

# **A Practical Guide to Library Services For Patrons with Differing Abilities at The College of New Jersey**

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## Introduction

Welcome to the R. Barbara Gitenstein Library! The purpose of this guide is to provide you with details about the variety of library services available to persons with differing abilities at The College of New Jersey. We hope that this guide enhances your ability to use our Library fully and independently.

In addition to the services described here, a coordinator for library services to persons with disabilities is available for your consultation. The coordinator's role is to:

- Respond to all inquiries regarding services to persons with disabilities.
- Serve as a liaison to the Office of Disability Support Services.
- Coordinate requests for services with individual library departments.
- Advocate for users in overcoming barriers encountered in the Libraries.
- Recommend facilities and services to meet the needs of users with differing abilities.

At the R. Barbara Gitenstein Library, the coordinator is:

Bethany Sewell Access

Services Librarian

609-771-2405

sewellb@tcnj.edu

## Eligibility

Library services are available to students, faculty and staff of The College of New Jersey who are permanently or temporarily disabled. It is recommended that you register with Disability Support Services, telephone: (609) 771-2571 in order to receive disability accommodation in the library. All registration is confidential. Information about the Office is available at its Web site: <https://differingabilities.tcnj.edu/>

Individuals who are not students, faculty, or staff at The College of New Jersey but request special services are served on a case-by-case basis. Please contact an Access Services supervisor, telephone: (609) 771-2311, or Bethany Sewell, coordinator for Library services to persons with disabilities, telephone: (609) 771-2405 or email [sewellb@tcnj.edu](mailto:sewellb@tcnj.edu)

## Remote access to services and resources

The R. Barbara Gitenstein Library web page provides access to many library services and information resources. Visit our web site at: <https://library.tcnj.edu/>

Using the Library's web site, you can access periodical and full-text databases, electronic journals, and a vast array of other resources selected by library staff for the college community.

Convenient links to library staff e-mail addresses facilitate contact between us. The web-based Library Catalog allows you to search the library holdings from any PC with an Internet connection and browser.

Also, you can check due dates for books you have charged out and request circulation renewals. You can borrow items our library does not own through our Interlibrary Loan request forms at: <https://tcnj.illiad.oclc.org/illiad/logon.html>

For instructions on accessing TCNJ Library online resources outside the Library building and off-campus, visit this web site: <https://library.tcnj.edu/about-the-library/off-campus-access/>

The Americans with Disabilities Act Policy is outlined on the College web site at: <https://differingabilities.tcnj.edu/students/accommodation-process/accommodation/>

## **Scanning**

Scanning technology is available in the library in the Reference Room. In addition to two traditional scanners in the Reference Room, the library also has a KIC Click Mini Scanner. This scanner is capable of output formats including MP3 for text-to-speech files and features easy to use overhead scanning and real-time image editing.

### **Where do I go? Whom do I talk to?**

Please see the IT specialist at the Reference Desk for assistance with scanning.

## **Copying**

Library staff will assist you with the photocopying of materials from the reserves, periodicals, microforms, and reference collections on request. This is not a free service so standard copy charges apply.

### **Where do I go? Whom do I talk to?**

For Reserve materials: speak to the Reserves supervisor, Andrew D'Apice, telephone: (609) 771-3238 or email: [dapicea@tcnj.edu](mailto:dapicea@tcnj.edu). Provide specific descriptions of the material you need copied, including page numbers.

For Periodicals and Microforms and Reference Materials: Contact a Reference librarian, telephone: (609) 771-2417 or email: [ASKL@tcnj.edu](mailto:ASKL@tcnj.edu). Include the full bibliographic citation for each article you need. Note that all copyright restrictions apply.

### **How long does it take?**

Allow 2 business days for 100 pages or less of copying. Allow at least 3 business days for requests exceeding 100 pages. Please note that in most circumstances, this service cannot be completed while you wait but the library will make every effort to expedite your request.

### **Where do I pick up the copies?**

Pick up the copies at the Access Services Desk. How much does it cost? Photocopying is 5 cents per page. Payment can be made by cash, check, or TCNJ Get-It card.

## **Paging**

Library staff are available to assist you if you cannot retrieve books or other materials from library shelves; this service is called “paging”.

Your paging request must include the exact title of the material, and preferably, the call number. You are responsible for determining that the materials are part of the Library’s collection before submitting your request. You may submit paging requests in person, via the telephone, or by email. Materials will be held at the Access Services Desk on the Personal Hold shelf.

### **Where do I go? Whom do I talk to?**

Contact the Library’s Access Services Desk, telephone: (609) 771- 2311 or email: [circ@tcnj.edu](mailto:circ@tcnj.edu).

### **How long does it take?**

Allow for sufficient time for staff to retrieve materials.

Materials will be paged within 24 hours. When possible, paging will be done while you wait.

### **Where do I pick up the paged materials?**

Paged materials should be picked up at the Access Services Desk as soon as possible. “Holds” and “Remote Storage” requests can be made directly from the library’s online catalog or by contacting the Access Services Desk, telephone: (609) 771-2311 or email: [circ@tcnj.edu](mailto:circ@tcnj.edu)

## **Proxy Borrowing Card**

You may designate another person such as an aide, family member, or friend, to conduct library business on your behalf. This is called proxy borrowing. Your proxy borrower may then complete forms, pick up and return materials, and conduct other business without your being present. Note that you are responsible for all fines and lost book bills incurred by your proxy borrower on your behalf.

