



Templeman Library services for users with disabilities

The Templeman Library caters for a wide range of users. If you have any specific needs or have difficulty gaining access to the Library or its resources, please contact the Information Services (IS) Disability Support Co-ordinator on ext 3289 / 01227 82 3289.

All Library staff are happy to offer advice and provide guidance about the services and facilities featured in this guide.

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www.kent.ac.uk/library
Information Services

University of
Kent

Register with IS Disability Support

To access the full range of services and help we provide, Kent students should be referred to IS Disability Support by the University's Disability and Dyslexia Support Service.

Please phone them on 01227 82 3158 or email accessibility@kent.ac.uk.

Access Library services and resources from home

Many Library services and resources can be accessed from your own PC or laptop outside normal working hours to support your learning and research activities. The Library catalogue allows you to search for resources, reserve items on loan and renew your books:

<https://catalogue.kent.ac.uk>

You can access a range of online resources including e-journals, e-books and indexing services:

www.kent.ac.uk/library/online

A number of these resources are restricted to Kent students. Log into these resources (both on and off campus) with your Kent IT account username and password.

The Home VPN Service provides off campus access to your files on the network, campus printers, network-restricted resources and online services. To set up your home VPN connection and get started go to:

www.kent.ac.uk/itservices/home

Building access

Opening hours

For up to date information about opening times go to:

www.kent.ac.uk/library/templeman/opening.html

Getting into the Templeman Library

The front entrance of the building has automated doors (motion activated); access from the rear entrance is activated by a push plate.

A platform lift provides wheelchair access from both entrances into the entrance hall, where the Welcome Desk is located. You can activate the entrance gate using your KentOne card. Alternatively, Welcome Desk staff can activate the gate for you.

There are four lifts in the Library.

- **Platform lift** provides wheelchair access from the front entrance and the rear entrance (basement level) to the entrance hall on Level 1 Centre.
- **East central lift** located close to the east stairwell on Level 1 Centre; reserved for the use of people with reduced mobility and Library staff between 9am and 5pm. Floors accessible by this lift: Levels 1, 2, 3 and 4.
- **West central lift** located close to the west stairwell on Level 1 Centre. Floors accessible by this lift: Levels 1, 2, 3 and 4.
- **East extension lift** is located in the foyer next to the stairwell on Level 1 East. Floors accessible by this lift: Levels 1, 2, 3 and 4.

Disabled Go – building access guide

For a comprehensive guide to the Templeman Library building visit the Disabled Go website:

www.disabledgo.com/en/access-guide/templeman-library/university-of-kent

Medical conditions

If you have a specific medical condition that Library staff should be aware of please speak to Welcome Desk staff on arrival. We will do our best to accommodate your needs.

Emergency evacuation

Be aware of the nearest evacuation route from where you are working.

Fire exit doors in the Library have either turn buttons covered with plastic domes, or magnetic catches connected to the fire alarm system. Push pad automated doors will operate as normal.

In the event of an emergency evacuation **do not use the lifts.**

Do not treat any alerts as ‘false alarms’.

On hearing the fire alarm

- If you are a **wheelchair user or have reduced mobility**, make your way or ask someone to accompany you to the nearest marked **Refuge Point** which you will find located next to the **West Central staircase on all floors.**
- **Use the intercom at the Refuge point to contact Campus Watch and await assistance.** A trained Evac Chair operator will attend to assist with your evacuation.

Library services

Access remote areas

To access more remote areas of the building:

Visit Welcome Desk, Level 1 Centre

Renew items on loan

Telephone Loan Desk, ext 3572 / 01227 82 3572

Renew online <https://catalogue.kent.ac.uk>. click **Log in**

Photocopying service

Library staff can assist with **photocopying from books** or provide **enlarged photocopies** of text (**cost**: 5 pence per A4 sheet). 24-hour notice is required.

Email is-disabilitysupport@kent.ac.uk

Students can request receipts for money spent on printing and photocopying, which can then be claimed back from their disabled students' allowance provider.

Fetching service

Library staff can **retrieve books from the shelves** for students who have reduced mobility or difficulty reading information on the spines.

Visit IS Disability Support Assistant, Academic Liaison Office, Level 2 Centre.
24-hour notice required.

