

**A Practical Guide to
Library Services
For Patrons with Differing Abilities
at The College of New Jersey**

2011-2012

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Introduction

Welcome to the TCNJ Library! The purpose of this guide is to provide you with details about the variety of library services available to persons with differing abilities at The College of New Jersey. We hope that this guide enhances your ability to use our Library fully and independently.

In addition to the services described here, a coordinator for library services to persons with disabilities is available for your consultation. The coordinator's role is to:

- Respond to all inquiries regarding services to persons with disabilities.
- Serve as a liaison to the Office of Differing Abilities Services.
- Coordinate requests for services with individual library departments.
- Advocate for users in overcoming barriers encountered in the Libraries.
- Recommend facilities and services to meet the needs of users with differing abilities.

At the TCNJ Library, the coordinator is:

Maureen Gorman

Assistant Director for Public Services (609) 771-2263

mgorman@tcnj.edu

Eligibility

Library services are available to students, faculty and staff of The College of New Jersey who are permanently or temporarily disabled. It is recommended that you register with the Office of Differing Abilities Services, telephone: (609) 771-2571 in order to receive disability accommodation in the library. All registration is confidential. Information about the Office is available at its Web site:

<http://differingabilities.pages.tcnj.edu/>

Individuals who are not students, faculty, or staff at The College of New Jersey but request special services are served on a case-by-case basis. Please see the Access Services supervisor, telephone: (609) 771-2311 or Maureen Gorman, coordinator for Library services to persons with disabilities, telephone: (609) 771-2263 or email mgorman@tcnj.edu

Remote access to services and resources

The TCNJ Library web page provides access to many library services and information resources. Visit our web site at:

<http://www.tcnj.edu/~library/>

Using the Library's web site, you can access periodical and full-text databases, electronic journals, and a vast array of other resources selected by library staff for the college community.

Convenient links to library staff e-mail addresses facilitate contact between us. The web-based TCNJ Library Catalog allows you to search the library holdings from any PC with an Internet connection and browser.

Also, you can check due dates for books you have charged out and request circulation renewals. You can borrow items our library does not own through our Interlibrary Loan request forms at:

<http://www.tcnj.edu/~library/info/ill.html>

For instructions on accessing TCNJ Library online resources outside the Library building and off-campus, visit this web site:

<http://www.tcnj.edu/~library/offcampus.html>

The Americans with Disabilities Act Policy is outlined on the College web site at:

<http://www.tcnj.edu/~affirm/ada.html>

Go there for updates.

Copying

Library staff will assist you with the photocopying of materials from the reserves, periodicals, microforms, and reference collections on request. This is not a free service so standard copy charges apply.

Where do I go? Whom do I talk to?

For Reserve materials: speak to the Reserves supervisor, Debbie Bailey, telephone: (609) 771-3238 or email: baileyd@tcnj.edu. Provide specific descriptions of the material you need copied, including page numbers.

For Periodicals and Microforms and Reference Materials: Contact a Reference librarian, telephone: (609) 771-2417 or email: ASK-L@tcnj.edu. Include the full bibliographic citation for each article you need. Note that all copyright restrictions apply.

How long does it take?

Allow 2 business days for 100 pages or less of copying. Allow at least 3 business days for requests exceeding 100 pages. Please note that in most circumstances, this service cannot be completed while you wait but the library will make every effort to expedite your request.

Where do I pick up the copies?

Pick up the copies at the Access Services Desk.

There will be a \$5.00 per item fee for copy requests not picked up within 72 hours of notification.

How much does it cost?

Photocopying is 10 cents per page. Payment can be made by cash, check, or TCNJ Get-It card.

Paging

Library staff are available to assist you if you cannot retrieve books or other materials from library shelves; this service is called “paging”.

Your paging request must include the exact title of the material, and preferably, the call number. You are responsible for determining that the materials are part of the Library’s collection before submitting your request. You may submit paging requests in person, via the telephone, or by email. Materials will be held at the Access Services Desk on the Personal Hold shelf.

Where do I go? Whom do I talk to?

Contact the Library’s Access Services Desk, telephone: (609) 771-2311 or email: circ@tcnj.edu.

How long does it take?

Allow for sufficient time for staff to retrieve materials. Materials will be paged within 24 hours. When possible, paging will be done while you wait.

Where do I pick up the paged materials?

Paged materials should be picked up at the Access Services Desk as soon as possible. HOLD requests can be made directly from the library's online catalog or by contacting the Access Services Desk, telephone: (609) 771-2311 or email: circ@tcnj.edu

Proxy Borrowing Card

You may designate another person such as an aide, family member, or friend, to conduct library business on your behalf. This is called proxy borrowing. Your proxy borrower may then complete forms, pick up and return materials, and conduct other business without your being present. Note that you are responsible for all fines and lost book bills incurred by your proxy borrower on your behalf.

Where do I go? Whom do I talk to?

