

The Robert Jones and Agnes Hunt Orthopaedic Hospital

NHS Foundation Trust

Title:	Francis Costello Library Accessibility		
Unique Identifier:	FCLPOL03	Document Type:	Policy
Version Number:	2.0	Status:	Adopted
Responsible Director:	Director of Strategy and Planning		
Author:	Deputy Library Services Manager		
Scope:	Francis Costello Library		
Replaces:	V1.1		
To be Read in Conjunction with the Following Documents: (list related policies)	Registration Policy (FCLPOL01)		
Keywords:	accessibility, disability		

Considered By Executive Owner:		Date Considered:	
Endorsed By:		Date Endorsed:	DD/MM/YYYY
Approved By:		Date Approved:	DD/MM/YYYY
Issue Date:	10/05/2018	Review Date:	May 2020
Security Level:	Open Access ✓ Restricted Confidential		



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1. Introduction

We want our services to be as accessible as possible to all our users. This access policy has been created to demonstrate the library services' commitment to accessibility and is produced for the benefit of current and potential customers as a statement of intent.

It provides details of support arrangements for those with dyslexia, mobility problems, visual and hearing impairments or other particular library needs. Many services are available to library users without visiting the library in person, and more information is available on request.

2. Location and physical accessibility

The Francis Costello Library is situated on the first floor of the Institute of Orthopaedics building within the Robert Jones and Agnes Hunt Orthopaedic and District NHS Hospital Trust.

The Institute of Orthopaedics building was built in the 1970s. There is no lift available and only the ground floor lobby of the building is wheelchair accessible (by prior arrangement). To reach the library, users must climb two flights of stairs which were originally designed to be of a gradual ascent for patients with orthopaedic conditions.

The Francis Costello Library is committed to providing a high quality service, accessible to all eligible people as specified in our registration policy. The library staff are more than willing to make alternative provision for users with a visual or physical disability and within the constraints of the Institute of Orthopaedics building.

Alternative provision might entail:

- Reciprocal arrangement with a library site which is DDA accessible e.g. Shrewsbury (this has been agreed by the SaTH Library Services Manager)
- Library staff taking books/journals for the user down to the Institute lobby or in the user's workplace, where appropriate
- Assistance with retrieving books / journals from high/ low shelving or inaccessible areas within the library
- Availability of library guides and materials in a range of formats

3. Hearing loop

The Trust has also got portable hearing induction loop systems available for patients to use. The hearing loop will be ready for use in seconds and has a range of around 1.2m. It is free standing and ideal to use on desks or tables, and it is compatible with all NHS hearing aids.

If a hearing loop is requested, these are available at Switchboard and can be brought to the department by a Porter.

4. Information services

On arrival, the library staff will be happy to provide all users with an individualised introduction and guided tour of the library and discuss their individual needs on a one-to-one basis (privately if appropriate). Library staff can also provide any of our leaflets in an electronic format, in large print format or on different coloured paper. Staff at service points will be able to assist if any user has difficulty completing forms.

5. Book stock and Extended Loans

Users with a learning difficulty, dyslexia (or needing to arrange for books to be transcribed to another format) will be able to arrange to borrow material for extended periods. Flexible and postal loans can also be arranged.

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Users requiring assistance in using the [library catalogue](#) can ask at library service points. Users can also request that materials can be set aside for easy collection in advance of their visit.

6. Reading/Visual aids

There are coloured acetate overlays, reading rulers and magnifiers freely available for use in the library should these be beneficial to users.

7. Electronic Resources

It is generally possible to make adjustments to electronic resources on desktop PCs regarding font size, screen colour, keyboard and sound, e.g. by altering settings in the Windows Ease of Access Centre. Please ask IT or library staff for assistance if you are unaware of how to do this.

8. Photocopying

Help will be available at service points for assistance with photocopying or to undertake photocopying on behalf of a user. A scanner will also be available.

9. Providing feedback

Your views are important to us. Feedback can be submitted in a variety of ways both verbally and in writing. The library also operates a user suggestion form/box and provides a response in line with Trust policy. In the absence of the Library Services Manager, send a standard reply to the user thanking them for their feedback and advising that a response will be sent within 25 days.

10. Book Fetching Service

All library staff are happy to help users who may have difficulties getting books from high, low or inaccessible shelves, removing obstacles such as chairs, or reading the shelfmark numbers on the books.

11. Emergency evacuation procedures

If you require assistance to evacuate the building in an emergency, then please contact the library staff for more information on the Francis Costello Library evacuation procedure.

12. Alternative formats

If you require this document in an alternative format e.g. large print, on coloured paper etc please contact the Francis Costello Library. Arrangements may also be made to provide resources in alternative formats if required in accordance with the latest copyright guidance.

Be it Braille, British Sign Language, Large Print, Easy Read, Electric Audio, Email or SMS Text, or any other communication support, the Trust are able to provide patient information in whatever format they require.

To find out more about the varying methods of communicating with patients, please contact the PALs team on ext. 4606 or by emailing: pals.office@rjah.nhs.uk

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