Email is-disabilitysupport@kent.ac.uk

Tours of the Library

Library tours can be arranged for users with special needs, to help you find books and resources for your subject area, including guidance about wheelchair evacuation routes and emergency telephone procedures. Library catalogue training sessions can also be arranged.

Contact IS Disability Support Co-ordinator

Telephone ext 3289 / 01227 82 3289

Email is-disabilitysupport@kent.ac.uk

Study facilities

Library study desk

A library study desk with priority use for disabled students is available next to the Quick Reference shelving on Level 2 Centre.

Study carrels L and M: individual study

Study carrels L and M on Level 4 Centre are used for specialist dyslexia support and are available for students with specific learning difficulties.

Contact Sam Hadley, Dyslexia Adviser, Disability and Dyslexia Support Service
Telephone ext 7071 / 01227 827071
Email S.E.Hadley@kent.ac.uk

Computing, printing and photocopying

Height adjustable tables

Height adjustable tables are available on Level 2 Centre.

Ergonomic/large button keyboards

Ergonomic and large button keyboards are available in the student PC room on Level 2 East. They are located on the row of PCs directly to your right when you enter from the Level 2 East wing.

Text recognition scanner

A text recognition scanner is available in the Microform Room on Level 2 Centre. This allows you to upload paper documents onto a computer. Microsoft Windows software can then read the text back to you.

Coloured paper

Coloured paper for printing and photocopying is available. Printer **turner3-yellow** is available in the student PC room on Level 3 East. Yellow paper for photocopying is available; please ask at the Welcome Desk on Level 1 Centre in the first instance.

Enquiries IT & Library Support Desk, Level 2 Centre
Telephone ext 4999 / 01227 82 4999
Email helpdesk@kent.ac.uk

Online access and assistive technologies

Computer accessibility options

You can change your computer's accessibility options and programs to make it easier to see, hear, and use; as well as personalising settings to suit your needs:

www.kent.ac.uk/itservices/accessibility

Internet access

Explore and access the internet using the browser which suits you best; all browsers offer accessibility features and settings to optimise your online experience. See the IT Services website for further information:

www.kent.ac.uk/itservices/accessibility

Customise the Kent website

To make the University website easier to read and navigate, you can change display settings such as:

- text size
- view a text only version of the site
- use access keys to navigate

Further information:

www.kent.ac.uk/accessibility.html


Disability support software

The following software is available on all student PCs in the Library and student PC rooms in colleges:

TextHelp Read & Write Gold

Provides support for dyslexic users and enables speech feedback and word prediction when reading or composing text.

To access on student PCs


Click Start  > All Programs > Departmental Software > DSU

Headphones are available from the Loan Desk on Level 1 West.

MindGenius

Mind mapping software helps develop ideas and thinking as well as improve planning and organisation skills.

To access on student PCs

Click Start  > All Programs > Central Software

Workrave

Break-timer software that assists in the recovery and prevention of repetitive strain injury.

To access on student PCs

Click Start  > All Programs > Departmental Software > Safety Office

Software user guides

Guides to help you get started and make the most of TextHelp Read & Write and MindGenius are available on the IT Services website:

www.kent.ac.uk/itservices/accessibility

Specialist software

Help and advice about accessing and purchasing software to support your specific needs is available from the Disability and Dyslexia Support Service.

Telephone ext 3158 / 01227 82 3158

Email accessibility@kent.ac.uk

Useful contacts

Get in touch

If you have any comments about disability support provision in the Templeman Library or any suggestions for improvements, please contact the IS Disability Support Co-ordinator on ext. 3289 / 01227 82 3289 or use our online feedback form:

www.kent.ac.uk/is/feedback/feedback.html

IS Disability support

Ben Watson

IS Disability Support Co-ordinator

Telephone ext 3111 / 01227 82 3111

Email is-disabilitysupport@kent.ac.uk

Building access enquiries

Welcome Desk staff

Telephone ext 3104 / 01227 82 3104

Assistance finding study materials and Library tours

Maureen Cook

IS Disability Support Assistant

Telephone ext 7864 / 01227 82 7864

Email is-disabilitysupport@kent.ac.uk

General enquiries (including IT enquiries)

IT & Library Support Desk, Level 2 Centre

Telephone ext 4999 / 01227 82 4999

Email helpdesk@kent.ac.uk

University Disability and Dyslexia Support Service (DDSS)

Keynes College

Telephone ext 3158 / 01227 82 3158

Email accessibility@kent.ac.uk