



Access to library facilities

This guide introduces you to support arrangements for those with dyslexia, mobility problems, visual and hearing impairments or other particular library needs.

www.nottingham.ac.uk/is

We aim to make our collections and services readily available to all registered borrowers, and have an ongoing commitment to introduce further services and improvements.

If you have any difficulties, please email the Service Quality Team at IS-IT-ServiceQuality so that we can try to help. Also, please see the list of useful telephone numbers in this guide.

1. Access to and within libraries

The sketch map at the end of this guide gives details for all libraries on the University Park campus (including the Greenfield Medical Library). They are the Hallward Library, the George Green Library of Science and Engineering, and the Denis Arnold Music Library. Below are details for the seven libraries that are not located on the University Park Campus.

Business Library, Jubilee Campus

- Library on which floors? 3rd floor
- Door access: via level front door to building.
- Accessible WC: unisex in library
- Lift (if required): Lift access to library
- Parking for disabled people: near building

Djanogly LRC, Jubilee Campus

- Library on which floors? Four "floors" with ramp throughout
- Door access: front door
- Accessible WC: ground floor
- Lift (if required): near main entrance
- Parking for disabled people: at rear of The Exchange

James Cameron-Gifford Library at Sutton Bonington

- Library on which floors? ground and 1st floor
- Door access: level front door
- Accessible WC: nearby unisex
- Lift (if required): lift nearby
- Parking for disabled people: in Main Building car park

School of Nursing Library (Derby), Derbyshire Royal Infirmary

- Library on which floors? 1st and mezzanine floors
- Lift (if required): not available
- Library therefore not accessible to people using a wheelchair

School of Nursing Library (Mansfield), Dukeries Centre, King's Mill Centre, Sutton-in-Ashfield

- Library on which floors? 2nd floor
- Door access: via level front door of Breast Screening Unit
- Accessible WC: nearby unisex
- Lift (if required): lift nearby
- Parking for disabled people: contact Library Manager in advance

Shakespeare Street LRC, Nottingham city centre

- Library on which floors? ground floor and lower ground floor
- Door access: via level front door to ground floor; via lift and rear door to lower ground floor
- Accessible WC: nearby unisex
- Lift (if required): lift nearby
- Parking for disabled people: contact Nancy Jackson, Senior Library Assistant, in advance

Derby Medical School Library

- Library on which floors? Ground floor
- Door access: Ramped access. Access to the library is through the main door of the Medical School Outside 08.00 - 18.00 Monday – Friday access to the Medical School is by University Card for all.
- Accessible WC: nearby unisex
- Lift (if required): not required
- Parking for disabled people: near Medical School

2. Low level enquiry points

Service Points in all libraries are low level, usually with a chair for readers' use

3. Information Services Guides

All IS guides are available online from the Information Services website www.nottingham.ac.uk/is/library - follow the links *Using the Library*>*Library Guide*

Alternative formats of the IS Guides are available on request. Please email IS-IT-ServiceQuality to request an alternative format.

You can also ask at Subject Service Points for additional assistance and for specific guides designed to suit your needs.

Individual library induction or instruction

Subject Teams are happy to provide one-to-one advice or guidance. Please make contact with them. To find the Subject Team for your course/department, please see the list of useful telephone numbers in this guide.

There is also an Early Induction Programme for disabled students which is organised by Academic Support and runs at the beginning of each academic year. This includes a tour around library facilities which enables you to meet library staff and find out more about what's available.

For more information about Academic Support Services follow this link:

<http://www.nottingham.ac.uk/academicsupport/>

Electronic access to the library online catalogue (UNLOC)

This may be helpful if you have difficulty getting to libraries. UNLOC is on the Internet and is accessible via the Information Services home page:

www.nottingham.ac.uk/is

Follow links to UNLOC from the Library tab on the IS website, or access it directly at aleph.nottingham.ac.uk/ALEPH

Online and telephone renewals

Self-service renewal of loans can be done on UNLOC.

A telephone renewal service is also available. Please telephone the appropriate lending desk.

