Many of the provisions discussed below are available to readers who are not UCL staff or students so please contact us to discuss your requirements.

Otherwise, this leaflet describes some of the extra Library Services available to UCL students and staff who have a disability or other specific need. Some services may require prior registration with the UCL Disability Centre:

UCL Disability Centre
Room G16, South Junction
020 7679 1343 [voice or typetalk]
email: disability@ucl.ac.uk

The Librarian with responsibility for this area and the person to contact to arrange any of the services listed below is:

Matthew Reynolds
Head of Membership
Science Library
020 7679 7110 / email: ucylmir@ucl.ac.uk

Full details of access arrangements and support services available from the Library can be found at: http://www.ucl.ac.uk/library/disabled-users

Note on emergency evacuation of the UCL Libraries for users with mobility disabilities

In general, during a fire alarm, lifts within the affected area should never be used.

Main Library

In the Main Library, specific routes are available which allow evacuation through to different buildings (where lifts will still be functioning). Users needing to utilise these routes should head to the North End (accessed through the English or Hebrew and Jewish Studies sections) and evacuate through fire doors there. The lifts there should remain active, despite the alarm.

If you are not able to reach these exits, there are refuge points at the South End (through the Art / Economics section or History section). There are telephones in
these areas, so you can alert Emergency Services to your presence, and access to separate buildings to ensure safety is possible.

Please note that it is not possible to reach these routes from the Donaldson Reading Room in the Main Library. Users with mobility problems that prevent them from evacuating by stairs in an emergency are advised to use other areas of the Main Library instead. A fetching service can be provided.

Science Library

No emergency evacuation routes for anyone unable to use stairs are available in the Science Library. Users with mobility problems that prevent them from evacuating by stairs in an emergency are advised to remain on the ground floor and to utilise the assistance available for fetching books (please see below).

Other UCL Libraries

The Bartlett, Institute of Archaeology, Language and Speech Sciences and Ear Institute Libraries are all above ground floor level and have no emergency evacuation routes for users unable to use stairs. Instead, those affected should utilise the assistance available for fetching books and move to an accessible location.

For information about fire evacuation for readers with mobility difficulties, please contact the Library’s Departmental Safety Officer, Jay Woodhouse - james.woodhouse@ucl.ac.uk

For information about fetching and other mitigation services, please contact the Library’s Support Officer for Users with Disabilities, Matthew Reynolds – matthew.reynolds@ucl.ac.uk

Note on Access to Library Buildings

Detailed information about physical access to UCL’s various site libraries can be found at: http://www.ucl.ac.uk/library/disabled-users/#physical

Despite recent improvements, some significant collections are, regrettably, inaccessible to readers with mobility problems. Full details of these can be seen on the Library’s web page (URL above). Items from these parts of the library can always be fetched on request, preferably by emailing Matthew Reynolds at matthew.reynolds@ucl.ac.uk prior to your visit. Staff will, however, also be able to help on the day of your visit if necessary.

Access for Assistants

If you have a friend or other helper who you would like to accompany you into the Library, this is always possible. We can provide your companion with a pass. If you require a friend to borrow a book on your behalf, this is also possible, although you should contact us in advance to arrange this.
Alternative format leaflets

Alternative versions of all library guides are available on request.

Computer facilities

The computer cluster rooms in the Science and Institute of Archaeology Libraries include PCs at a height suitable for wheelchair users. Dedicated IT facilities with adaptive furniture and specialist software (e.g. text-to-speech and mind mapping packages) are available at the UCL SenIT suite at the South Junction. Please speak to the UCL Disability Office for details. It is also worth noting that an increasing proportion of the Library’s resources are available electronically from anywhere. A full list of e-journals and databases, along with information about accessing them from outside UCL, can be found at:

http://www.ucl.ac.uk/library/electronic-resources

Extended loan periods

If you require books for longer than usual (for example, because you are dyslexic, or because you find it difficult to travel to UCL) we can extend the loan period of one-week loan items beyond the usual date. Please register with the UCL Disability Centre in the first instance.

Extra advance bookings for short-loan items

An increased number of booking slots for short loan items (teaching collections and 3 hour / two day loan books) are available for those who require it. Please register with the UCL Disability Centre in the first instance.

Help with fetching books

If you require books to be fetched for you (for example, because they are in an inaccessible part of the library or because you have difficulty reaching or carrying them), this can usually be arranged by contacting the Library Membership / Users with Disabilities Support Team at lib-membership@ucl.ac.uk at least one working day in advance. In addition, Issue Desk Staff will attempt to assist where possible on an ad hoc basis, but it is best to make formal contact with the Library Membership / Users with Disabilities Support Team to ensure that the items are available for you when you arrive.

Help with reading lists and database searches

If your disability means that you have difficulty using our Explore service we can arrange for someone to assist you. Similarly we can provide help with database searching.
Help with photocopying

If you require assistance photocopying items, there are Library Assistants who will be able to help you. There is a Photocopy Help Centre located in the Main Library. During term-time the Photocopying Centre is usually staffed from Monday to Friday, 11.00 – 17.00. Vacation hours are shorter, please check signs by the photocopiers for details.

If you are in the Science Library or other UCL Library, staff at the Issue Desk should be able to offer assistance.

The Library's photocopiers have an enlarging function, which may be of use to visually-impaired and dyslexic users. Support for the costs of this, and photocopying in general, can be provided for eligible students. For details of how this can be arranged please see:

http://www.ucl.ac.uk/library/disabled-users/#additional

Issue of reference items for use in SEnIT Suite

If you are a UCL student/staff member and need to take an item which is "Reference only" to the SEnIT Suite (e.g. a journal) we will issue it to you temporarily.

Induction loops

The Library owns a number of induction loops, both fixed and portable. Details of sites with such equipment can be found at http://www.ucl.ac.uk/library/disabled-users. Please mention your needs to staff if you require use of these facilities.

Postal Loans

If you have a severe mobility problem which prevents you from actually getting to UCL, you may be eligible to use our postal service which provides postal loans and photocopies for UCL students.

Visual Magnification Equipment

The Library owns Video Magnifying Machines which are located in Room 110 (the Reference Room) in the Main Library and on 2nd Floor in the Science Library. Please ask at the Enquiry Desk if you require assistance with these.

Most other UCL Library Sites have hand-held lens magnifiers. Details of sites with such equipment can be found at http://www.ucl.ac.uk/library/disabled-users. Please mention your needs to staff if you require use of these facilities.

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