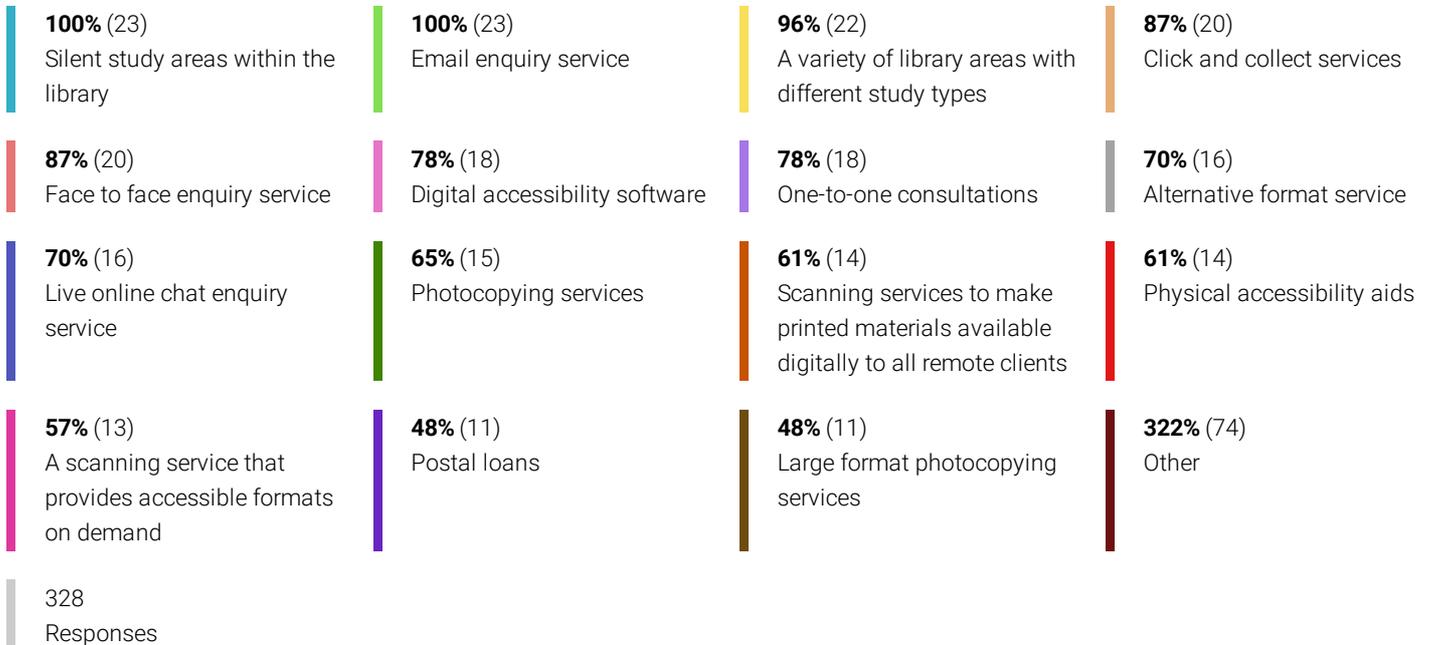
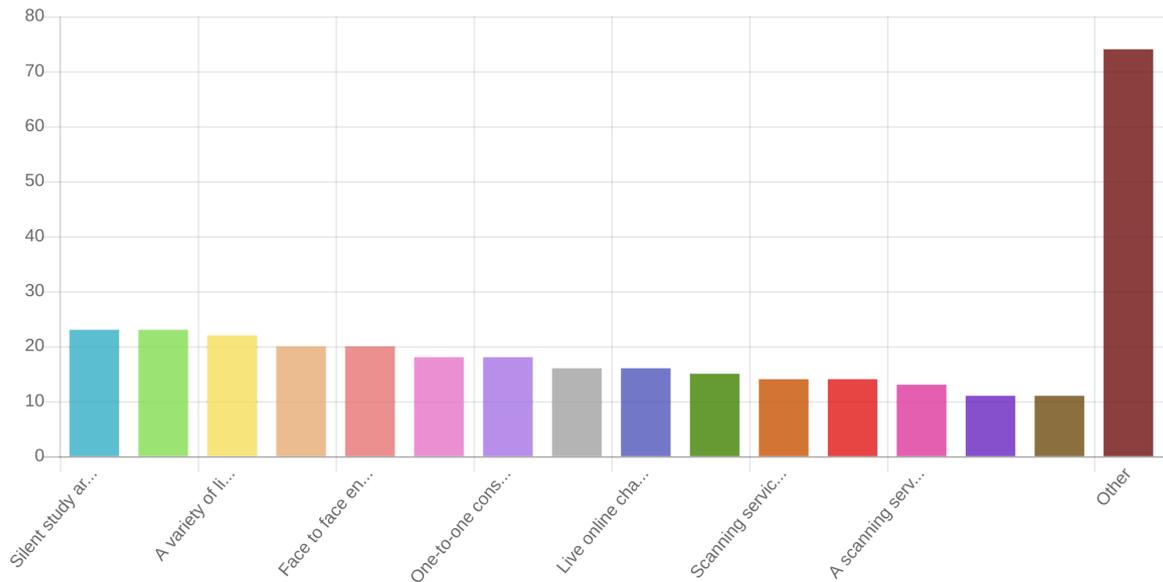


