

Library & Information Services

Our services for disabled customers

We are committed to providing support, help and advice to all our customers and aim to continually improve the services and facilities we offer. We are determined that our buildings, facilities and services are accessible to everyone, and we are willing to make adjustments to meet your needs. If you have a disability and would like to suggest any changes that would be helpful to you, we would be happy to hear from you.

Using the Kings Norton Library

A disabled parking space is located in the central parking aisle directly in front of the Library entrance. If you find it difficult to use the main revolving door, you can use the door to the right of the main entrance. Use the intercom on the left hand side of the door to ask a member of staff to open it for you.

The Library is located on three floors. Each floor is connected by a lift which is primarily for the use of staff (for

security reasons) and customers with mobility problems. If you need to use the lift to move between floors, please speak to a member of staff, either in person or by using the 'Call for assistance' button on the right hand side of the lift doors on the ground floor.

If the fire alarm sounds, leave the building as quickly as possible via the nearest fire exit. Please be aware that you will not be able to use the lift. If you are a wheelchair user or suffer with mobility problems and are on the first floor when the alarm sounds, please go to the refuge areas in the stairwells at the back of the Library building and wait for assistance. Use the direct link phones in these areas to tell the emergency services that you are there.

If you want to use any items of stock from the top floor of the building, but would be unable to use the stairs in the event of an emergency, or if your disability means that you are unable to

access items stored in rolling shelving on the ground floor, please speak to a member of staff who will be happy to fetch them for you.

We can give you access to our stock on the ground floor from the main foyer using a swipe card system, if it is easier for you than using our stairs.

Our accessible toilet is at the rear of the Library foyer, on the left hand side.

Using our Management Information and Resource Centre (MIRC)

The MIRC is on the first floor of Cranfield School of Management (Building 111). A disabled parking space is provided in the School of Management car park directly in front of the main entrance. A lift is available if you have difficulty using stairs; please ask at the main reception desk for directions.

An accessible toilet is located on the ground floor, in the Forum area.

If the fire alarm sounds, leave the building as quickly as possible via the nearest exit. Please ensure that you are familiar with the location of the fire exits in the building.

Service adjustments

We are happy to adjust our services and facilities to meet your needs. We have a number of adjustments in place to help improve access for disabled customers, including:

- extending loan periods
- fetching resources on your behalf
- personalised inductions
- a postal service for books, articles and literature searches
- providing Library guides and resources in other formats on request

We also understand that you may need some individual adjustments, based upon your particular condition, to help you make the best use of our services. Please contact our Disability Co-ordinator for further information about the existing service adjustments you can take advantage of, or to discuss any additional requests you may have.

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Specialist equipment

We offer a selection of specialist equipment for you to use within the Kings Norton Library and the MIRC which you may find helpful, depending on your condition. These include:

- An adjustable natural light task lamp
- Typoscopes (various sizes)
- Big Key keyboard
- Micro keyboard
- Trac ball mouse
- Micro mouse
- Anir mouse
- Basic Magnification software
- Basic Screen Reader software
- Colour overlays

Please let us know if you would like to borrow any of these items whilst you are working in the Library.

Our commitment to customers with disabilities

We have set the following objectives so that no disability becomes a barrier to accessing or using our services:

- To work in partnership with staff, students, academic departments and other central services to develop access and services for customers with disabilities
- To try to make all services and premises accessible, regardless of a customer's disability, wherever possible and / or practicable. Where it is not possible / practicable, reasonable alternative methods of service will be offered
- To review Library policy for customers with disabilities regularly so we can include changes in the user community, national developments, local circumstances, resource availability and advances in equipment
- To be conscious of the impact on customers or staff with disabilities when developing new services or undertaking works
- To seek structured feedback from customers and staff on how far services are meeting their needs
- To develop staff awareness and skills to help them provide services to those with disabilities
- To provide a range of assistive technology in collaboration with the

Cranfield IT Department to enable customers with disabilities to access our services and resources

- To promote and market services, so that customers with disabilities are aware of the services available to them and how access to those services can be supported
- To be conscious of the needs of customers or staff with disabilities when developing collections
- To designate a Disability Co-ordinator within the service
- To contribute to University policy on disability issues via the University Working Party on Disability Issues
- To liaise with the University Disability and Learning Support Officer and other University Disability Co-ordinators
- To maintain a collection of resources relating to disability issues, for the professional development of those responsible for supporting customers with disabilities
- To provide key service information in a variety of formats - in printed form and on the Web site

Please let us know if there is anything else we can do to help us achieve these objectives.

This leaflet is available in other formats on request