Access for all

Library and IT services for everyone

Contents

Full contents ................................................................. 2
Get support ................................................................. 3
Access to the building ................................................... 4
Library services .......................................................... 6
Assistive technology and productivity .......................... 8
Library maps showing accessible services ..................... 10
# Full contents

## Get support

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Student Support and Wellbeing</td>
<td>3</td>
</tr>
<tr>
<td>Contact Library and IT services</td>
<td>3</td>
</tr>
<tr>
<td>Feedback</td>
<td>3</td>
</tr>
</tbody>
</table>

## Access to the building

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Opening hours</td>
<td>4</td>
</tr>
<tr>
<td>Parking</td>
<td>4</td>
</tr>
<tr>
<td>Get to know the Templeman Library</td>
<td>4</td>
</tr>
<tr>
<td>Medical conditions</td>
<td>4</td>
</tr>
<tr>
<td>Emergency evacuation</td>
<td>5</td>
</tr>
</tbody>
</table>

## Library services

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Assistive hearing technology</td>
<td>6</td>
</tr>
<tr>
<td>Bookable study space</td>
<td>6</td>
</tr>
<tr>
<td>Borrowing</td>
<td>6</td>
</tr>
<tr>
<td>Chill Out Zone</td>
<td>6</td>
</tr>
<tr>
<td>E-books and digital resources</td>
<td>6</td>
</tr>
<tr>
<td>Get my book!</td>
<td>7</td>
</tr>
<tr>
<td>Headphones</td>
<td>7</td>
</tr>
<tr>
<td>Height adjustable desks</td>
<td>7</td>
</tr>
<tr>
<td>LibraryCoach</td>
<td>7</td>
</tr>
<tr>
<td>LibrarySearch online catalogue</td>
<td>7</td>
</tr>
<tr>
<td>Lockers</td>
<td>7</td>
</tr>
<tr>
<td>Print, copy scan</td>
<td>7</td>
</tr>
<tr>
<td>Print on yellow or blue paper</td>
<td>8</td>
</tr>
</tbody>
</table>

## Assistive technology and productivity

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Alternative formats</td>
<td>8</td>
</tr>
<tr>
<td>Assistive software and apps</td>
<td>8</td>
</tr>
<tr>
<td>Assistive technology in the Library</td>
<td>9</td>
</tr>
<tr>
<td>Accessibility links</td>
<td>9</td>
</tr>
</tbody>
</table>

## Templeman Library maps – accessible services

<table>
<thead>
<tr>
<th>Topic</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Templeman Library maps – accessible services</td>
<td>10</td>
</tr>
</tbody>
</table>
Get support

Library staff can give you advice about the services in this guide, so please ask. We want you to have full and equal access to everything you need to have the best possible learning experience at Kent.

Student Support and Wellbeing

If you could benefit from extra support, you may be eligible for an Inclusive Learning Plan (ILP). Contact Student Support and Wellbeing:

- Rooms Hg 7 – 9 in Keynes College (near Dolche Vita)
- **01227 82 3158**
- Email: accessibility@kent.ac.uk
- search for student support and wellbeing on the Kent website

Contact Library and IT services

Welcome Desk

C Block, Ground Floor, near the Main Entrance

- **01227 82 4777**

IT & Library Support Desk

C Block, Floor 1

IT and general Library queries:

- **01227 82 4999**
- helpdesk@kent.ac.uk

Feedback

Tell us if we can do better; feedback and new ideas are always welcome.

Ask for a feedback form at help points or fill it in online:

- search for is feedback on the Kent website:
Access to the building

Opening hours
The Library is open 24/7 during term time:

- **Autumn Term:** 23 September 2019 – 13 December 2019
- **Spring Term:** 13 January 2020 – 3 April 2020
- **Summer Term:** 4 May 2020 – 12 June 2020

24/7 opening will also operate during key study weeks in the Easter vacation leading up to the University’s main exam period.

Opening times vary during the year – search for [library opening hours](#) on the Kent website.

Parking
The closest car park is the [Central Visitor car park next to the Gulbenkian Theatre](#).

Blue Badge holders can use accessible parking bays in campus car parks. Students, staff and regular visitors can apply for a free accessible bay permit:

- **01227 82 3609**
- **Email:** parking@kent.ac.uk

Search for [parking](#) on the Kent website for more information.

Get to know the Templeman Library

**Entrances**

- All entrances are step-free.
- To open doors use the push plate or scan your KentOne card.
  > Main Entrance is open throughout [library opening hours](#)
  > Library Road, Grimond and Terrace Entrances are open 08:00-21:00

You need to scan your KentOne card to enter and exit the Library through entry gates. There is an intercom at the Library Road Entrance so staff can remotely open the gates for you. You don’t need your card to access the A Block Lecture Theatre, seminar rooms or classrooms.

