

DALHOUSIE UNIVERSITY LIBRARIES

SERVICES FOR LIBRARY USERS WITH DISABILITIES*

(revised July 1996)

- Accessibility:** All floors of both libraries are accessible to persons with mobility impairment, with the exception of the mezzanine level of the Kellogg Library. Wheelchair-accessible washrooms are available on the 2nd floor of the Killam Library and in the Tupper Building Link just adjacent to the Kellogg Library.
- Paging of Library Materials:** Circulation staff will page inaccessible material from the stacks of the Killam and Kellogg Libraries. Material shelved in the Libraries' open stacks will be available for pick-up within six working hours after submission of the request(s). Material held in closed-access storage areas will be available within 24 hours (Monday-Friday) of submission of the request. Material not picked up within 48 hours will be reshelved.
- Renewal of Library Materials:** Circulation staff will accept renewals (where renewal is permitted by Circulation policies) of library materials by telephone from persons with mobility impairment, following consultation between the person and the Head of Circulation of either the Killam or Kellogg libraries.
- Photocopying:** Circulation staff will photocopy material for those unable to do so themselves. Copies will be available for pick-up within 24 hours (Monday-Friday) of submission of the request(s). Patrons will be charged for copies at the "debit card" rate. (Exceptions are made for reserve materials.)
- Reserve Collection Access for Dalhousie students:** Students with disabilities who need some variation of the standard reserve service will notify the Advisor for Students with Disabilities (ASD), who in turn will notify the Head(s) of Circulation for the Kellogg/Killam Libraries. The student's record is flagged on Novanet. To assure service in cases of system crashes, the student's card is stickered. Per advice of ASD, staff will do the photocopying of articles and chapters within one working day. No charge is levied. Loan periods will be extended per communication with ASD for students who need more time.
- Reserved carrels:** Carrels may be reserved for use by Dalhousie students whose disabilities make studying in open areas difficult and for persons with mobility impairment.
- Searching library electronic materials:** Reference staff will conduct or assist with searches of electronic library materials for users with disabilities unable to do so themselves at no charge to the user.

***In accordance with the spirit of this policy, library users requiring accommodation not embodied in this document, are encouraged to consult with Dalhousie University Libraries administration.**