



## Accessible library facilities and services

Eleni Papadakou, June 2019

QG GEN002 [<https://www.abdn.ac.uk/library/documents/guides/qggen002.pdf>]

The University Library Service, which comprises The Sir Duncan Rice Library and two site libraries (the Taylor (Law) Library and the Medical Library), is committed to offering support, assistance, facilities and equipment so that disabled students, staff and visitors can have full access to the stock and services we provide. Site libraries are accessible to disabled users, although levels of provision vary. Detailed information on the facilities and equipment available in each of our libraries is listed at the end of this document.

This guide will provide you with some useful information on the facilities, equipment and help available, but if you require specific information please do not hesitate to contact any member of library staff.

We have a wide range of library guides covering all aspects of the Library's collections, facilities and services. Printed versions of many guides are available at Information Points, Issue Desks and Help Desks at our libraries. These [guides](#) and many more are also available online.

Should you require one of our guides reformatted or reprinted, e.g. on alternatively coloured paper, please contact a member of staff at one of the Information Points/Issue Desks. If you wish to discuss your individual requirements or anything else in this guide contact the **Library's disability co-ordinator**:

**Eleni Papadakou - Principal Information Assistant**

Tel: 01224 – 272589

E-mail: [e.papadakou@abdn.ac.uk](mailto:e.papadakou@abdn.ac.uk)

## Parking

Designated blue-badge parking bays are available at all library sites. You must be the owner of, and clearly display, a valid blue disabled badge to use these bays. No parking charge is required for disabled users but enforcement measures still apply for contravening the Parking Regulations.

## Services for disabled students

Disabled students who choose to disclose their disability to an adviser from the Student Advice and Support Office are entitled to priority access to various facilities and services in the Library if appropriate. Student Advice and Support will provide the Library with a list of these students and this information will be treated in strictest confidence.

Disabled students may be able to request renewal of materials by telephone (provided the item has not been requested by another reader). During quiet periods, it may also be possible to request additional renewal periods provided the item(s) have not previously been booked by another reader.

For students on the priority list who have specific difficulties with loan periods, please contact:

**Marion Blacklaw - Circulation Manager**

Tel: 01224 – 273767

E-mail: [m.blacklaw@abdn.ac.uk](mailto:m.blacklaw@abdn.ac.uk)

Disabled students can also be given access to [Assistive Technology booths](#) located in The Sir Duncan Rice Library, the Medical Library and the Edward Wright building if this has been agreed by Student Advice and Support. The booths in the libraries are bookable by students on the priority list through an [online booking system](#). The Assistive Technology booths are equipped with [assistive software](#) supplemental to standard campus provision. A list of the available technology within the booths is available on the [Assistive Technology page](#).

The [Assistive Technology Team](#) is able to provide training in the use of assistive technology, whilst library staff can organise one-to-one training sessions with disabled users on how to get the best from the information resources provided by the Library. Please consult the [Information Consultant](#) for your specific subject area in the first instance.

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## Braille embosser

There is a [Braille embosser](#) located in the Edward Wright Reception Office.

## Computing services for disabled students

For further information about our disabled provision, see the [Assistive Technology Support for Students Guide](#).

**For problems accessing or using electronic resources (including Out-of-Hours Service) contact the IT Service Desk:**

Login to the [MyIT portal](#) - a self-service web facility

E-mail: [servicedesk@abdn.ac.uk](mailto:servicedesk@abdn.ac.uk)

Telephone: +44 (0)1224 273636 (for \***Out of Hours Service** – call this number)

### \* Out-of-Hours Service

The *Out-of-Hours* (OOH) helpline operates from 17:00 to 08:00 weekdays and provides 24 hour cover over weekends and public holidays. During these times, any telephone call you make to the IT Service Desk number is automatically transferred to the OOH Helpline.

## Assistance from library staff

In designing The Sir Duncan Rice Library every care has been taken to provide sensitive and practical accessibility solutions for all users. However, please do not hesitate to ask library staff if you require further information or assistance. All our reception areas are fitted with induction loops.

Subject to workload, we may be able to arrange to collect items for you, Monday-Friday, 9am -5pm. Outwith these hours, limited staffing means we are not able to offer the same, one-to-one level of service. Evening/weekend staff are primarily on duty to offer a circulations service – issues, returns etc. and they cannot leave the Welcome/Issue Desks unattended. Although always willing to help they will usually have to refer you to a daytime staff member if a request cannot be satisfied quickly.