If you forget your card or don’t have one you can get a day pass using the Kiosk at the main entrance. The day pass card is for library access only and can’t be used to borrow books.

**Lifts**

- The two lifts in C Block and the lift in D Block go to all floors.
- The lift in A Block goes between Floors 1, 2 and 3.
• There are platform lifts:
  > in C Block: between the Ground Floor (Main Entrance) and the Lower Ground Floor (Library Road Entrance)
  > in A Block: close to an accessible toilet, the Lecture Theatre and seminar rooms.

**Accessible and gender neutral toilets**

Accessible toilets are available on every floor of the Library. Gender neutral toilets are available on floors 1, 2 and 3.

**Library map**

The Library map shows lift and toilet locations as well as other accessible services and facilities. Search the Kent website for Templeman Library floor plan.

**Medical conditions**

If you have a specific need when visiting the Library please tell us. If you have a long-term health condition contact Student Support and Wellbeing to see how they can help you.

**First aid**

Talk to Library staff if you require medical assistance as there are first aiders who can help you.

**Emergency evacuation**

Find out where the nearest evacuation route is from where you are working – check local signage or ask a member of staff.

**If you hear the fire alarm**

(This will sound like a loud continuous electronic bell)

• fire exit doors will open automatically
• push pad automated doors will work as normal
• **don’t use the lifts.**

If you need help with getting out of the building, go to a **Refuge Point:**

• in A Block: by the lift.
• in C Block: next to both sets of central stairs.
• in D Block: by the fire escape in the back corner of the PC rooms (Floors 1 and 3).

Use the intercom to contact Campus Security, who will come to help.

**Exit plan for emergencies**

We can develop a **Personal Emergency Evacuation Plan** for you.

Email [Michelle at the Safety Health and Environment Unit](mailto:Michelle@kent.ac.uk).
Library services

Assistive hearing technology
Hearing loops are available at the Welcome Desk in Block C on the Ground Floor and at the IT & Library Support Desk in Block C on Floor 1.

Bookable study space
You can book individual PCs in Block D on Floor 2, or individual study spaces in study carrels in Block B on Floor 1.

Group study rooms and booths can be booked for up to 2 hours and are ideal for working in small groups and practicing presentations. Group Study Booths are in C Block on Floor 1, near the IT & Library Support Desk.

• Group Study Rooms 1 - 4 are in C Block on Floor 2
• Group Study Rooms 5 - 8 are in D Block on the Ground Floor

All spaces can be booked online. You will need to log in with your Kent IT Account.

Borrowing
Students with Inclusive Learning Plans can borrow Library items for longer time periods:

• 3 day loans for 5 days
• 7 day loans for 2 weeks

Items will automatically renew the day before they are due. But if someone reserves an item, you must return it by the due date or you’ll get a fine. If you have difficulties returning an item please contact us to see how we can help.

Search for extended loans on the Kent website for more details.

Chill Out Zone
For a quiet calming place to relax try the Chill Out Zone in D Block on Floor 1. It’s a quiet space where you can take a break from studying. The space is open from 09:00-21:00 Monday to Friday and you’ll need your KentOne card to enter. It is closed for cleaning between 06:00 and 08:00.

E-books and digital resources
Most e-resources are available in LibrarySearch but not all. Search for e-resources A-Z on the Kent website to see the full range.
Get my book!
Library staff can get books from the shelf for you if you need assistance. Titles should be ready to collect within two working days (not including weekends). Fill in the online request form or ask at any help point in the Library.

Headphones
You can borrow a set of headphones to use in the Library from the IT & Library Support Desk in Block C on Floor 1. Please bring your KentOne card as ID.

Height adjustable desks
You can use a student PC on a height adjustable desk:
- in A Block, Floors 2 and 3 (manual)
- in C Block, Floor 1 (manual)
- in D Block, Floors 1, 2 and 3 student PC rooms (electronic)

LibraryCoach
To help you make the best of what the library has to offer, we provide individual coaching sessions personalised to your needs. You can have up to 3 sessions at times that suit you. If you think you could benefit, please email librarycoach@kent.ac.uk.

LibrarySearch online catalogue
Use LibrarySearch, the Library online catalogue, to look up books on your reading list and find out where they are. You can use Library resource terminals located throughout the building, or access LibrarySearch on the Library website. Use it to find books, journals and lots more. Log in to manage your Library account and see due dates.

Lockers
You can rent a locker for £6 per term to store your belongings. Ask at the Welcome Desk.

Day lockers are also available free of charge from 08:00 – 19:00 during term. Find them in C Block on the Lower Ground Floor, by the Library Road entrance.

Print, copy and scan
Library staff can help you use Print Copy Scan machines, but unfortunately can’t scan and copy for you if support desks are busy and you have lots of pages.

