

American University Library Services for Individuals with Disabilities Policy

Mission Statement

The American University Library is committed to making its resources available to all American University students, staff and faculty on an equal basis. In an effort to facilitate the library research process for those members of the American University community who have disabilities, the library provides a number of services designed to help address specific needs. We are dedicated to a proactive approach that utilizes advances in technology, and we are determined to create flexible and responsive programs that will address the library needs of all students, staff and faculty with disabilities at American University. We pledge to comply fully with the letter and spirit of the Americans with Disabilities Act and Section 504 of the Rehabilitation Act of 1973, as amended, as well as university policies and procedures.

I. Authorized Users

Members of the American University community who are eligible to receive specialized services, including adaptive technology, in the American University library, will have their names included on a list of authorized users.

- A. Individuals wishing to be placed on this list of authorized users must contact either Disability Support Services (DSS) or the Academic Support Center (ASC), depending upon the nature of the disability.
- B. Both DSS and the ASC will forward the names and accommodation needs of authorized users to the Adaptive Technology Specialist.
- C. Faculty and staff requiring specific library accommodations should contact Human Resources, who will then forward the names and accommodation needs to the Adaptive Technology Specialist.
- D. The Adaptive Technology Specialist is responsible for maintaining and updating the list of authorized users and distributing it to the appropriate service desks in the library.

II. Adaptive Technology Specialist

In February 2004, the Library hired a full-time Adaptive Technology Specialist to focus

on meeting the campus-wide needs of students, faculty and staff with disabilities. This individual is responsible for:

- A. Coordinating with Disability Support Services and the Academic Support Center regarding campus adaptive technology needs
- B. Installing, maintaining, and upgrading university-owned adaptive technology
- C. Conducting adaptive technology training with students, faculty, and staff who have disabilities
- D. Recommending adaptive equipment and furniture purchases to the University Librarian
- E. Responding to adaptive technology questions and concerns
- F. Ensuring that library publications are provided in alternate format and that accommodations for library-sponsored events are available upon request
- G. Serving as a member of the university's Disability Compliance Project Team
- H. Providing support to faculty and staff both in the library and university-wide in meeting the needs of students who have disabilities
- I. Consulting with university staff responsible for Web design and distance learning courses to ensure that accessibility is provided
- J. Maintaining the list of authorized users
- K. Publicizing the availability of adaptive technology and related services to members of the AU community

III. Second and Third Floor Adaptive Technology Rooms

The library includes two rooms, which house adaptive technology available to meet the needs of students who have disabilities. Currently, there is one Adaptive Technology Room located on the second floor of the library, and another on the third floor.

- A. Users:
 - 1. Only individuals whose names are on the list of authorized users may access the rooms.
 - 2. All new users must receive a training session from the Adaptive Technology Specialist to orient them to the correct use of the equipment.
- B. Reservations:
 - 1. Reservations may be taken by phone or in person by the Circulation Desk.
 - 2. The rooms may be reserved for up to four hours a day. If there are extenuating circumstances, (e.g., to accommodate an exam that lasts

longer than four hours), DSS or the ASC can reserve a room on behalf of the student for more than the four-hour limit.

3. Reservations will be held for no more than ten minutes past the scheduled appointment, at which time the room will be made available on a first-come-first-served basis. Walk-in users may use the room after checking with the Circulation Desk to ensure availability.
4. Users are encouraged to cancel reservations when a conflict occurs so that those needing to use the equipment are not denied access.

C. Access: The doors to the Adaptive Technology Rooms must be locked when not in use. The keys to the rooms are kept at the Circulation Desk on the main floor of the Library. The key will be given to the user in exchange for his/her valid American University ID card only. Upon returning the key to the Circulation Desk, the ID will be returned. The keys must be returned by the time the Circulation Desk closes. The Circulation Desk keeps a room usage log.

