



HOW DO I LET THE LIBRARY KNOW I MAY NEED ENHANCED SERVICES?

You should arrange a meeting as soon as possible with the Disability Services Coordinator in Student Services. This needs only be done once, unless your needs change during your time at Birmingham City University. You will discuss your needs with a Disability Advisor, who will complete a *Request for Enhanced Services* form.

Bring your completed *Request for Enhanced Services* form to the Lending Services/ Help Desk at any of the Birmingham City University Libraries. The information about the services you require will be included in your Library record and a red dot will be added to your library card to alert library staff to your need for enhanced library services.



WHAT DOES THE LIBRARY OFFER?

Audiocassette and Braille versions of library publications – please ask at any library. There will be some delay before we can supply them to you while they are recorded or embossed.

Automated Telephone Renewal Service - the Library has an automated telephone voice renewal service so that books may be renewed when the Library is not staffed or is closed. Renewals are also available via the Library catalogue.

Book retrieval service - any member of staff will be happy to retrieve items from the shelves for users with disabilities. If a member of staff is too busy to help then ASK AT the Lending Services/ Help Desk or Reference Enquiry Desks.

Colour Overlays/Adjustable Lamps - every library has coloured intuitive overlays and a colour-adjustable lamp (except for the latter at the School of Jewellery) for use by those with dyslexia - ask at the Enquiry or lending/ Help desks.

Enlarged photocopying is available at the same price as standard copying via photocopy cards with double value on them. Please buy these cards and their replacements when they run out at the Lending Services/ Help Desk.

Extended Loans - you may be entitled to have the initial borrowing period of a loan extended. This needs to be done by library staff, so you cannot use the self-issue machine and receive this extra entitlement. Renewals, where allowed, are for the standard periods.

Hearing Loops - hearing loops are available in each library.

Height-adjustable Tables - All study tables at the Mary Seacole Library are suitable for wheelchair use.

Individual support – The Mary Seacole Library offers individual support for users with dyslexia, visual impairment or for those who are struggling to use the library effectively. Help and support in using the catalogue, the electronic resources or just reading the microscopic print in journals is available. For further information or to book a tutorial contact Margaret Weyham on 0121 331 6012 or e-mail mary.seacole@bcu.ac.uk.

Jaws screen reading software is available. You should ring the Enquiry Desk on 0121 331 6012 in advance to arrange access.

Large print and disc versions of Library Services publications – please ask at the Enquiry Desk if you require a large print or disc version of any of our library guides. The specific guide you require will then be obtained for you as quickly as possible. There may be some delay while we copy them to disk.

Live Reader - the Mary Seacole Library has a Live Reader for visually impaired users and people with dyslexia. The machine uses CCTV technology with software to scan and magnify text as well as digitally capturing a document, processing it and reading it aloud in a very high quality lifelike voice. This is an alternative to using Kurtzweil software.

Photocopying/printing paper - for users with dyslexia, photocopying/printing paper is available in alternative colours (buff, pale yellow, pale green, pale blue) at the Reference Enquiry Desk.

Recording Books by RNIB - you may send library books to be recorded by the RNIB, but you **must ask your Faculty Librarian** who may or may not grant this permission depending upon the level of demand, number of copies, the value or rarity of the book, etc.

Study Carrels There are study carrels available at the Kenrick Library and the Mary Seacole Library for individual student use with easy wheelchair access.

Supernova screen enlargement software is available on one public access PC (for Library catalogue and Internet use) in every Library.

