

## SERVICES FOR LIBRARY PATRONS WITH DISABILITIES

The University Library at Georgia State University strives to provide its patrons with meaningful access to library facilities, collections, and services. The library will reasonably augment services for users who identify themselves as needing accommodation under the Americans with Disabilities Act (ADA) and/or §504 of the Higher Education Act. The accommodations listed below are made available to patrons with mobility, sensory, and developmental disabilities and requests for other accommodations are evaluated on a case by case basis. Questions about requested accommodations should be referred to the GSU Office of Disability Services and/or the Office of Legal Affairs.

**Facility Access** - The library is accessible per the ADA including entry and egress routes, restrooms, drinking fountains, elevators, computer workstations, furnishings, and signage. Library staff members are available to assist patrons with printers, photocopiers, and other equipment.

**Assistive Technologies** - A variety of library equipment enhanced with assistive technology is available at designated workstations and library staff are available to assist patrons with basic operation and application of ADA-enhanced equipment.

**Services** - A library staff person serves as the primary contact for patrons with disabilities requesting assistance with collection access and services such as 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. Grievances regarding services for patrons with disabilities should be referred to the Associate Dean, Public Services and the Office of Legal Affairs who will review the matter in consultation with the GSU Office of Disability Services.

**Remote Access** - The library strives to maintain an ADA-compliant website. Telephone, email, and online assistance requests for special assistance by patrons with disabilities will be honored to the extent possible.

**Collections** - In accordance with ALA policy guidelines and the library's collection development policy the library strives to provide collection materials with accurate and up-to-date information on disabilities, disability issues, and services for people with disabilities and their families, co-workers, and community.

**Staff Training** - The library provides training opportunities for all library employees to orient them to issues affecting users with disabilities and to teach effective service techniques and equipment operation.

**Publications** - A standard, informative ADA statement will be included in library publications, when applicable.