Contact the Access Services Supervisor, telephone: (609) 771-2311 or email: circ@tcnj.edu for details.

How long does it take?

Forms can be completed while you wait.

Renewals

You may renew library materials without having to bring the materials to the library. However, government publications, reserve materials and media may NOT be renewed. Renewed materials are subject to recall. Recall notices are sent through the mail to your local address. Materials past due cannot be renewed.

Where do I go? Whom do I talk to?

Renewal requests may be made in person or electronically via the Library's online catalog.

For in-person renewals, you will be asked to present your Library card. For telephone renewal requests contact the Access Services Desk, telephone: (609) 771-2311.

Electronic renewal requests can be done automatically in My Library Account at:

<http://www.tcnj.edu/~library/info/mylibrary.html>

Be sure that your address information is up-to-date and correct so you receive recall notices in a timely manner.

How long does it take?

Renewal requests are processed immediately.

Orientation

Individual and small-group orientations are available upon request. Orientations include guided tours of library facilities and reviews of services described within this document. The Library offers many user education programs. If you wish to attend and have special needs of which the instructor should be aware, your needs will be accommodated if advance notice is provided.

Where do I go? Whom do I talk to?

Contact John Oliver, the Information Literacy Coordinator for the Library at (609) 771-2418 or oliverj@tcnj.edu if you require an individual orientation or special classroom accommodations for user education sessions.

How long does it take?

Requests for orientations will be met as soon as possible. Plan at least one week in advance of when the orientation is needed.

Architectural accessibility

The TCNJ Library and its entrance doors, rest rooms, and other public spaces have been constructed to improve accessibility.

Where do I go? Whom do I talk to?

Contact the Access Services Desk, telephone: (609) 771-2311 or email circ@tcnj.edu.

Adaptive equipment

The following equipment is available in the TCNJ Library:
See [Accessibility & Adaptive Technology Tools](#) or [Map](#) for locations.

Ease of Access

Accessibility settings and programs from Windows. Available on all Windows 7 machines.

Read Out Loud

Screen reader available to everyone on the campus network through ZENworks Application Window. Available on all networked machines.

Closed captioned video monitors:

Video/television monitors in Media Services on the fourth floor of the Library include optional closed caption functionality.

Hearing Helper Personal FM System

Hearing Helper helps listeners overcome background noise. Available from Access Services.

Prisma Video Magnifier

Prisma Video Magnifier allows a range of magnification of printed material. Available in Reference Room next LIB112.

ZoomText Xtra

ZoomText Xtra software provides 2x to 16x screen magnification. Available in Reference Room on LIB70 and LIB92.

Kurzweil 3000

Converts printed text into audio feedback. Available in Reference Room on LIB61 and LIB69.

JAWS

Screen reading software program for blind and low vision readers. Available in Reference Room on LIB104 and Room 4 (Instructional Technology Services) on ITS13.

Wynn Wizard

Highlights text as it is spoken. Available in Room 4 (Instructional Technology Services) on ITS14.

Wivik 3.1

On-screen keyboard provides access to applications. Installed with 24 hours notice in Room 4 (Instructional Technology Services).

WordQ 1.4

Provides spoken feedback when used with writing software. Installed with 24 hours notice in Room 4 (Instructional Technology Services).

Adjustable tables

Available in Reference Room, please ask for locations at Reference or Access Services.

Earphones for Adaptive Technology are available at Access Services.

Maps of locations of Adaptive Technology in the Library are available at the Reference Desk, Access Services Desk, and online: [Map](#).

Other sources of information

Other sources of information on services to patrons for differing abilities are provided below for your information. Please consult the College's Office of Differing Abilities Services, telephone: (609) 771-2571, for further information.

Adaptive Technology Center for NJ Colleges
Department of Special Education
PO Box 7718
Ewing, NJ 08628-0718
(609) 771-2610
<http://adaptivetech.tcnj.edu/>

New Jersey State Library Talking Book & Braille Center
2300 Stuyvesant Avenue,
Trenton, NJ 08618
609-406-7179
1-800-792-8322
<http://njsltbbc.org/>

ALA ASCLA Library Services for People with Disabilities Policy
The policy was written by the Americans with Disabilities Act
Assembly, a representational group administered by the Association
of Specialized and Cooperative Library Agencies (ASCLA), a division
of the American Library Association (ALA).
[http://www.ala.org/ala/mgrps/divs/ascla/asclaissues/
libraryservices.cfm](http://www.ala.org/ala/mgrps/divs/ascla/asclaissues/libraryservices.cfm)

Federal IT Accessibility Initiative
Section 508 of the Rehabilitation Act, as amended in 1998 -requires
that Federal agencies' electronic and information technology is
accessible to people with disabilities, including employees and
members of the public.
<http://www.section508.gov/>

WAI- Web Accessibility Initiative Home Page
<http://www.w3.org/WAI>

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