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YORK
ST JOHN
UNIVERSITY

Library and
Learning Services



Accessibility Support

Information for users of the Accessibility
Support service at York St John University

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The accessibility support service – an overview

The Accessibility Support Service is here to support you, as a student or staff member, with making your learning, teaching and research resources accessible to you and others with visual, physical or learning disabilities.

- Automatic renewals on your items (unless someone else needs them, or after 35 renewals)
- 1–1 support from your Academic Liaison Librarians
- Access to Digital Training and assistive technology support
- Access to RNIB Bookshare to download accessible copies of books when you need
- Request books to be collected from the Service Desk
- Request that anything from one page to a whole book from the Library be scanned into an accessible PDF format for use during your course (please refer to page 10 for criteria requirements)
- Borrow assistive equipment from the Information Services desk

This booklet will take you through the support available, how to access it, and what you can expect from the Library.

In this booklet:

- telephone numbers are introduced by T:
- email addresses introduced by E:
- website locations are introduced with W:
and are formatted with the main website address, followed by an arrow, and the page name you need.

Welcome to Fountains

Library and Learning Services are based in the Fountains Learning Centre. As well as accessing your library online, our services can be accessed from the Information Services desk, which is located on the Ground Floor of Fountains. You can also get in touch with us by phone or email.

The staff on the Information Services desk can help you with any queries regarding the Library, IT or printing.

T: +44 (0)1904 87 6696

E: support@yorksj.ac.uk

W: yorksj.ac.uk/library

Help using the library

If you require help using the Library, you can book an appointment with a member of Information Services desk staff by either emailing or calling us. Alternatively, drop-in to the Information Services desk.



Nominated collection and postal loans

If you would like a friend or support worker to be able to collect items from the Library on your behalf, please contact us to arrange this. We will need:

- details from your student ID
- details from your nominated borrower or other ID, if they are not a York St John University student

Your nominated borrower will need to show their ID and your student card each time they borrow on your behalf.

As a registered accessibility support user, you are eligible to use our postal loans service. You will need to register separately for this service if you wish to use it. Once registered you can request up to 30 books per year be sent to your home address. Please ask us for more information.

Please note: Payment of fines, and fine-related queries, cannot be addressed by your nominated borrower. As a student, you must pay your own fines either in person, via your Library Catalogue account, or by telephone. All payments are cashless. If you have a query about your fines, please email Library and Learning Services.

E: support@yorks.j.ac.uk

Academic Liaison Librarians

Your librarian is here to help you with referencing, reading lists, finding resources, databases and more. Email through term time (9.00am–5.00pm, Monday to Friday), or book a tutorial online.

E: academicliaisonteam@yorks.ac.uk

W: yorks.ac.uk/library ➔ Subject help from your librarians

Rachel Hogg

Criminology; Law; Policing; Sociology

Katherine Hughes

Computer Sciences; Creative Writing;
Data Science; English Literature;
Geography; Languages, Liberal Arts
Foundation Year, Linguistics and TESOL;
Media and Film Studies; Religion and
Philosophy

Jane Munks

Business; Counselling; Psychology

Ruth Patterson

Biomedical Science; Nursing;
Occupational Therapy; Paramedic
Science; Physiotherapy; Sport

Clare McCluskey-Dean

American Studies; Education, Children,
Counselling Foundation Year; History;
Initial Teacher Education; International
Relations; Politics; Postgraduate
Courses in Education and Social Work;
Undergraduate Courses in Childhood,
Youth and Education; War Studies

Cathryn Bell

Design; Drama, Theatre and Dance; Fine
Art, Photography and Illustration; Media
Production; Music; Music Production

Tutorials and classes

Digital Skills

The Digital Training Tutors offer a range of courses and individual support via email, bookable sessions and 1-1 tutorials. Visit the Digital Training web page for further information and to book tutorials.

Our Digital Training Officer for Assistive Technology is here to provide specialist help, advice and training on the use of assistive software and technology for students and staff at York St John University. Software to support your note-taking, reading, planning and writing is available on campus.

Contact Digital Training

Annette Webb
Ian Staite
Julia Payne

E: digitaltraining@yorks.ac.uk

Helen Varley (Assistive Technology)

E: assistivetech@yorks.ac.uk

W: yorks.ac.uk/library ➔ Digital training and support

Study Development

Our Study Development tutors are here to help you in a dedicated tutorial environment, as well as in workshops and study retreats. In your tutorial, a Study Development tutor will help you with your academic work, including:

- helping improve your study and learning strategies;
- reflecting on your planning process;
- developing your academic and reflective writing skills.
- developing your maths and statistics skills
- learning proof-reading and editing skills
- exploring time management and revision strategies

Book a tutorial online, or send any questions or queries about the service to the team by email.

E: studydevelopment@yorks.ac.uk

W: yorks.ac.uk/library ➔ library, study and digital skills support

How do I use the accessibility support service?

