: 0191 2087651

If you intend to come to the Library to speak to a particular member of staff, please check their availability in advance.

Has this leaflet been useful?
We welcome your comments and suggestions to improve our services.

Our TELL US WHAT YOU THINK form is at www.ncl.ac.uk/library/contact/feedback/form

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