Later this year, an online telephone renewal service will be available: you will need to dial 0115 8232777 (x 32777). You will be asked for your University Card or library card number and your Library PIN. There is an option to speak to a member of staff if you have any difficulties.

Support with fetching books

All library staff will be happy to help if you have difficulty getting books from high or inaccessible shelves, removing obstacles such as chairs, or if you are unable to queue for long.

In addition if you have a mobility problem or find the classmark numbers on the books difficult to read, it will normally be possible for a member of staff to fetch the items for you. Please ask at the appropriate Subject Service Point (or when unstaffed, at the Lending Desk).

If you have a list of books you need, it will help if you can allow us time to collect them for you, particularly at busy times.

Inter site loans and returns

Books can now be requested for pickup at the library of your choice. Requests are made by searching UNLOC and selecting your pickup location from the list.

Participating libraries are:

- Business Library
- Derby Medical School Library
- Derby School of Nursing Library
- Djanogly Learning Resource Centre
- George Green Library
- Greenfield Medical Library
- Hallward Library
- James Cameron-Gifford Library
- Mansfield School of Nursing Library
- Manuscripts and Special Collections (King's Meadow Campus)
- Shakespeare Street Learning Resource Centre

Library members who are restricted to borrowing from Greenfield Medical Library or Derby Medical School only are not eligible to use the intersite loans service.

Books can also be returned to any of our 12 library sites.

Students with an Access Card for Library Use provided by Academic Support can have up to 10 books saved for them for up to two working days. The service is available at all the University of Nottingham's Libraries.

Short Loan Collections – arrangement for disabled students, and students who have dyslexia

If you experience difficulty with the standard Short Loan periods, we may be able to extend the loan for a further short loan period. Please ask Lending Desk staff for details.

Flexibility over loan periods

If you experience difficulties, please ask for the senior member of staff at the Lending Desk who will normally be able to help.

Proxy borrowers' cards for study support workers

For those students who have an official study support worker arranged through Academic Support, we can provide the support worker with a proxy card so that they can borrow books on the student's behalf. Please contact Academic Support who will arrange this with us.

4. Specialist equipment and facilities

Assistive technology

What's available and Where?

Library	Software	Hardware
Hallward University Park Room 126 (Level One)	<ul style="list-style-type: none"> ▪ <i>JAWS</i>: screen reader ▪ <i>ZoomText</i>: magnifier/Reader (22" monitor) ▪ <i>Kurzweil 1000</i>: edit/scan ▪ <i>Kurzweil 3000</i>: reading/writing software ▪ <i>Dragon Naturally Speaking</i>: voice recognition ▪ <i>Read and Write Gold</i>: reading/writing software 	<ul style="list-style-type: none"> ▪ Video Magnifier ▪ Desk Lamps ▪ Hand held magnifiers ▪ Various mice
Djanogly Learning Resource Centre Jubilee Campus	<ul style="list-style-type: none"> ▪ <i>JAWS</i>: screen reader ▪ <i>ZoomText</i>: magnifier/Reader ▪ <i>Kurzweil 1000</i>: edit/scan ▪ <i>Kurzweil 3000</i>: reading/writing software ▪ <i>Dragon Naturally Speaking</i>: voice recognition ▪ <i>Read and Write Gold</i>: reading/writing software 	<ul style="list-style-type: none"> ▪ Large screen loan laptop ▪ Handheld magnifiers ▪ Desk lamps ▪ Various mice

In addition, *Mind manager* (mind mapping software) is available on all networked PCs throughout the University.

Deaf Alerters

Deaf Alerters have been installed in all library buildings, if you have the appropriate pager, you will be alerted by text and vibration in the event of a fire alarm.

You can find further information at: www.nottingham.ac.uk/estate/deafalserter.htm

Adjustable-height desks

There are adjustable-height desks in the Hallward Library, the Djanogly LRC, the George Green Library, the Greenfield Medical Library, the University of Nottingham Derby Medical School Library, the Business Library and the James Cameron-Gifford Library.