You can register for the Accessibility Support Service using the sign up form on our Supporting Accessibility webpage. This form asks you some questions which helps us to understand which services may be most appropriate to you. We will record some basic information on your library account which helps library staff to know which support you are receiving.

W: yorks.ac.uk/library ➔ Use the accessibility service

If you are receiving support from the Disability Advice Team, situated in Holgate, they may complete this form with you to register you with our Accessibility Support Service during your initial meetings as part of putting together your Learning Support Plan (LSP).

You will receive a welcome email from the Library's Disability Link who will outline what is available to you and will connect you with your Academic Liaison Librarian.

Accessing resources

There are lots of resources available to you to help your studies; you will find these by searching on the library catalogue. Many ebooks and e-resources are DRM-free which means you can download them in PDF (and sometimes other formats) and use them with assistive technologies. You can also use SensusAccess to convert files into a format you need.

Getting support

Many resources may already be accessible to you and your needs. If a resource you need is not accessible to you, your librarian and/or an Digital Trainer can help.

Academic Liaison Librarian

Your Academic Liaison Librarian will help you learn about alternative formats and the accessibility tools in different e-resources and ebooks. Meeting with them is a great step in getting more tailored support in making resources accessible to you.

W: yorks.ac.uk/library

➔ Subject help from your librarians

Digital Training Officer (Assistive Technology)

Your Academic Liaison Librarian (or the Disability Advice Team) may suggest getting support from an Digital Trainer for Assistive Technology who can help you with softwares which can help make resources accessible to you.

E: assistivetech@yorks.ac.uk

W: yorks.ac.uk/students/digital-resources ➔ Assistive Technology

RNIB bookshare

If an ebook is not accessible to you, then RNIB (Royal National Institute of Blind People) Bookshare may be able to provide you with the book in an accessible format to you (such as PDF, Word, EPUB, Daisy etc.).

You can choose to sign up for an RNIB Bookshare when you sign up to the Library's Accessibility Support Service, or by contacting your Academic Liaison Librarian.

Sign in to your RNIB Bookshare account to find and download accessible books.

Scanning and accessible files service

If you wish to read a book or a journal and it is not accessible to you (and is not available through RNIB Bookshare) then Library and Learning Services can help.

In the first instance, we will attempt to source an accessible version. If this is not possible, we provide a scanning service for students who are unable to scan items themselves.

We can scan up to an entire book in order to create an accessible digital file. If your disability means digital files are not appropriate for you, please contact us about alternative formats.

To qualify for this service, you must fit the criteria of a disabled or visually impaired user as defined by the Equality Act 2010 and the Copyright, Designs and Patents Act 1988. In order to make an accessible copy, we must have access to the material, and it must require alterations that make it more accessible for your needs.

To make a request please fill out our form, available from the Accessibility Support Services pages at:

W: yorks.ac.uk/library  Use the accessibility service

Available hardware

Hardware is available to loan from the Information Services desk in Fountains, or is installed in the building, and includes the following:

Wide screen computers

All PC monitors are wide screen

Laptops

Laptops are available to borrow from our laptop lockers in Fountains, Holgate and Haxby Road Sports Park

Low-level printer/photocopier

For more accessible use, this device is on the Ground Floor of Fountains. All printers will print your documents when you swipe your card.

Specialist equipment

We have a range of specialist equipment available to use in Fountains, including book rests, foot rests, trackball mouse, cherry keyboard, soft touch keyboards, coloured overlays, anti-glare screen, coloured paper for photocopying etc. For more details or to borrow equipment please ask at the Information Services desk.

Furniture

Adjustable chairs and height-adjustable desks are available in Fountains.

Induction Loop

The Information Services desk is fitted with an Induction Loop. Places where induction loops are installed are identified by the symbol shown below.



Available software

The range of software available on all networked PCs includes:

Desktop zoom

Magnifies your PC screen up to 36x. Customise the screen for contrast, tinting and brightness.

Inspiration/MindView

These tools both create mind maps to help plan and develop your ideas and essays. Export to Word and PowerPoint is available. Contact Digital Training for access details.

TextHelp Read and Write

Allows you to read your work and helps you to develop your study strategies.

Glean

Take notes that you can organise and categorise to suit the way that you learn. Contact Digital Training for access details.

Sensus Access

Allows you to convert documents into a range of alternate media.

Ally

Ally is available on Moodle to help make your course resources accessible. You can use this to convert materials in Moodle into a range of alternative formats.

Ebooks


You can access over 625,000 ebooks, both on and off campus, from our Library Catalogue.

