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# Division of Library Services Disability Guidelines

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<b>Version</b>	2.0
<b>TRIM file number</b>	
<b>Library Document Number</b>	GUIACC1
<b>Short description</b>	Guidelines on the provision of Library Services to clients with a Disability
<b>Relevant to</b>	All Library Staff
<b>Approved by</b>	Executive Director, Library Services
<b>Responsible Officer</b>	Section Manager, Access Services Section Manager, Information & Liaison Services
<b>Responsible Section</b>	Access Services, Information Services
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<b>Date(s) modified</b>	24 May 2010
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<b>Related Library documents</b>	<a href="#">Rule of the Library</a> <a href="#">Assistive Technology Room – Conditions of Use</a> <a href="#">Library Services for Patrons with a Disability</a> <a href="#">Disability Liaison Team</a>
<b>Related University documents</b>	<a href="#">Disability and Work Study Adjustment (Policy and Procedure)</a>
<b>Related legislation</b>	<a href="#">Disability Discrimination Act 1992 (Commonwealth)</a>
<b>Key words</b>	guideline, disability, assistive technology

## **1 PURPOSE**

- 1.1** The objective of these guidelines is to support equitable access to Library resources for all clients. They provide guidelines for the training of staff within the Division of Library Services, taking into account disability access issues and assistance for clients with a disability.
- 1.2** These Guidelines also outline a strategy for promoting services the Library offers for clients with disabilities and how to access them.

## **2 SCOPE**

- 2.1** These Disability Guidelines apply to all services, facilities, and resources provided by the Division of Library Services at Albury-Wodonga, Bathurst, Dubbo, Orange and Wagga.

## **3 DEFINITIONS**

- 3.1** See the Disability and Work Study Adjustment (Policy and Procedure) for definitions.

## **4 RESPONSIBILITIES**

All staff of the Division of Library Services have a responsibility to be aware of and to comply with the CSU policy and these guidelines.

- 4.1** The Disability Liaison Team is responsible for developing, implementing and evaluating services to clients with a disability. The team also liaises with other sections of the Library and Divisions such as Student Services, Student Administration and Student Central.
- 4.2** Access Services Staff are responsible for accessing physical items for clients with a disability.

## **5 LEARNING COMMONS**

- 5.1** The Division of Library Services will strive to ensure, within the limitations of the existing buildings, where practicable, that facilities are physically accessible to clients with disabilities. Problem areas in the buildings will be identified and resolutions sought.
- 5.2** The Division of Library Services will strive to accommodate any adaptive technology possessed by clients with disabilities, within the limitations of the existing Library zones in the Learning Commons.
- 5.3** Specific procedures regarding the accessibility features of the buildings are available from the Library Services for Patrons with a Disability page on the Division of Library Services Website.
- 5.4** The needs and considerations of clients with disabilities should be taken into account if any alterations, extensions or renovations are made to existing buildings.

- 5.5** In collaboration with the Division of Student Services Disability Liaison Officers, items of adaptive technology may be purchased to assist clients who have difficulty accessing library resources, or adjustments will be made to conventional hardware and software if possible.

## **6 LIBRARY SERVICES**

- 6.1** Assistance is available from Library Services staff either in person, via email or by phone. Help will be provided in using the catalogues and electronic resources and in locating appropriate information for study purposes.
- 6.2** Library staff will provide assistance in collection of items from the shelves with 24 hours notice. Items will be available for collection at the loans desk for two days.
- 6.3** Photocopying assistance will be provided upon request.
- 6.4** Extended loan periods will be provided upon request to clients with disabilities where they would otherwise be disadvantaged.
- 6.5** Distance Education services will be provided for on-campus clients physically unable to access the collection.
- 6.6** Individual orientation tours of the Library and information literacy classes will be arranged by appointment with the Disability Liaison Librarians.
- 6.7** Clients will be referred to Student Services for provision of alternative formats or resources.

## **7 LIBRARY STAFF AWARENESS AND TRAINING**

- 7.1** Disability awareness training is a compliance requirement of induction for all new Library staff.

## **8 PROMOTION OF THE LIBRARY DISABILITY GUIDELINE**


- 8.1** The Division of Library Services will promote the availability of its disability services to all clients.

## 9 DOCUMENT CONTROL

### 9.1 Document history

Version number	Date issued	Author	Short description of amendment
1.0	2005	Deidre Boland	
2.0	24/5/10	Katherine Jackson	Update of format Addition of Orange Campus Change title from Library Disability Policy References removed Definitions changed from reference to Disability Discrimination Act Library Buildings and Facilities changed to Learning Commons Library Resources removed

### 9.2 Document authorisation

<b>Authorising officer</b>	Executive Director, Library Services
<b>Name:</b>	 S D Oakley
<b>Date:</b>	6 July 2010



## **ASSISTIVE TECHNOLOGY ROOM**

### **CONDITIONS OF USE**

- The Assistive Technology Room is provided for the sole use of CSU clients who have registered with the Disability Liaison Officer – Student Services.
- A list of eligible clients is maintained at the Circulation desk. The key will be issued for one day.
- The room will be locked when not in use.
- The Assistive Technology Room is not to be used as a 'classroom' by academics or tutors. For lecture hall or tutorial room bookings contact x34974 or email [crbookings@csu.edu.au](mailto:crbookings@csu.edu.au)
- Fines will apply to late return of the room key at a rate of \$5 per day.
- The client is responsible for meeting the cost of replacing the keys lost while on issue to them (\$35 replacement cost), and for any damage resulting from misuse of the room.

**In common with clients of the Library as a whole, users of the Assistive Technology room must abide by the Rule of the Division of Library Services.**