
Helping our Readers who have additional needs

Getting to our Reading Rooms

The Reading Rooms are on floors 1, 2 and 3 of the main building. There are signs showing the entrances to the Reading Rooms.

To use our Reading Rooms you must register for a Reader Pass at Reader Registration on the Upper Ground Floor at St Pancras; you will need to bring two forms of identification with you. Details of exactly what you need can be found on our website www.bl.uk or at the Information Desk in the Entrance Hall.

There are conditions of use within the Reading Rooms designed to help us protect our collection. All readers must agree to these conditions before joining.

For example you may not take bags, outer coats or personal computer holders into the Reader areas. These must be left in the cloakroom or lockers situated on the lower ground floor. The temperature in the Reading Room is cool so please wear sufficient indoor clothing for your comfort.

You may not take food or drink into the Reading Rooms, unless required for medical reasons; please contact disability-support-officer@bl.uk if applicable.

Please take time to familiarise yourself with our conditions of use. If any are likely to be a cause for concern, please contact disability-support-officer@bl.uk in advance of your visit.

Aim

The British Library is committed to a policy of providing assistance to all our Readers, not least those with disabilities.

If you do have a special request during your visit or issues with a policy that you feel impacts on your ability to access our collection, then please contact a Reading Room Manager or send an email to **disability-support-officer@bl.uk**.

Security considerations and collection care responsibilities do on occasion restrict our ability to grant all requests but due consideration will be given in all cases.

The more notice and information we receive about your visit, the better we can prepare for it and the less chance for disappointment.

For minor requests such as support aids for books or Readers who might find standing in queues uncomfortable for long periods, please make enquiries with Reading Room staff who will be happy to help.

Please let us know about your experiences at the Library. We are constantly striving to improve our service and would welcome any feedback. Forms can be located at any staff assistance point or email **service-improvement@bl.uk**. Alternatively, just ask to speak to a member of staff who will be happy to pass on your comments.

Assistance once you are in the Reading Room

The Reading Room Reference Enquiries (for subject enquiries) and the Delivery Enquiries Desks have custom-made lowered sections to enable wheelchair users to access the various services offered. Readers who need help carrying items to and from their desks should tell staff at the Issue Desk.

To assist Readers with impaired vision there are a number of aids including:

- Magnifiers
- Image enhancers
- Ergonomic keyboards and tactile trackballs
- Large screen monitors to use with the online catalogue – here you can access **Supernova** software, which provides further magnification and speech assistance. Details on how to access the software are displayed alongside the monitors. Headphones for speech assistance can be provided on request.
- **My Reader 2** enables the user to capture a page image, and then pan around the image onscreen. All are with flexible features like image resizing, contrast and colour controls.
- **Scanna R** is a flat-bed scanner that will scan any text document and read it back to you in seconds. Due to our responsibilities to the care of our collection, Library material must be evaluated before it can be used by this aid. Unlike other scan-and-read products, it does not need to be connected to a PC, as it has its own hard drive with room for up to 500,000 pages.

The equipment is easy to use and the Reading Room staff will be able to help you familiarise yourself with it. Manuals can also be provided. This equipment is fully portable. If you would like to use any of the equipment, please ask one of our Reading Room staff.

My Reader 2



Scanna R



Read It Wand

- Read It Wand is an overhead scanner that is used with software that will be installed on a non-networked desk top specifically purchased for the purpose.
- Read It Wand is a highly advanced portable reading machine and CCTV system for close-up work. Simply place your document under the camera, press Enter on your keyboard and a few seconds later, your document is being read aloud to you, in your chosen text size, color and formatting.
- This equipment will be available to use on request but please allow three days notice for set up. Booking can be made through the disability email address **disability-support-officer@bl.uk** in person through a Reading Room Manager or through our customer services number +44 (0)1937 546060
- Staff will be happy to introduce and familiarize readers with this equipment if advance notice is provided with the time of your visit.

Read It Wand



Bringing assistants and equipment into the Reading Room.

Reader Passes are issued to a helper or friend assisting a Reader with disabilities to carry out their research. Helpers or friends should come to Reader Registration on the Upper Ground Floor at St Pancras, to complete a PC-based application form. They will need to bring identification and proof of address. Details of exactly what you need can be found on our website www.bl.uk or at the Information Desk in the Entrance Hall. For details of how to get a Reader Pass see page 2.

Anyone bringing a friend or assistant must make sure they bring their Reader Pass or the ID required to obtain a Readers Pass. We will be unable to allow your companion into the Reading Room without a Pass.

One carrel (booth) is provided in each Reading Room (except the Business & IP Centre), for Readers with special needs, e.g. for use by a blind or visually impaired Reader who needs assistance from a helper. Reading Room staff or Customer Service will provide any necessary information on carrels and their use.

If you have your own equipment that you would like to use in the Reading Rooms but are unsure whether it meets the requirements of our security policy i.e. scanners, text to speech readers, then please email disability-support-officer@bl.uk in advance of your visit.

In the event an item cannot be allowed into the Reading Room then other options will be explored.

Advance ordering

Our remote Reader Enquiry services can order books on behalf of Readers. Normally this service is limited to four items, but more items can be ordered for Readers with disabilities on request, if this proves helpful.