### **Where do I go? Whom do I talk to?**

Contact the Access Services Supervisor, telephone: (609) 771-2311 or email: [circ@tcnj.edu](mailto:circ@tcnj.edu) for details.

### **How long does it take?**

Forms can be completed while you wait.

## **Renewals**

You may renew library materials without having to bring the materials to the library. However, New Text books, Reserve materials and Media may NOT be renewed. Materials past due cannot be renewed.

### **Where do I go? Whom do I talk to?**

Renewal requests may be made in person or electronically via the Library's online catalog. For in-person renewals, you will be asked to present your Library card. For telephone renewal requests contact the Access Services Desk, telephone: (609) 771-2311. Electronic renewal requests can be done automatically in My Library Account at: <https://library.tcnj.edu/about-the-library/my-library-account/>

Be sure that your address information is up-to-date and correct so you receive notices in a timely manner.

### **How long does it take?**

Renewal requests are processed immediately.

## **Orientation**

Individual and small-group orientations are available upon request. Orientations include guided tours of library facilities and reviews of services described within this document. The Library offers many user education programs. If you wish to attend and have special needs of which the instructor should be aware, your needs will be accommodated if advance notice is provided.

### **Where do I go? Whom do I talk to?**

Contact John Oliver, the Information Literacy Librarian for the Library at (609) 771-2418 or [oliverj@tcnj.edu](mailto:oliverj@tcnj.edu) if you require an individual orientation or special classroom accommodations for user education sessions.

### **How long does it take?**

Requests for orientations will be met as soon as possible. Plan at least one week in advance of when the orientation is needed.

## **Architectural accessibility**

The R. Barbara Gitenstein Library and its entrance doors, rest rooms, and other public spaces have been constructed to improve accessibility.

### **Where do I go? Whom do I talk to?**

Contact the Access Services Desk, telephone: (609) 771-2311 or email [circ@tcnj.edu](mailto:circ@tcnj.edu).



## **Adaptive equipment**

The following equipment is available in the Gitenstien Library: See Accessibility & Adaptive Technology Tools or Map for locations.

### **Ease of Access**

Accessibility settings and programs from Windows. Available on all Windows machines.

### **Read Out Loud**

Screen reader available to everyone on the campus network through ZENworks Application Window. Available on all networked machines.

### **Closed captioned video monitors:**

Video/television monitors in Media Services on the fourth floor of the Library include optional closed caption functionality.

### **Hearing Helper Personal FM System**

Hearing Helper helps listeners overcome background noise. Available from Access Services.

### **Prisma Video Magnifier**

Prisma Video Magnifier allows a range of magnification of printed material. Available in Reference Room next LIB104.

### **ZoomText Xtra**

ZoomText Xtra software provides 2x to 16x screen magnification. Available in Reference Room on LIB70 and LIB92.

### **Kurzweil 3000**

Converts printed text into audio feedback. Available in Reference Room on LIB61 and LIB69.

### **JAWS**

Screen reading software program for blind and low vision readers. Available in Reference Room on LIB104 and Room 4 (Instructional Technology Services) on ITS13.

## **Wynn Wizard**

Highlights text as it is spoken. Available in Room 4 (Instructional Technology Services) on ITS14. Wivik 3.1 On-screen keyboard provides access to applications. Installed with 24 hours notice in Room 4 (Instructional Technology Services).

## **WordQ 1.4**

Provides spoken feedback when used with writing software. Installed with 24 hours notice in Room 4 (Instructional Technology Services).

## **Adjustable tables**

Available in Reference Room, please ask for locations at Reference or Access Services.

**Earphones for Adaptive Technology** are available at Access Services.

**Maps** of locations of Adaptive Technology in the Library are available at the Reference Desk, Access Services Desk, and online

## Other sources of information

Other sources of information on services to patrons for differing abilities are provided below for your information.

The College's Disability Support Services (609) 771- 2571

<https://differingabilities.tcnj.edu/>

Center for Assistive Tehcnology & Inclusive Education Studies  
Department of Special Education, Language & Literacy  
(609) 771-3016 <https://caties.tcnj.edu/>

New Jersey State Library Talking Book & Braille Center  
2300 Stuyvesant Avenue, Trenton, NJ 08618  
609-406-7179 1-800-792-8322 ext 823 or ext 804  
<https://www.njstatelib.org/talking-book-braille-center>

ALA ASCLA Library Services for People with Disabilities Policy  
The policy was written by the Americans with Disabilities Act Assembly, a representational group administered by the Association of Specialized and Cooperative Library Agencies (ASCLA), a division of the American Library Association (ALA).

<http://www.ala.org/asgcla/resources/libraryservices>

Federal IT Accessibility Initiative Section 508 of the Rehabilitation Act, as amended in 1998 -requires that Federal agencies' electronic and information technology is accessible to people with disabilities, including employees and members of the public.

<https://www.criterion508.com/section508compliance>

Web Accessibility Initiative Home Page <http://www.w3.org/WAI>

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