

# Access and services for students with disabilities



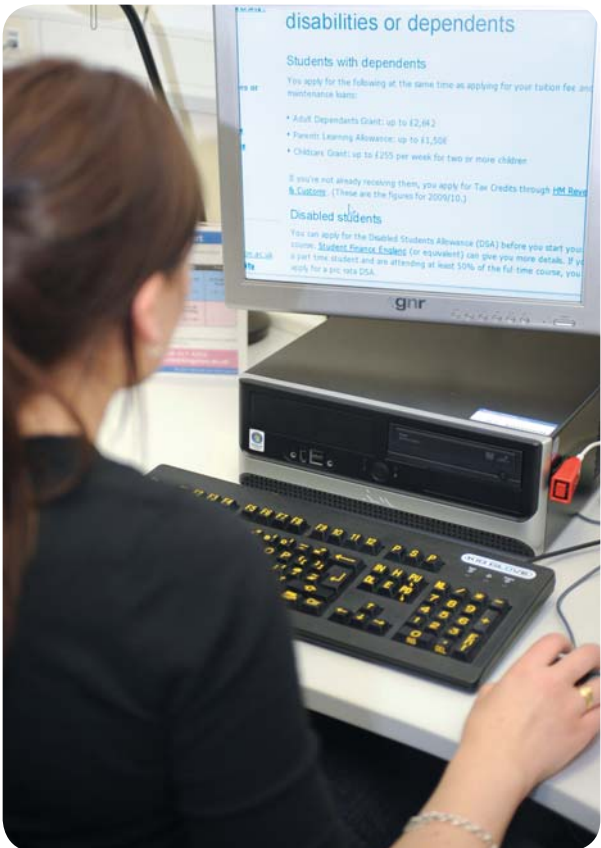
**Kingston University** London

Information Services

## What is the LRC Access scheme?

This scheme is designed to provide a range of additional facilities and services for students with disabilities. To make use of these you need to have an LRC Access card, which can be obtained from the Disability and Dyslexia support service (see contact details, back page). An advisor will assess your individual needs in relation to support and can issue you with an LRC Access card that indicates the specialist LRC services suitable for you. The full range of specialist services available with your Access card is listed on StudentSpace.

The LRC Access card must be used in conjunction with your Kingston University ID card.



## What can the scheme offer me?



### Longer loans for books

We recognise that some students may need longer to read a book. Extended loans allow seven-day loan books to be borrowed for 14 days, and four-week loan items to be borrowed for eight weeks.

All students with dyslexia are automatically entitled to extended loan periods, but other Access card holders may also be granted this entitlement. Extended loan items can be borrowed and renewed on self-service machines. Please note that loans cannot be extended if the item is reserved by another borrower.

Unfortunately, it is not possible to borrow desk-loan and interlibrary loan items for an extended period.

## Fetching books for you

If your Access card entitles you to have books and other resources fetched for you on request, it would be helpful if you could email or telephone to request your items 24 hours before you intend to visit. This will help us to ensure that items are ready for you to collect at the Help Desk on arrival. Email [reservations@kingston.ac.uk](mailto:reservations@kingston.ac.uk) or fill in an item request form at the Help Desk. Please make sure you provide sufficient details for us to locate the items (title, author, classmark, edition, etc).



## Collecting books

If you would like someone to collect items on your behalf, please ensure that they have both your Kingston ID and LRC Access card and clear authorisation from you.

## Sending items by post

If your Access card entitles you to postal loans, we will try to arrange this. Postage will be charged and will depend on the size and number of items borrowed. Please ask for a receipt if you are entitled to claim back postage costs as part of your Disabled Students' Allowance.

## Claiming Disabled Students' Allowances

If you intend to claim back photocopying or printing costs, please ask for a receipt at the Help Desk.

## Help available

For tours and one-to-one inductions, please contact the LRC Disability representative at your site (see contact details, back page).

## What facilities are available?

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### IT equipment

Specialist hardware and software for students with disabilities is available in each of the campus LRCs.

The following applications are available on all the networked PCs.

- **TextHelp Read and Write** – a reading and writing tool that offers user speech feedback, spell checking and word prediction. Useful for students with dyslexia.
- **Inspiration** – a visual thinking and learning tool to help plan, research and complete projects successfully. Useful for students with dyslexia.

### Access Technology Rooms (ATRs)

A wider range of specialist hardware and software for use by students with disabilities is available in the ATs. The AT rooms are located in the Nightingale Centre, Penrhyn Road and Roehampton Vale LRCs. At Knights Park the additional equipment is in the LRC computer room. All AT rooms are equipped with alarms to alert staff if you require assistance.

Workstations in the AT room can only be used and booked by holders of a current LRC Access card. The rooms are for individual study purposes only and are not suitable for group work. The ATs have the following facilities:

- **MindManager** – mind mapping software. Useful for students with dyslexia.
- **ZoomText, Jaws and Supernova** – screen readers and magnification software
- **Kurzweil** – scan and read software
- **Scanners** – with editing software
- **Split-screen CCTV** – for magnifying printed material
- **Dragon NaturallySpeaking** – voice-recognition software. All specialist software has speech output.



### Help available

For one-to-one help with using the equipment and software, please contact your site representative or AT room support person (see contact details, back page). For Access Technology user guides, visit [www.kingston.ac.uk/atrc](http://www.kingston.ac.uk/atrc)

### How can I access the LRCs?

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The LRCs are accessible to all students. For full accessibility information on the University, visit [www.disabledgo.info](http://www.disabledgo.info)

Penrhyn Road and Kingston Hill LRCs have an internal lift to all floors. Roehampton Vale LRC is on the ground floor and access to the Knights Park LRC is via the external tower block lift. Car parking places are available nearby. There are height-adjustable study tables at each site and lower-height self-service machines.

### How do I use the library catalogue and access My Account online?

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The library catalogue is available from any networked computer. If you need to make adjustments to the font size (or colour) of any online resource, you can use the **Tools > Internet options** menu (Internet Explorer) to access different settings. The My Account tab on the library catalogue will help you manage your loans. You can use this option to renew books, so long as they have not been reserved by another borrower. Alternatively, you can use the self-service machines, call the renewals hotline (020 8547 7733) or email [library@kingston.ac.uk](mailto:library@kingston.ac.uk)

## Your safety

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You are advised to inform the LRC staff on arrival if you have mobility problems or would find it difficult to respond to the fire alarm, so that, in the case of an emergency, we can notify the emergency services or ensure that you are aware that the alarm has been sounded. The LRCs do not have visual alarms, so students who are deaf need to be aware of this, particularly in the seminar rooms. Deaf and hearing-impaired students are advised to avoid studying in isolated areas. Lifts should not be used during an emergency or fire drill.



## Contacts

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If you need more information about the LRC Access card or if you have any other concerns regarding your use of the LRC, please contact your campus LRC Disability Representative.

### **Access Technology Room support**

Niran Aslam  
n.aslam@kingston.ac.uk

### **Disability Support Service**

disability@kingston.ac.uk

### **Dyslexia Support Service**

dyslexia@kingston.ac.uk

### **Knights Park**

Rowan Williamson  
r.williamson@kingston.ac.uk

### **Nightingale Centre (Kingston Hill)**

Helen Timpson  
h.timpson@kingston.ac.uk

### **Penrhyn Road**

Sara Burnett  
s.burnett@kingston.ac.uk

### **Roehampton Vale**

Karen Butcher  
k.butcher@kingston.ac.uk

**Last updated: September 2010**



The information points provide first-line support on a range of student services including Council Tax Exemption forms and replacement ID cards.

There are information points at all Help Desks in campus LRCs.