

# Policy - Services for Patrons with Disabilities

The University Library  
GSU, I-  
Organization Memorandum No.  
Approved by LAC, 7-24-01

The University Library of Georgia State University seeks to provide all patrons with the best possible access to the facilities, collections, and services. The GSU Disabilities Office will serve as standard counsel on ADA-related matters related to GSU-affiliated clients; however, existing ADA accommodations in the The University Library are available to the three user categories, Primary, Secondary, Tertiary, as defined in Organization Memorandum No. 10, The University Library, GSU. When access is in question, priority will be given in that order.

The Library will reasonably augment services for clients who identify themselves as in need of ADA accommodation. For clients with mobility, sensory, and developmental disabilities, the Library offers:

## Access to Buildings

The Library will comply with all university guidelines established for ADA access to facilities, including entry and egress routes, restrooms, drinking fountains, telephones, elevators, photocopiers, furnishings, and signage.

## Assistive Technologies

The Library will integrate assistive technologies into the facilities to adequately meet the needs of clients with disabilities. A proportionate number and variety of equipment, enhanced to address disabilities, is made available at designated workstations. Library staff at adjacent service points are familiar and able to assist with the basic operation and applications of ADA-enhanced equipment.

## Services

The Library will designate a staff person to serve as the primary contact for clients with disabilities requesting assistance with collection access and services. Whenever possible, such assistance should be pre-arranged and may include, but is not limited to, materials retrieval from collections, scheduling orientation or research consultation, instruction in specific equipment operation, referrals to campus and off-campus resources, and other reasonable service accommodations.

Any ADA-related client grievances regarding service should be referred to the Associate University Librarian for Public Services, (404)651-2172. Standard consideration will be given according to the the Library's Patron Appeal Process, as defined in Organization Memorandum No. 12, The University Library, GSU.

## Remote Access

The Library will strive in every way possible to develop and maintain ADA compliant website.

Telephone and email requests for special assistance from self-identifying patrons with disabilities will be honored to the extent possible.

#### Collections

In accordance with ALA policy guidelines, the Library's collection development policy includes a specific statement addressing the information needs of patrons with disabilities. This statement may include the library's goals regarding the provision of materials with accurate and up-to-date information on disabilities, disability issues, and services for people with disabilities and their families.

#### Staff Training

The Library should provide training opportunities for all library employees in order to sensitize them to issues affecting people with disabilities; and to teach effective service techniques and equipment operation, where appropriate.

#### Publications

A standard, informative ADA statement will be included in Library publications, when applicable.

Recommendations of ADA Task Force,  
Appointed by LAO, 9/00