Accessibility Services at University of Manitoba Libraries (UML)

The University of Manitoba Libraries is committed to delivering services to its diverse user groups and strives to develop accessible and inclusive service environment in compliance with Manitoba Human Rights Code guided by the standards specified under the Accessibility for Manitobans Act and the University of Manitoba Accessibility Policy. If you have any comments or concerns about library services, please contact Asako Yoshida, Lead, Accessibility Services Implementation Team, University of Manitoba Libraries, by calling (204) 474-6591, or via email, Asako.Yoshida@Umanitoba.ca.

Contacting via Email or Phone:
For a regular service request or inquiry via email, please include “Accessibility Support” in the subject line of your message. In the body of the message, mention any courses or programs related to your question(s) and if applicable, the name of the library you use most often. Please allow a 24-hour turnaround time during regular weekdays and the next regular business day during holidays and the weekend.

All questions and comments regarding the Libraries’ Accessibility Services can be directed to:

- Fort Garry Campus
  Phone: 204-474-9844
  Email: dafref@umanitoba.ca

- Bannatyne Campus
  Phone: 204-789-3464
  Email: healthlibrary@umanitoba.ca

Accessibility Services
The University of Manitoba Libraries provides the following accessibility services to all UM students, staff, and faculty:

Item Retrieval and Holding
The Libraries offers retrieval and holding of materials you request from the library catalogue. You will be notified by email when they are ready for pick-up. Please allow a standard 1-3 business day turnaround time for this service.

In-Person Assistance
When you are in the library, staff can help you retrieve the books you need from the stacks, and printing and copier support. Visit any library service desk.
Proxy Borrowers
You can designate a proxy borrower to check out books on your behalf. To do this, your proxy borrower will need to provide your student/staff card (or Libraries card), a piece of his/her government issued ID, and a letter of authorization.

Photocopying and Scanning
For UM faculty, staff and students, any book or journal article held in the Libraries can be scanned and emailed in a PDF format. To use this service, you can fill out a Document Delivery request form, available at the link below:
https://umanitoba.ca/libraries/units/docdel/borrower.ssl.php -

Research Support
Please make an appointment with the subject librarian that supports your course or program. Consultations can be arranged in accessible spaces, such as the Accessibility Support Room (201A) at the Elizabeth Dafoe Library (Fort Garry Campus), or at the Neil John MacLean Health Sciences Library (Bannatyne Campus), which includes a height-adjustable table and other assistive technology. If these spaces are preferred, it is best to make this known when booking your research appointment.

A list of all subject librarians can be found at: http://libguides.lib.umanitoba.ca/librarians. If you need more assistance, contact any library service desk.

Individual or Group Tours
By arranging a library tour, students, staff and faculty can familiarize themselves with a library’s layout. This process may be useful for general navigation needs, as well as for safety reasons. It is highly recommended to arrange the tour to learn the best way to exit the library space, should an emergency occur, especially if mobility issues are of concern. To arrange a tour, please contact any of the UM Libraries, either by phone, or email. A list of all libraries can be found here: http://libguides.lib.umanitoba.ca/content.php?pid=491389.

Alternative Formats
The Libraries will provide accessible formats pertaining to any library resources and instructional materials. For Fort Garry Campus users, contact Asako Yoshida, asako.yoshida@umanitoba.ca, for subject areas under humanities & social sciences, and Sharida Hosein, sharida.hosein@umanitoba.ca, for those under science and applied sciences. For Bannatyne Campus or hospital library users, contact Hal Loewen, hal.loewen@umanitoba.ca.

If you have already purchased textbooks for your course, Student Accessibility Services can provide you with alternative formats for these items. For more information, refer to the following link: http://umanitoba.ca/student/saa/accessibility/programs-and-services.html#Alternate-Format-Materials.