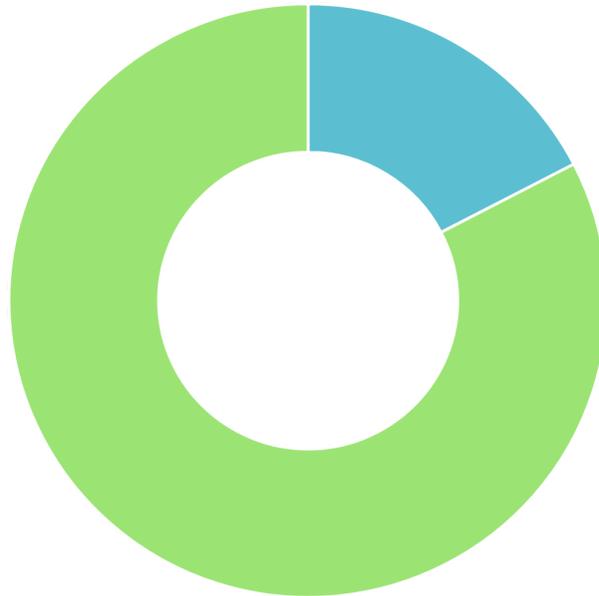
Page 1

Thank you for agreeing to take part in this survey of accessibility practices. Your answers will help us to give everyone a better picture of the range of activities libraries and their parent organisations are currently able to offer. You will be automatically guided through the survey. Depending on your answers, you may not be asked to answer all questions.

1 Which of the following services do you provide in your library? (Please tick all that apply)



2 Do you offer any services that enhance accessibility and inclusion that your library provides that were not listed above?



17% (4)
Yes
7.5
Standard Deviation

83% (19)
No
23
Responses

Page 7

Enter some body text

3 Please outline what other services you provide and how they support your users.

One to one library tours; one to one help with using the library catalogue and searching online; study skills workshop and online workbooks.

Some of these services, such as meeting with technologist, are done by the disability support team, not the library

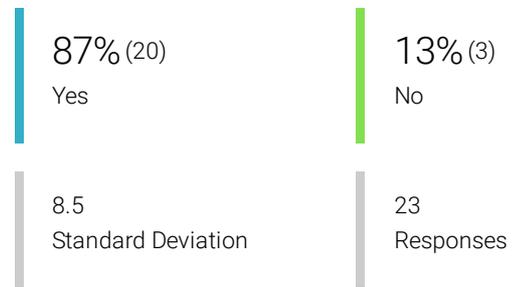
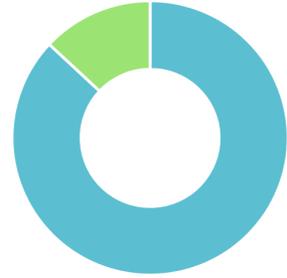
Dedicated Disability and Neurodiversity team within the team

Accessible teaching and learning materials

Page 13

Enter some body text

4 Are you able to offer physical accessibility aids or digital accessibility software in your library?



Page 6

Enter some body text

5 If you offer physical accessibility aids or digital accessibility software, please very briefly describe the equipment and/or software you offer.

Accessibility software has been incorporated into the student profile for all students

Assistive technology room with Magnifier and accessible pcs with specialist software looked after by the disability support department. TextHelp Read and Write available across the network, adjustable tables for study and for self-service loans

We offer: a range of chairs (for use in the library); a range of ergonomic equipment such as keyboards, mice and back supports; hearing loops; voice recorders; microphones; magnifiers; mind mapping software; note taking software; TTS software, magnification software

Different computer mice, book stand, trolleys and wheelie baskets, accessible workstations, networked software and EduApps on USB stick

we loan out ergo equipment, laptop loans, digital recorders. Read and Write and MindView. Laptops with Dragon software installed.

