Library Services for students with disability

Loans and renewals
All loanable items are issued to taught students for one week and to research students for one month. As long as no one else has requested the item, it will be automatically renewed each night.

All books may be requested by other users. If you are a taught student and someone reserves an item you have on loan, it will not renew automatically. You will receive a message to your University email account 5, 3 and 1 day before it needs to be returned. Research students will receive an email recall notification, showing the new due date.

Returning items
Books are returned through the drop off slots in the wall, on the left as you enter the Main Library. Books can also be returned to a site library.

If you are unable to return books because of a disability-related reason and have accrued library fines, you can contact the library to discuss this:
- by emailing the library on library@bham.ac.uk. Explain your situation and ask for this to be passed to an Assistant Manager
- by phone on 0121 414 5828 and ask to speak to an Assistant Manager.

Collecting items you have reserved
Reserved items are normally collected from the shelves in the Library Information Centre, ground floor of the Main Library. You have two days to collect an item from the time the notification email is sent. (If your disability makes it difficult for you to collect an item within this period, please contact Library Services either by email or phone – see above).

If no one else has reserved the item after you, it will be loaned for the normal period and will be automatically renewed.
If someone has reserved the item as well as you, however, it will only be issued to you for 48 hours.
Book Fetching Service
Identify the materials you wish to collect by using the library catalogue at www.findit.bham.ac.uk

To find out more about this service, or to request materials, please visit the
online book fetching request form at:
https://intranet.birmingham.ac.uk/disability-support-book-fetching

- You may also telephone on 0121 414 5828.
- If the online form causes difficulty please email the library library@bham.ac.uk.

When the material is available, you will receive an email informing you that it is ready for collection. If you have any problems collecting the items yourself, please contact Library Services.

Access to the Main Library
The main entrance to the library is suitable for users with sight or mobility issues. If you are unable to use the main speed stile gates, you should use the gate next to the Reception Desk. You can use your ID card to open this gate.

Deaf-alerters in libraries
You can ask for a deaf alerter at the Help Desk. If there are none available or there are any difficulties with this, please let your disability services key worker know.

Support worker library access
Your SSA may feel you need assistance from a support worker. This person can accompany you to any Library Services’ library. Library Services will issue your support worker with a card, giving them reference access to these libraries.

If you need a support worker to go to the library on your behalf without you, please ask your disability services key worker to arrange this with Library Services. A support worker will then be permitted to use your library card on your behalf.

Assistive technology booths
There are 4 assistive technology booths in the Main Library. These are located on the Ground, 1st, 2nd and 3rd floors. Library Services will be informed if you need access to the assistive technology booths. Student Support will inform IT Services if you need access to these booths and to specialist software. These should be booked by emailing or phoning Library Services (library@bham.ac.uk; 0121 414 5828) or by asking a member of staff at the Help Desk. Initial booking slots are for 3 hours. These slots may be extended if the booth is not required by anyone else.
For detail regarding the software and equipment available in these booths please see: https://intranet.birmingham.ac.uk/assistivetech

### Material in alternative formats
Your disability services key worker will need to refer you if you need material in alternative formats. If you think you need this please contact them.

### Website accessibility
The University is committed to ensuring that all web-based services it provides are accessible to people with disabilities, and is working towards this. If you find a website difficult to access please notify us of the problem to help us improve accessibility of web services.
https://intranet.birmingham.ac.uk/library-feedback

### Physical access & way-finding
If you would like to arrange to be shown around a Library Services building, please contact the Just Ask Office, or the Library Site of interest, and staff will arrange a tour.

### Toilets in the Main Library
Accessible toilet facilities are located on Ground, first, second and third floor, at both ends of each floor.

### Using the library catalogue
If it is difficult for you to use the library catalogue, staff will help you look up the details of any material you need.

### Transfer of stock between sites
Where physical access or access to materials is difficult, arrangements can be made for materials to be sent to another site where access is more convenient.

### Photocopying Services
Staff can provide colour paper as needed, and are able to assist with photocopying.

### Copyright
The Copyright Act allows people with visual impairment to copy documents, or have them copied, without the usual copyright restrictions on proportions of a publication that can be copied, as long as the copy created is in a different format such as large-font, and an equivalent accessible version does not already exist commercially. For more details: https://intranet.birmingham.ac.uk/accessible-texts
Items to use in the Library available from the Help Desk
Disability support has requested that Library Services hold an assortment of items behind the desk that may be of extra help to those users with a disability. They are:

- Desk lamp
- Restman wheel chair arms
- Coloured paper for photocopying.
- Large print keyboard
- Earphones
- Evoluent comfort mouse

Lockers
4 ground floor lockers at Main Library are specifically reserved for those users with a disability. The lockers are located on the right had side as you enter the library.

Height adjustable tables
A large number of the desks (with and without PC’s) within the Main Library have an adjustable height. This can be controlled by black remote button which is on the right hand side, just under the desk. Adjustable desks are located on Ground, first, second and third floor. A map is available at the Help Desk detailing their location.

PC bookings
PCs can be booked online at the following address:  
www.mypcbooking.bham.ac.uk
PCs on height adjustable desks can also be booked at the same address.

Silent Study Rooms
We are aware that many students, regardless of disability, do need a silent area to study. The Main Library has two silent study rooms available for all to use, located on the second and third floor. Library sites will also have quiet areas, so please do approach the individual site of choice for a tour of the quieter areas available at each.

Just Ask!
https://intranet.birmingham.ac.uk/justask

This is an online chat system where students can ask questions and they will be answered quickly during opening hours:

Term time: Monday to Sunday open 8am to 10pm.
Vacation: open 8am to 8pm.
There is also a 24/7 response service that will offer support 24 hours outside of these above hours.