You may also contact Student Accessibility Services directly, either in person, at 520 University Centre, or by phone (204-474-7423), fax (204-261-7567), TTY (204-474-9790), or email: student_accessibility@umanitoba.ca.
Assistive Technology and Spaces

Elizabeth Dafoe Library Main Floor

Behind Service Desk:

- A 27-inch monitor iMac
  Visit the Service Desk and request the use of the iMac behind Service Desk. You can bring and upload your individually customized profile or configure the machine by going into System Preferences = > Universal Design. When you are finished with the machine, please select “Restart” from the Apple menu, at the left top-corner of the machine
- A Windows public workstation with Kurzweil 3000, JAWS, and Adobe Acrobat Pro. A dedicated scanner is attached to the workstation. Simply log in to the machine with your UM e-mail address and password
- Additional items (2 hour borrowing time from Library Service Desk):
  a. Two anti-glare lamps
  b. Two headphone sets
  c. Windows laptop machines

Elizabeth Dafoe Library Second Floor:

Accessibility Support Room (201A)
This accessible workspace is located on the second floor of the Elizabeth Dafoe Library, with easy access from the elevator exit. The room is equipped with the following items:

- A height-adjustable table
- A large-size table
- An anti-glare lamp
- A scanner
- A Windows public workstation with 27” monitor and Internet access
- An ergonomically adjustable chair
- Kurzweil 3000 [text to speech/audio]
- Dragon Naturally Speaking [speech to text]
- JAWS [screen reader]

Room 201A is suitable for individual or group use. The room can be booked on a first-come-first-served basis for a maximum duration of 2 hours at a time. Based on demand, the space may be able to reserve for a longer period of time. To book the room, contact the Elizabeth Dafoe Library Service Desk in person, by phone at 204-474-9844 or via email at dafref@umanitoba.ca. The room is also open to students participating in the University’s Campus Life Program.
Sciences and Technology Library:

- Two height-adjustable tables (one with the iMac, the other by the windows)
- One 27-inch iMac
  You can bring and upload your individually customized profile or configure the machine by going into System Preferences = > Universal Design. When you are finished with the machine, please select “Restart” from the Apple menu, at the left top-corner of the machine. Please ask for assistance at the Desk.
- Additional items (2 hour borrowing time from Library Service Desk):
  - One anti-glare desk lamp
  - One set of headphones

William R. Newman Library:

- One height-adjustable table

Neil John MacLean Health Sciences Library:

- One height-adjustable table
- One 27-inch iMac with Kurzweil 3000
  You can bring and upload your individually customized profile or configure the machine by going into System Preferences = > Universal Design. When you are finished with the machine, please select “Restart” from the Apple menu, at the left top-corner of the machine. Please ask for assistance at the Desk.
- Additional items (2 hour borrowing time from Library Service Desk):
  - Dragon Natural Speaking on a laptop
  - One anti-glare desk lamp
  - One set of headphones

Any Support and Training for Assistive Technology:
For any questions or training needs associated with assistive technology, please contact Jeff Buhse, Assistive Technology, Assistive Technology Lab, 335 University Centre, Jeff.Buhse@Umanitoba.ca, 204-391-4452.

Emergency and Fire Safety Procedure:
The procedure at the Libraries currently differs depending on the age and structure of the building in which each unit or satellite library resides. The Libraries encourages any patrons who have mobility or other disabilities to request a tour of the home library and to ensure their knowledge of the building layout and specific emergency/fire procedure involved. The Libraries follows the procedure “Evacuating People with Disabilities” (p.25) of the University Emergency Quick Reference. See Appendix to this Statement.
Members of the Public
For general assistance with accessibility needs, members of the public may visit any library service desk. Library staff will do their best to accommodate requests, and can assist with services such as:

- Retrieving materials from the stacks
- Photocopying or scanning library materials
- If a request for photocopying is made, regular photocopying charges will apply. For more information, please see:
  - http://umanitoba.ca/libraries/services/copy_print_scan.html. This service will require a turnaround time of one business day. Any photocopying or scanning of a copyrighted work shall respect the fair use provisions of the Copyright Act (2012). For more details, please refer to the Copyright Office’s web page:

Updated July 29, 2016