Contact

Tel: +44 (0)20 7412 7676

Text phone: +44 (0)20 7387 0634

Fax: +44 (0)20 7412 7789

Email: [**reader-services-enquiries@bl.uk**](mailto:reader-services-enquiries@bl.uk)

Information in our reader leaflets describes the services the Library can provide. Other formats such as large print copies of leaflets are available from the Disability support officer.

Please note we will need 4 days notice of your visit to be able to process your request.

Other support available within the British Library

Business & IP Centre

The British Library Business & IP Centre welcomes people with disabilities and provides a range of special facilities, including easy wheelchair access, hearing loops, magnification tools and screen readers. As well as visiting the Centre, people can take part in our regular webinar series, accessible via the Internet. Alternative formats of our marketing materials are also available on request and our staff are always on hand to help.

Learning Team

The Learning Team engages learners of all ages with the British Library's collection through a creative and inclusive programme delivered onsite, online and regionally.

We deliver a range of free onsite workshops, conferences, online resources and partnership projects for schools, young people, families and community groups. We have full disabled access and can tailor sessions to suit participants with special educational needs.

For more information:

www.bl.uk/learning

learning@bl.uk

T +44 (0)20 7412 7797

Between the Lines

Between the Lines is a free workshop aimed at adults with learning disabilities developed in partnership with Haringey Day Opportunities Service. Participants are introduced to a range of collections on display with particular focus on maps, sound recordings and printed books. Each workshop is made up of a series of creative, tactile activities based around the themes of books and language, sound and movement and shapes and space.

For more information:

www.bl.uk/workshops

learning@bl.uk

T +44 (0)20 7412 7797

STAGETEXT

STAGETEXT is a registered charity which provides captioning and live speech-to-text services in theatres, museums, galleries and other cultural venues. The British Library works in partnership with STAGETEXT to provide some tours and events accessible to deaf, deafened and hard of hearing visitors.

www.bl.uk/whatson

Events and exhibitions

Information on the various events and exhibitions that are held in at the British Library main building and the conference centre are available in our quarterly published leaflet entitled What's On available at the front desk. This leaflet includes information on booking and the various concessions that are available. For more information, please contact: T: +44 (0) 20 7412 7332

For the visually impaired there are a series of regularly updated audio pod casts that explain events happening within the library over a three month period.

<http://www.bl.uk/whatson/podcasts/audioguides/index.html>

This information, which includes accessibility info and contact information for adjustments and requests for assistance can be downloaded and listened to through the majority of web browsers. For more information or a request for the link to this service please contact

Disability-support-officer@bl.uk

+44 (0)1937 546060

Minicom (for the use of the hearing impaired): +44 0207 387 0634

Contacts for local disabled transport

Accessible Transport Service (Camden Council)

PO Box 64175
London
WC1A 9BY

+44 (0)20 7974 5919 or +44 (0)20 7974 6435

Minicom: 020 7974 6866 (Textlink)

www.camden.gov.uk/accessibletransport

Monday – Friday 09.00 – 17.00 (except Public Holidays).

Provides accessible transport solutions for older people or anyone with a disability who has a need to travel.

The various services are:

- Disabled Person's Freedom Pass
- Older Person's Freedom Pass
- Taxicard
- PlusBus Door-to-Door
- Camden Shopmobility
- ScootAbility
- Transport for Adult Social Care
- Disabled Drivers Assessment Scheme
- SchoolPlus Bus.

The Accessible Transport Service does not deal with Blue Badge, Green Badge or Disabled Parking Permits.

For these services please contact the Parking Services Call Centre
+44 (0)20 7974 4646.

Blue Badge Scheme and Green Badge Scheme (Camden Council)

Permit Administration
100 Saint Pancras Way
London
NW1 9GL
+44 (0)20 7974 4646 (Call Centre)

www.camden.gov.uk/bluebadge

Parking Services Call Centre: 08.00 – 22.00, seven days a week.
Disabled Persons Parking Helpline: 09.00 – 17.00 Monday – Friday.
Fraud Line: 09.00 – 16.00 Monday – Friday, answerphone at other times.

Disabled parking badges scheme

Applications may be made online via the Camden website or by post to the above address. Blue Badge holders who live, work or study within the south of the Borough (closest to the West End), may be eligible to apply for Camden's Green Badge Scheme, as it is necessary to display both in that part of Camden. Badge holders are exempt from the Congestion Charge.

RNIB

RNIB Resource Centre
105 Judd Street
London WC1H 9NE
+44 (0)20 7388 1266 (ext 2356)
resource@rnib.org.uk

Opening hours

Weekdays: 09.30 – 17.00 (Wednesdays 16.00)
First and second Saturday of each month: 09.30 – 13.00.
We close at 16.00 on a Friday before a Bank Holiday and
are closed all weekend until the following Tuesday.

ACTION ON HEARING LOSS

19–23 Featherstone Street
London
EC1Y 8SL
0808 808 0123 (freephone)
Textphone: 0808 808 9000 (freephone)
SMS: 07800 000360
information@hearingloss.org.uk

