

ACCESSING INFORMATION SERVICES: A GUIDE FOR USERS WITH DISABILITIES AND ADDITIONAL NEEDS

INTRODUCTION

This guide aims to let users with disabilities and additional needs know how they can obtain maximum access to the resources provided by Information Services. Access to buildings is not included as this information is contained in other guides which can be obtained from the Co-ordinator for Students with Disabilities and Additional Needs in Student Services.

We realise the guide may be incomplete as we may be unaware of some of the ways you have found to access information, and we will continue to revise and add to it. If you can think of anything which should be in the guide and is not, or you have any problems or queries about what is provided, please let us know (Eileen Tilley - email iss069 /telephone extension 2918; Debbie Sapsed - email iss130/telephone extension 3870).

All desk staff in the libraries, subject librarians and computer support staff will be pleased to answer any queries you may have.

COMMUNICATION

Induction loops are available at the issue desk in the Arts Library and the reception desk in Adeilad Deiniol to facilitate communication between IS staff and people with hearing difficulties.

ACCESS TO PRINTED MATERIAL

Issue desk staff are willing to help users with special needs to

obtain books and journals if they have difficulty accessing the shelves. If you would like this service, please submit a list of the items you need before 4 p.m. The items will be ready for you to collect by 10 a.m. the following day.

Students with disabilities or additional needs have a loan entitlement of 48 rather than 24 hours for short-loan items, and of 6 rather than 3 days for books borrowed from Deiniol Library.

The Study Support Centres in Main Library and Adeilad Deiniol include scanners which will produce electronic and synthesised audio versions of printed material. Braille can also be produced in the Study Support Centre in Adeilad Deiniol. Both Study Support Centres are equipped with a CCTV for magnifying printed text.

Users with dyslexia may be able to reclaim their photocopying costs from their Local Education Authority. To do so, you should obtain your photocopying credits from the library desk rather than from the recharging machine. You will be given a receipt which you should submit to your LEA.

ACCESS TO DATABASES AND I.T. APPLICATIONS

To find out what books we have in the library, you need to use the library catalogue. To trace journal articles on your subject, you will need to use computer bibliographic databases; use the appropriate subject guide to find out what the best ones are for your subject. To prepare assignments, you may want to use applications such as statistical packages, word processing or spreadsheet programmes. Most of the databases and applications you will need, including the library catalogue, are networked to all computer terminals in the University.

Accessing the screen

If you have difficulty reading the computer screen, there are several ways you can get help:

C Software which magnifies the screen

We have two slightly different screen magnification packages, both of which work with Windows 98. These cannot be networked, but are currently available in the study support centre in Adeilad Deiniol. It may be possible to make one of these available at a different location on request. TextHELP (a spell checking and text reading utility) also has limited magnification facilities. This is available under the utilities section of the Start menu on all public access machines.

The Mac in the Study Support Centre in the Computing Lab has InLarge screen magnification software.

Instructions for using the screen magnification software are available for reference in the study support centres and copies could be made for individuals if necessary.

C Large screens

Some terminals available to you have unusually large screens. These may be especially useful for using unnetworked DOS-based software which does not run on Windows. The following large screen terminals are available to you:

Study Support Centre, Arts	1 x 17"		
Study Support Centre, Deiniol	1 x 16"	2 x 17"	1 x 21"
Adeilad Deiniol CR3	2 x 17"		
Adeilad Deiniol CR1	3 x 17"		
Adeilad Deiniol CR2	3 x 17"		
Brambell CAL lab	all monitors 17"		

Main Arts CR1	all monitors 17"
Main Arts CR1	2x17"
Dean St. CAL lab	2 x 17"
George PC room	3 x 17"
Room 16 Normal Site	all monitors 17"
Fridd site and JMJ	all monitors 17"
Media Centre	all monitors 17"

C Screen readers

Screen readers enable the computer to read out loud specified portions of the information which is displayed on the screen. They can read individual letters, words, sentences and paragraphs. Some will read menu items, buttons, dialogue boxes etc. and tell you what is selected.

One of the machines in the Study Support Centre in the Main Arts Library is equipped with a screen reader for DOS and Windows applications.

The Mac in the study support centre in Adeilad Deiniol has OutSpoken screen reading software which reads out certain elements of the screen including text, menu items and dialog boxes.

The TextHELP package available on all networked PCs from the Utilities section of the Start menu can be used to read selected text in any Windows based application.

If you still have difficulties, subject librarians and computer support staff may be willing to give you special help; please contact your subject librarian or the computer laboratory enquiries desk to find out whether this service is available.

Operating the computer

All machines in public access areas have standard mice. However, if you need to use a trackball or other access device we could look

into making this available. Contact Debbie Sapsed (extension 3870, email d.sapsed@bangor.ac.uk)

ACCESS TO USER GUIDES

All Information Services user guides are available from the UWB Library pages on the World Wide Web, where they may be viewed in enlarged form by clicking on **View** on the top menu bar and selecting **Increase Font**.

The Library is willing to make copies of printed user guides in whatever format is required, e.g. enlarged copy, electronic, audio, or Braille, for users with disabilities or special needs; please ask at the desks if you want this facility.

ACCESS TO COURSES

Most of the IT courses which are run by IS are held in Adeilad Deiniol CR1. The room is near to the Study Support Centre and staff will be pleased to arrange for you to use this room when taking IT courses if you prefer. They are also able to provide handouts in whatever format you wish, e.g. electronic, audio, braille or enlarged photocopy, if required. Subject librarians offer courses in information searching and will also provide you with handouts in your preferred format.

Eileen Tilley/Debbie Sapsed
August 2001