



Whittaker Library Support Guide

We know that sometimes library users can encounter barriers to access, often due to a disability, learning difference, neurodiversity or health condition.

We have a range of helpful services available for anyone needing some extra support.

Read on to find out more about library accessibility and the extra help and support that's available...

Before you visit

Physical accessibility

We are on Level 3 of the RCS. We have:

- Access via stairs or a lift. Lift is on the ground floor, near the reception desk
- A wide sliding door
- A lowered issue desk and lowered library catalogue terminal
- A hearing loop at the issue desk

Video introduction

This online video explains how to find, borrow, return and renew books, access your library account online and use the printers and scanners.

The guide is presented in British Sign Language (BSL) and also has closed captions.

Scan the QR code or use the URL to access the Introduction to the library video



<https://tinyurl.com/5n826ucr>

Library Catalogue

We have 3 dedicated terminals for searching our online catalogue. The catalogue font size, text and background colours can be changed. It also supports keyboard-only navigation and you can zoom in up to 200% without the information on the screen becoming jumbled.

Additional support we can offer you

Library Support Contacts (LSCs)

The library has two staff members – Lewis and Jen – who are dedicated support contacts for anyone who might need some additional support in the library. Our LSCs are there to contact at any time. They will answer any questions you have about the library and can assist you to access our resources and facilities.

Things our LSCs can do for you:

- One-to-one support searching the online library catalogue
- Help finding items on the shelves
- Retrieve items from the shelves on your behalf, so they are ready to collect from the desk
- One-to-one tour of the library that is tailored to your needs
- Help placing holds and renewing resources
- Support using printers & scanners and printing from your own device
- Guidance on how to access your online library account
- Help completing online library request forms
- Introduce you to the relevant Performing Arts Librarian (PAL) for your subject
- Help accessing our e-resources & databases

We have an online form where you can let us know you would like some support from our LSCs. Once you have completed the form, Lewis or Jen will send you an email to discuss how they can best support you. Any individual needs you disclose with them will be in confidence.

Scan the QR code or use the URL to access the Library Support form



<https://tinyurl.com/478cz6mw>

Performing Arts Librarians (PALs)

We have 3 PALs who have subject expertise and can offer more specialised support for your studies. The Librarians can provide:

- Help deciding which materials might be the best for an assignment, project or performance
- Tailored instruction in referencing
- Assistance using online Resource Lists
- Database searching help

You can contact our PALs any time, using the email addresses below:

Alan Jones (DDPF): a.jones@rcs.ac.uk

Karen McAulay (Music): k.mcaulay@rcs.ac.uk

Catherine Small (DDPF, Music and e-resources): c.small@rcs.ac.uk

Equipment

If you would like to use any of these items, just ask staff at the desk who will be happy to help. We have the following items on hand:

- Reading rulers and colour overlays: these can be useful if you have difficulty reading black text on a white background
- Handheld magnifier
- Disposable earplugs
- Coloured paper for printing
- Pen reader: a pocket-sized device that reads text out aloud

Extended loan periods

If you have a Learning Agreement in place, and you consent to the Disability Advisor informing the Library about your agreement, your default library loan periods will be extended.

- Items normally loaned for 3 days will be loaned for 6
- Items normally loaned for 1 week will be loaned for 2 weeks

RNIB Bookshare

This service supports learners with a print disability to access the curriculum. It provides accessible textbooks and resources for students with sight loss, dyslexia, dyspraxia, autism and other qualifying physical disabilities. To sign up for this just service contact library@rcs.ac.uk.

Accessibility software

All Library PCs come with Texthelp Read & Write software, a literacy support tool designed to meet the needs of different learners. Some of the features include text-to-speech, downloadable audio file generation, predictive text, screenshot reader and an enhanced spellcheck tool.

E-resources

The Library has a large collection of e-resources that can read out loud and/or have their backgrounds changed to support user needs.

We have a dedicated Portal page that has information about the accessibility features of different e-resources.

We also have an E-Resource Platforms Accessibility table. This table covers accessibility statements for online resources that RCS subscribes to, including any databases, e-journals and e-book platforms.

Visit the e-resources
Portal page by scanning
the QR code or using the
URL



<https://tinyurl.com/2khdpdeb>

Access the accessibility table
by scanning the QR code or
using the URL



<https://tinyurl.com/32e7p947>

Library materials in a format you can access

You might need items in a certain format to work with due to a disability, learning difference/neurodiversity or medical condition. We will do our best to provide our resources in the format that you need.

If you would like to request one of our resources in a different format than that currently provided by the library – for example, a print copy of one of our electronic resources, or an electronic version of one of our printed resources – you can complete our online Alternative Format Request form.

Scan the QR code for the
Scan/Alternative Format
Request form



<https://tinyurl.com/2vpvcu8n>

If you need an item that we do not currently have in stock in any format, you can request it using our online New Materials Request form. The form will allow you to request the format you would like us to obtain - we will endeavour to get the item in the format you need, but this will depend on availability.

Scan the QR code for the
New Materials Request
form



<https://tinyurl.com/4by49kpb>

Get in touch with us

If you would like to get in touch with us regarding any of the services discussed in this guide, or to discuss anything related to library and accessibility, please email libraryaccessibility@rcs.ac.uk.

We are keen to make sure that library users have equal access to services and resources regardless of their accessibility needs.