Low-height photocopiers

There are low-height photocopiers in the larger libraries. Library staff in all libraries will be happy to help any disabled reader that requires assistance with photocopying.

5. Quiet times to use the libraries

Most libraries are particularly busy in the period leading up to Undergraduate examinations towards the end of each semester. At other times there are generally fewer readers after 18.00 and at weekends.

You should however be aware that there will be reduced staffing at these times too.

During the quieter periods, such as late evening or at weekends, you may be out of sight or earshot of other users. This means that if an emergency happens anywhere in the building you may be in greater danger. It will be a great help if you can make a point of telling staff at the exit or Lending Desk when you're expecting to work late, so that they can try to get help to you if the building does need to be evacuated.

6. Emergency evacuations

Please familiarise yourself with the exits, fire exits, and assembly points shown on notices and floor plans in the buildings you use. In most buildings the emergency signal is the **continuous** sounding of alarms on every floor. There are no visual alarms (although see **Deaf Alerters** above). Deaf or hearing-impaired people should be aware of this, particularly when working in closed carrels. Please let library staff know that you are hard of hearing when you take a carrel key so that we can check that you are aware of any emergency that arises.

Everyone should vacate the building quickly and go to the Assembly Point outside. Go to the nearest exit quickly and ask others to give you any help you need on the staircase and through the doors. **Lifts must not be used to get out of the building in an emergency.**

If you are a wheelchair user, it is important to realise that you need to explain to those around you how they can help. They may not know whether you are able to abandon your wheelchair for example. If there is no one to help you down the stairs, **stay close to the designated escape stairs until help comes**. Refuges have been installed in Hallward Library, located near the fire escapes on Levels 3 and 4. EVAC chairs are available in some of the libraries, and staff are trained to use them.

Always **assume that the alarm signal is genuine** unless a member of staff has told you beforehand that it is a practice. In libraries with stairs, we **shall** try to give warning to those in wheelchairs before a practice. In this case, when the alarm goes, wait a few moments until the other people have left, and then go as quickly as possible to the nearest fire exit on the same floor, and **stop there** until the practice finishes.

7. Your suggestions

If you are a disabled student or member of staff we particularly welcome any suggestions you may have for improvements to our services. Please email the Service Quality team at IS-IT-ServiceQuality with suggestions.

8. Some useful telephone numbers

To dial from outside the University, precede the extension with (0115)
(unless stated otherwise below)

Hallward Library

	Ext No
Information Desk	14514
Lending Desk	14073
Inter-library Loans	14556
Arts & Humanities Subject Team	14561
Law, Social Sciences Subject Team	14560

George Green Library of Science and Engineering

Lending Desk	14570
Inter-library Loans	14571
Science and Engineering Subject Team	14576

Business Library, Jubilee Campus

	Ext No	Direct External
Lending Desk	68065	8468065
Inter-library Loans	67972	8467972
Subject enquiries	67843	8467843

James Cameron-Gifford Library at Sutton Bonington

Lending Services/Inter-Library Loans	16390
Subject enquiries	16388

Shakespeare Street LRC

Enquiries	16510/16511
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Denis Arnold Music Library

Enquiries	14596
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Djanogly LRC, Jubilee Campus

	Ext No	Direct External
Lending Services	66700	8466700
Subject enquiries	14559	9514559

Greenfield Medical Library

	Ext No	Direct External
Lending Desk	30555	8230555
Inter-library Loans	30548	8230548
Subject enquiries	30556	8230545

School of Nursing Library, Derby

Enquiries	2561	01332 347141
Subject Enquiries	4315	01332 347141

School of Nursing Library, Mansfield

Enquiries	65634	01623 465634
Subject enquiries	65638	01623 465638

Derby Medical School Library

Inter-library Loans	24646	01332 724646
Subject enquiries	24651	01332 724651
Lending Desk	24650	01332 724650

Manuscripts and Special Collections

Enquiries	14565	9514565
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Sketch plan of libraries on University Park and QMC, showing accessibility to buildings