If you have lots of pages to scan or copy you can email Student Support and Wellbeing staff for help. Please contact them in advance so that time can be scheduled for your request.

You can turn your scanned PDF into an accessible format using SensusAccess (see page 8).
Print on yellow paper

To print on yellow A4 paper send your document to print. Go to the **Yellow A4** printer in the PC study space, Floor 1, Block D, Templeman Library and ‘release’ it to print with your KentOne card.

This printer works in the same way as other student and staff printers but will only print on yellow A4 paper.

**Save your choice of printer on a student PC**

If you want to use this printer frequently:

- click **Start** then search for `\studentprint`
- a list of printers pops up. Double-click on the printer you want to use from the list.

That printer will now be available when you print from any student PC.

**Print from your laptop**

You need to be on the Kent network. If on campus, use **eduroam Wi-Fi**.

- Click **Start**
- Search for `\studentprint.ad.kent.ac.uk\yellowA4`

You will need to enter your Kent IT Account username and password. Your username should have `ukc/` before it. For example, username `abc1` would enter `ukc/abc1`.

After you’ve printed to yellowA4 your laptop will hold on to the printer settings for the next time you need to print.

**Assistive technology and productivity**

**Alternative formats**

You can access study materials in different ways. If we have a digital edition of a book or journal LibrarySearch will show you.

For advice about creating accessible documents, presentations and other materials search for **alternative formats** on the Kent website.

**SensusAccess** is an online tool that can convert an image of text into a readable format such as e-book, text file, audio or braille.
Assistive software and apps

Assistive software can help you access material in different ways and be more productive.

University Student PCs offer a mixture of commercial and free software including ClaroRead Pro and MindView.

There are many other tools and apps that you can use and install on your own devices. They can help with:

- accessibility features on your PC
- read on screen your way: customise how your screen looks
- text to speech: reads your screen out loud
- voice recognition: talk instead of typing
- manage your time: some great productivity tools everyone can benefit from
- improve your writing: tools to check grammar, write clearly or use predictive text
- improve planning and note-taking

To browse the list and download the tools search for productivity tools on the Kent website.

Assistive technology in the Library

Magnifier unit

Zoom text in books and other print formats using the magnifier unit in D Block on Floor 1.

Assistive technology PC

There is an assistive technology PC on Floor 1 in Block C opposite the IT & Library Support Desk which offers:

- JAWS software
- Pearl with OpenBook scanning & reading software
- High contrast keyboard.

For help using the software there’s an Assistive Technology guide on the desk near the PCs and on our website. Search for assistive technology on the Kent website.

Accessibility links

- Accessibility for our digital services
- Assistive technology and productivity tools
- Alternative formats to access your learning materials in different ways
Templeman Library – accessible services
Floor 1

Block A
- Special Collections & Archives Reading Room
- Lift
- Staff
- The Gallery
- Study space

Block B
- Staff
- Study carrels
- Rows 700 – 799
  - Journals: Classics, Drama, Film, Languages, Literature
  - Maths, Computing, Biosciences, Physical Sciences
- Lift
- IT & Library Support Desk
- Reservations Pick up point
- Assistive Technology PC
- 2 desks

Block C
- Staff
- Lift
- Study carrels
- Rows 800 – 899
  - Books: Classics, Drama, Film, Languages, Literature
- Magnifier unit
- 2 desks
  - 1 with student PC

Block D
- Study carrels
- Chill Out Zone
- Staff
- PC Study Space
- Study space
- 2 desks
- Yellow paper A4 printer
- Yellow paper
- Height adjustable table (manual)
- Height adjustable table (electric)

Key
Templeman Library – accessible services
Floor 2

Block A

Rows 400 – 499
- Anthropology Geography

PC study space
- 2 tables
- 2 tables with student PCs

Block B

Study space
Rows 500 – 599
- J Politics, International Relations
- K Law
- L Education
- M Music
- N Art, Architecture

PC study space

Block C

Group Study Rooms
- Laptop loans

PC study space

Block D

Study space

Rows 600 – 699
- E American Studies
- F Business, Finance Economics Sociology

PC study space

Key
- Height adjustable table (manual)
- Height adjustable table (electric)
Templeman Library – accessible services
Floor 3

Block A
- Rows 100 – 199
  - Encyclopaedias
  - Directories
- Silent study
  - PC study space
- 2 tables
- 2 tables with student PCs

Block B
- Study carrels
- Rows 200 – 299
  - Philosophy
  - Psychology
  - Religion
- Silent study
- Staff

Block C
- Study carrels
- Staff

Block D
- Silent study
- Rows 300 – 399
  - Archaeology
  - History
- PC Study Space
- PC study space

Key
- Height adjustable table (manual)
- Height adjustable table (electric)