D. Computer Usage:

1. The computers in the Adaptive Technology Rooms will be maintained by the Adaptive Technology Specialist, in consultation with Library Systems staff. Users are not permitted to load any software or attach any personal peripheral devices (e.g., Zip drive) to the computers. Users who are discovered attempting to circumvent the security software will be prohibited from future use.
2. Documents should be saved onto students' personal G drives, USB flash drives, and floppy disks, not on the network or local hard disk (C drive). Documents saved to the hard drive or the network may be deleted at any time, without prior notice.
3. Voice files for voice recognition software should be saved onto students' G drives on the network so that they can be accessed from other adaptive technology computers on campus. Voice files saved to the local hard disk will be deleted without notice.
4. User accounts will be created for the period of one academic year. New users must contact the coordinator to have such an account set up.
5. A user needing to access adaptive technology software not currently installed on either computer should contact the Adaptive Technology Specialist, who will make arrangements to install the software as appropriate.
6. Under no circumstances may any adaptive equipment or items in the room

be moved or rearranged without permission from the Adaptive Technology Specialist.

7. All computer problems should be reported to the Circulation Desk, the Reference Desk, or directly to the Adaptive Technology Specialist at 202-885-1411 (V/TTY) or librarydss@american.edu. Concerns reported to either of the service desks will be forwarded to the Adaptive Technology Specialist and/or the Systems staff.
- E. The library's food and drink policy is expected to be followed by individuals using the Adaptive Technology Rooms. Food is prohibited, and drinks should be in library-approved containers.
- F. Personal items and library materials must not be left unattended in the Adaptive Technology Rooms. Any such items will be removed without notification and will either be put in the library lost and found or reshelved.

IV. Reserve Material

The library will make Reserve Material accessible to users with disabilities.

- A. Authorized users determined by Disability Support Services or the Academic Support Center are able to receive free photocopying of reserve materials up to 1000 pages a semester. The student may either check the material out and take it to the copy center, or give a written list of material to be photocopied to the Reserves Desk attendant at least 24 hours in advance.
- B. Authorized users have extended borrowing privileges for reserve materials.
- C. If a user with a disability cannot access materials from electronic reserves using the available adaptive technology, he/she should notify the Adaptive Technology Specialist at 202-885-1411 (V/TTY) or librarydss@american.edu. The course number, the instructor's name, and the specific items that are inaccessible should all be identified.

V. Retrieval of Books and Periodicals

If an individual is unable to independently retrieve books and other library materials due to a disability, he/she should notify the Circulation Desk and furnish a list of items. Call numbers should be included on the list. Every effort will be made to retrieve the books in a timely fashion.

VI. Specialized Instruction and Research Aid

Students who have registered with Disability Support Services or the Academic Support Center and wish to receive training on adaptive technology should contact the Adaptive Technology Specialist at 202-885-1411 (V/TTY) or librarydss@american.edu to schedule an appointment.

General Reference service is provided in person and by phone during the hours the Reference Desk is open. For extensive reference service that would delay the Reference Librarian from assisting other patrons, an appointment is required. Requests to meet one-on-one with a Reference Librarian should be submitted to the Reference Desk in person, by telephone (202-885-3238), or by e-mail (refteam@american.edu). Library patrons may also request reference assistance using the electronic reference desk (research@listserv.american.edu).

VII. Other Adaptive Technology

With a valid AU ID, users with disabilities may check out a tape recorder from either the Circulation Desk or the Media Center for use within the library. A bar magnifier, a hand-held magnifier, and a Braille slate and stylus may all be borrowed from the Circulation Desk. A CCTV and a computer loaded with both screen magnification and screen reading software are available in the Reference area. Media Services provides closed-captioned viewing capabilities for individuals who are deaf or hard of hearing. TTYs are located at the Reference Desk and on the lower level of the library.

VIII. Library Publications

All internal publications issued by the library are available in alternate format. Requests specifying the title of the publication and the alternate format preferred (i.e., large print, Braille, or electronic copy) should be submitted to the Adaptive Technology Specialist by calling 202-885-1411 or sending an e-mail to librarydss@american.edu.

IX. Lockers

There are a small number of lockers that are assigned at the beginning of each term. Users with disabilities must come to the Circulation Desk in person at the beginning of the semester and sign a waiver in order to request a locker. Library materials that are not checked out may not be left in the lockers. Personal items may not be left at the Circulation Desk, in the Adaptive Technology Rooms, or at the Reference Desk. All items left in any of these areas will be placed in the library's lost and found without notification. Each week lost and found items are given to Public Safety.

Approved by the User Services Team: September 21, 2004

Approved by the University Librarian: December 16, 2004