## Fire and other emergency procedures

The Sir Duncan Rice Library has been fitted with a pager system. Vibrating pagers are available at the Welcome Desk in The Sir Duncan Rice Library for those who may not be able to hear the standard evacuation alarm. Staff there will be happy to advise on how to use these. Pagers should be returned to the Welcome Desk before leaving the building.

Two of the lifts in The Sir Duncan Rice Library can be used to evacuate disabled people in the event of a fire but can only be operated by trained personnel. If you are unable to use the stairs to evacuate you might wish to inform a member of staff when you enter the library. Should the fire alarm sound when you are not on the ground floor you should go to the call point near the lifts and use the green intercom system to alert staff of your location. A trained member of staff will use the fire evacuation lift to assist you with leaving the building. During periods of round-the-clock opening, security guards trained in evacuation procedures will be on hand to assist disabled patrons.

Any student who would need to use the lift for evacuation should ensure that they have discussed a Personal Emergency Evacuation Plan (PEEP) with their Disability Adviser in the Student Advice and Support Office. See also '[Emergency Evacuation Procedure for Disabled People \(The Sir Duncan Rice Library\)](#)'.

## Facilities and equipment in Aberdeen University Libraries

### The Sir Duncan Rice Library

Bedford Road

Old Aberdeen

Tel: 01224–273330

Email: [library@abdn.ac.uk](mailto:library@abdn.ac.uk)

- Disabled parking bays by the Special Collections Centre accessible from Bedford Road
- Seven floors with assistance available from the Welcome Desk. Information points on floors are staffed from Monday-Friday, 10.00am–4.00pm (during term time)
- Four Assistive Technology booths situated on Floors 1 and 4
- A Reader Carrel for disabled users on Floor 3 with a height-adjustable desk
- Height adjustable desks in general reading areas on each floor
- Standing desks on Floor 7

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- Lifts to all floors (assistance is available on request)
  - Accessible lavatories on all floors, including a baby changing unit within a lavatory on the Ground Floor
  - Induction Loops are fitted at the Information Centre and Welcome Desk and in all meeting rooms. Portable induction loops can be borrowed from the Welcome Desk
  - Vibrating pagers to provide an alert of fire alarm activation can be collected from the Welcome Desk
  - One mobility scooter and one manual wheelchair are available for use within the library. These can be collected from the Welcome Desk. If you will require these facilities please notify us in advance so that we may book the relevant equipment for you

### **Taylor Library**

**Taylor Building Blocks C and D**

**Dunbar Street**

**Old Aberdeen**

**Tel: 01224-272601**

**Email: [lawlib@abdn.ac.uk](mailto:lawlib@abdn.ac.uk)**

- Disabled parking bays in Dunbar Street next to the entrance to Taylor Block C
- Ramp access to entrance on east side of Block C (opposite the car park), then automatic double doors close together
- Lift to all floors in the building (the Library is on the 1st Floor of Block C)
- Automatic-opening door to the Library
- Two floors with lift access to upper level Block C
- Internal ramp from Level 2 Block C to Level 2 Block D
- Accessible lavatory on the landing outside the Library
- Accessible MFD (multi-functional device for photocopying and scanning) located opposite Issue Desk on lower floor of Library
- Induction loop fitted at the Issue Desk

### **Medical Library**

**Polwarth Building**

**Foresterhill**

**Tel: 01224-437870**

**Email: [medlib@abdn.ac.uk](mailto:medlib@abdn.ac.uk)**

- Access via the Medical School Building
- Ramp at Cornhill Road entrance
- Lift to all floors in the building with high control buttons (the Library is on the 1st floor)
- Internal lift in the library to all floors, but very narrow
- Four floors with no internal steps; the Basement fire exit is very narrow and unsuitable for wheelchairs. Library staff are happy to bring material to wheelchair users
- One Assistive Technology booth
- Accessible MFD (multi-functional device for photocopying and scanning)
- Accessible lavatory for disabled staff and students available outside the Auditorium, Polwarth Building, very close to the Medical Library
- Induction loop fitted at the Issue Desk