Accessibility PCs (pre loaded software for range of disabled user conditions)

Height adjustable desks, Read and Write Gold on all student facing PCs, Dolphin Supernova on selected PCs.

Text magnifier, hearing loop, Sensus Access etc

We have a screen magnifier, height-adjustable desks and a couple of PCs with Supernova magnifier installed.

Height adjustable desks, dragon software, other equipment available in Assistive Technology room

Magnifiers - Sensus Access - RNIB accounts.

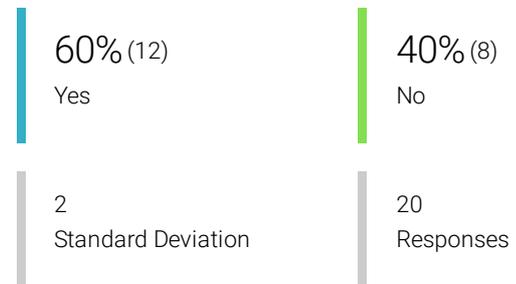
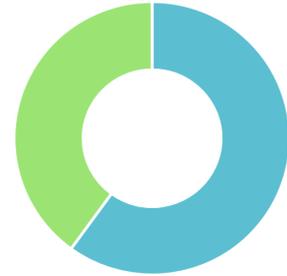
Keyboard and mouse alternatives, desks that can be moved up and down, spaces for wheelchair users, assistive technology suite with enclosed individual spaces,. For software, subscription to Sensus Access, Abby Fine Reader, mind mapping software Claro Read Plus/JAWS, Dragon, Zoom Text

Magnification readers - RNIB accounts - etc.

Page 2

Enter some body text

6 Are you able systematically to identify new or expected library users who will require additional support to use library services and facilities?



Page 3

Enter some body text

7 Please describe how are you able to identify new or expected library users who will require additional support to use library services and facilities?

Liaison with disability support who refer students to the alternative format service when needed.

We regularly run reports on our student record system for all students who have agreed reasonable adjustments that indicate they might benefit from library support.

Via the Disability Service

Flag on LMS, requests to access RNIB Bookshare scheme

This is done through our Disability and Neurodiversity team housed within the library - they run induction sessions in the library for all students who may require additional support

Disclosed as part of the university registration process.

Students with a disability register as visually impaired or dyslexic etc., and are offered extra support.

Disability services shared their information with us on students who have registered with them. We then email those students giving them information and offering additional support

Inclusive Support Service would inform us of their needs

Notification from Disability and Dyslexia services

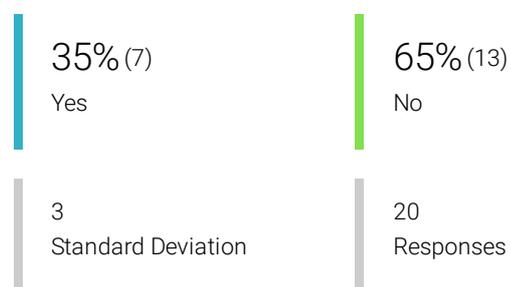
If students make themselves known to our Student Support Services, then they will contact the library if the student needs additional help. We can then meet with the student to determine what extra help they need.

Our disability and dyslexia service informs us of any users who have disclosed a disability.

Page 4

Enter some body text

8 Do library staff receive specific training in serving disabled service users?



Page 5

Enter some body text

9 Please describe how your library staff training is provided and what is covered.

Training sessions arranged for staff have previously included talks and presentations about helping students with hearing impairments, autism and other learning difficulty. These are recommended attendance, but there is no regular scheduled training for new staff as such.

The training is done in house by the library disability support team - we cover inclusive language, guiding, hidden disabilities, etc

Used to be specific in-library group training covering the basics of visual, mobility or cognitive impairment and neurodiversity. With COVID this is now online and not library specific

Via our disability service. we have covered users with autism most recently

Rolling programme of training

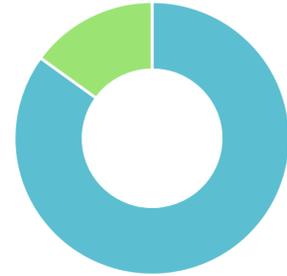
General training for all University staff is offered on our Staff Training service and staff are expected to keep themselves up-to-date. These will cover support for visual and hearing impairments as well as neurodiverse and anxious users.

Not everybody receives it, only some members of the Customer Services team

Page 8

Enter some body text

10 Do other departments in your organisation provide services that support your users to access library services and facilities?



85% (17)

Yes

15% (3)

No

7
Standard Deviation

20
Responses

Page 9

Enter some body text

11 Please outline what other services are provided, by which departments, and how they support users to use library services.

