

## Services for users with additional requirements

### Access to the library

- There is a ramp at the entrance to the Library foyer to enable wheelchair access.
- There are automatic doors to both the foyer and the Library itself.
- If you have any difficulties, there is a bell to the right of the Library 'IN' door, and a member of staff will come and assist.
- There are lifts in the 2 towers of the library to take you to the 1<sup>st</sup> & 2<sup>nd</sup> floors
- There is a lift to enter into the Teaching Resources area, as this is at a lower level on the 1<sup>st</sup> floor.
- The aisles between the library shelves are generally wide enough for wheelchairs or people with mobility issues, but difficulty may be experienced with a few due to constructional pillars.
- Staff are willing to help in locating and retrieving materials, although please note that at busy periods this may have to be pre-arranged and will not be on demand. Please ask at the Enquiry Desk.

### Emergency procedures

- In case of an emergency, an alarm will sound. Please vacate the library immediately via the tower emergency exits on the ground floor, unless you are a wheelchair user. In this case:
- **DO** ask someone to inform library staff you are in the building.
- **DO** escape to a wheelchair refuge in one of the towers and await rescue.
- **DO NOT** use the lifts, as they will be immobilised.
- **DO NOT** allow helpers to assist you unless they are trained staff or emergency service personnel.

### Extra equipment

- On the ground floor there is a networked PC with a 19" monitor, enlarged icons and accessibility options.
- A scanner is attached to the above PC.
- Text size can be enlarged on the library homepage.
- A hearing loop is available at the library issue counter.
- Cream, green and blue copier paper is stored at the library issue desk if needed to aid reading

of photocopied documents.

- A terminal with JAWS (Job Access with Speech) software is available on the ground floor. Please ask staff for details.
- CCTV is available in the on the ground floor to aid reading of documents.
- On the 1st and 2nd floors there are mobile steps with handrails for extra stability to aid retrieving books from higher shelving.
- There is one book rest per floor on the study tables.
- There is a height adjustable desk on the ground floor. Please ask library staff for assistance.

### Support from the library

If any students would like to:

- Book an individual tour of the library
- Arrange a meeting with a member of staff to assist in finding items in the library

Or find that they:

- Have problems returning books to the library
- Need items longer than they are normally issued for
- Are aware of any ways in which the library could help them

Then please contact either

- Staff at the library Enquiry Desk
- Email us on [libraryenquiries@marjon.ac.uk](mailto:libraryenquiries@marjon.ac.uk)
- Joanne Irwin Tazzar at [jitazzar@marjon.ac.uk](mailto:jitazzar@marjon.ac.uk) and on 01752 636700 ext.4200

**Visit** the Library at [www.ucpmarjon.ac.uk/facilities/library](http://www.ucpmarjon.ac.uk/facilities/library)

**Email** the library on [libraryenquiries@marjon.ac.uk](mailto:libraryenquiries@marjon.ac.uk)

**Telephone** the library on 01752 761145

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