W: yorks.ac.uk/library ➔ Library Catalogue

Accessing Fountains

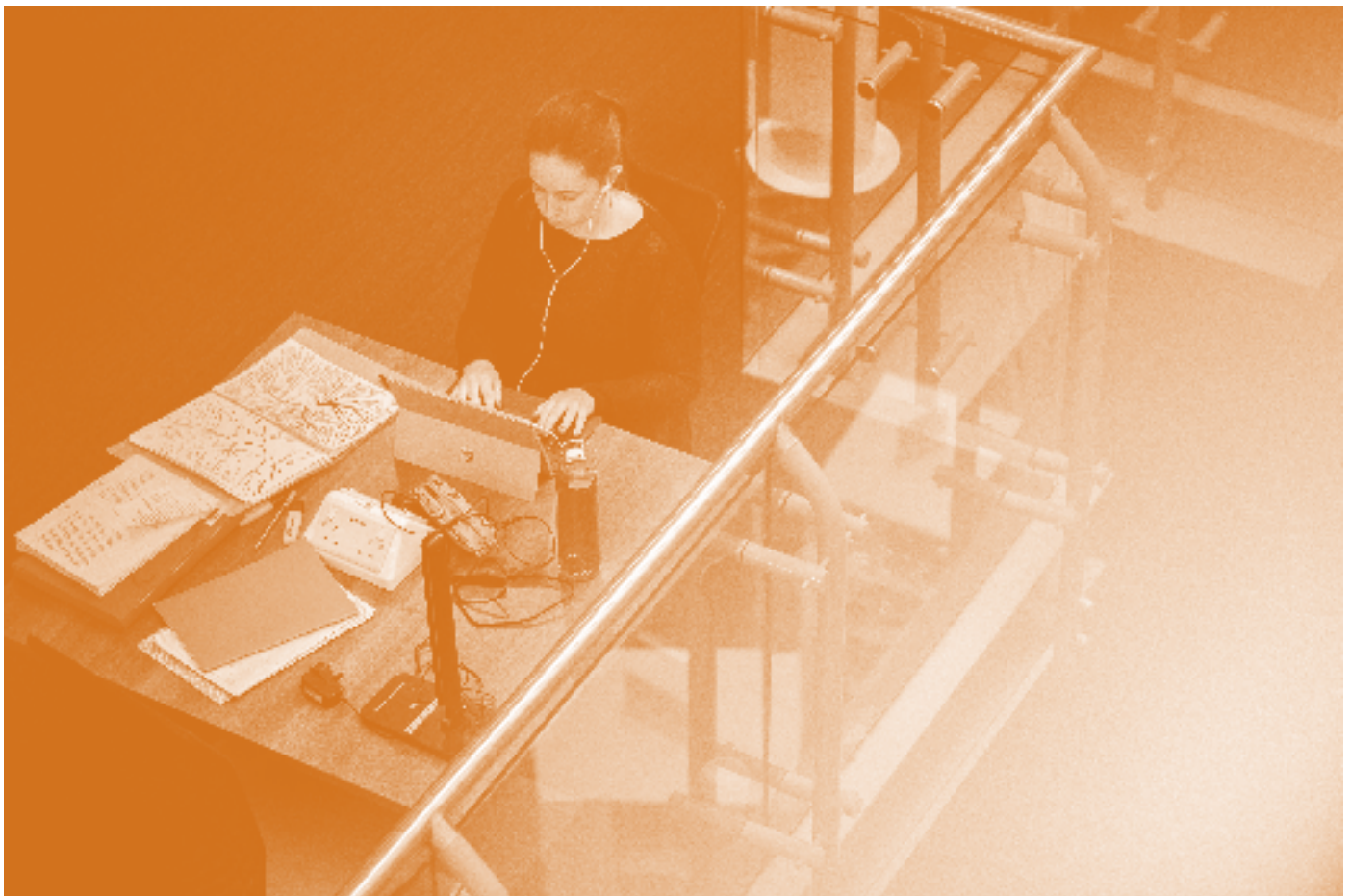
Fountains is spread over three floors, and is directly accessed via the main or rear entrances of the building. Once inside, the Library is accessible by two automatic doors. Access between all floors is via stairs or lift. A tour of the building, the escape routes and the safe havens is available from the Information Services desk.

You can plan your time ahead by booking study space.

W: yorksj.ac.uk/library  Book study space

T: +44 (0)1904 87 6696

E: support@yorksj.ac.uk



Disabled car parking

Car parking for disabled staff and students is available on campus, located adjacent to Fountains. Permit applications for disabled parking are treated as priority, though cannot be guaranteed due to limited availability. Please call Reception for further information.

E: reception@yorks.ac.uk

T: +44 (0)1904 624 624

Personal emergency evacuation plan

If you have a Personal Emergency Evacuation Plan (PEEP) in place and are in the Library, please could you make the Information Services desk staff on duty aware that you are in the building, if it is appropriate for you to do so and advised in your PEEP.

Contact us

Library and Learning Services staff are happy to help with any queries you may have. You can visit us at the Information Services desk in Fountains, or contact us by any of our other channels.

Library and Learning Services
York St John University
Lord Mayor's Walk
York, YO31 7EX

T: +44 (0)1904 87 6696

E: support@yorksja.ac.uk

W: yorksja.ac.uk/library

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“Accessibility Support”

4th ed.

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St John University

This booklet can be
provided in other formats;
let us know of your
requirements.

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