Additional Learning needs service is the first port of call for students with accessibility issues. They used to alert us to students needing longer loans but as our loan system is now relaxed for everyone this category is no longer needed. ALS Staff will bring students needing specific support to meet Faculty Library teams and targeted support is offered. They aim to provide accessibility software via the student profile and have little, if any hardware available for use locally. They are the stake holders with the RNIB loan service and use online software support extensively. They do not want to be committed to constantly upgrading hardware and rely on the students to equip themselves for their specific needs in most cases

The main disability support is by a dedicated department within the university. I believe there is library support available from staff there as well as other support. Users visiting the library who need extra support can ask any member of staff or meet with their information librarian. The alternative format service is provided by the library in collaboration with disability support.

ASDAC provides software, and learning support tutors can support library use

Learning support tutors work with students, including putting them in touch with the library to discuss accessibility needs

Disability services and some Schools provide support workers who might help with study skills /book collection and orientation.

Software by ITS, additional help/support/advice from Student Services

The Disability Advisory Service supports students with disabilities in a variety of ways. Often they are the first point of contact, so enquiries for using library services will come to the library from DAS.

Dedicated Disability and Neurodiversity team housed within the library

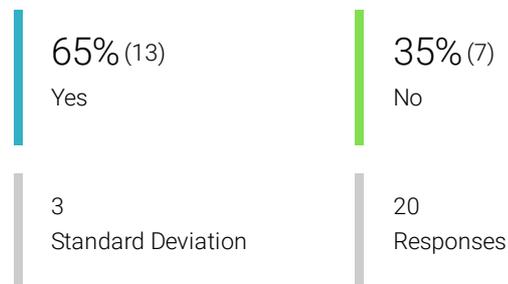
Inclusive Support Service

Student Services offers a range of services e.g. note taker or learning support person for 1-on-1 support

Assistive Technology Room with dedicated PCs, software and staff.

The Disability and Dyslexia service liaise with our students, signpost our services and help them to use assistive technology.

12 Do you work in partnership with other teams outside of the library to provide services that support students, for example a laptop loan scheme?



Page 12

Enter some body text

13 Please provide details of the services and how this works on a practical level. What benefits has this brought if any?

All students can borrow laptops so they are part of this scheme.

Students with print impairments are referred to the alternative format service from disability support. This means that the eligibility of the student for the service is confirmed beforehand. The alternative format service in the library then liaises directly with the student to provide the reading materials needed.

We have laptop loans in the library run by IS from lockers. With COVID this has changed so can be taken off campus but library not involved

laptop loans- new service. benefits are that we get more technical support and also increase awareness of AT and learning technologies which were previously only provided via the library.

We work primarily with the Disability and Neurodiversity team in the library but also with other more general student support services. Having easy communication with other departments helps to ensure students who need support don't slip through the net and can find the right person or team to help them.

Students are assigned to a disability support worker who is trained to signpost additional help that the University can offer, especially regarding alternate format texts of reading material from the library, which it is my job to coordinate.

WE work with disability services to talk to prospective students with certain disabilities about how we can support them

Chromebook loans and some laptop hire. Helpful when all fixed PCs are in use.

Our Student Support Services are often the first point of contact for these students and they can better assess a students needs before contacting the library.

The Disability and Dyslexia service offer adapted laptops.

Page 11

Enter some body text

14 What accessibility and inclusion services (if any) would you like to introduce if resources were available?

Nothing to mention at the moment

Dedicated staff. Identification of students with additional support needs before they start.

We do scan books if not available any other way, but this is very ad hoc. I'd like us to be more proactive in providing accessible resources for all reading lists so that students don't have to ask (or go without because they felt unable to ask). I'd also like our services to be more joined-up with the learning support team so that we could be more proactive in supporting students. Currently we don't get any information about students who might benefit from additional support / accessible resources

More training to support users to access eBooks and eResources. Making the most of what we already have using inbuilt accessibility features and free tools.

Staff training, in house scanning service for whole text books

Proper scanning service

Much more training for staff. Reading lists available as alt. format as standard. Postal loans.

More on-demand services to provide students with materials in the format they require. This is a difficult service to introduce due to staff cuts in front-line staff

I would like to see standard e-books come in a more easily manipulatable format.

Would need to be in consultation with Inclusive Support Service

Assistive technologist - disability training for front line staff - more proactive with inductions - specialist tours of the library for small groups - postal loans

Maybe a more joined up approach and specifically identified service, rather than the haphazard, on request approach we presently have. Also a service apart from, but liaising with the librarians.

A dedicated accessibility and inclusion librarian post, a more accessible library by removing some of the current barriers