Accessibility Services
at University of Manitoba Libraries

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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, the University of Manitoba Accessibility Policy, and the Respectful Work and Learning Environment Policy. If you have any comments or concerns about library services, please send a message to the Accessibility Services Implementation Team, University of Manitoba Libraries, LibraryAccessibility@Umanitoba.ca.

Contacting via Online, 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.

For all questions and comments regarding the Libraries' Accessibility Services, please use the Libraries' Accessibility Services Guide, or direct them to:

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

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

Accessibility Services

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

When Planning for Library Visit:

Before you visit, contact library you plan to visit to ensure that staff will be available during that time.

Alternative Formats Request:

Case 1: Request a digitized edition of a print monograph title regardless of availability in the library holdings: Request it through UM Libraries Document Delivery. Please indicate "Searchable PDF/Accessibility Purpose" in the note field of the request form, which you will find towards the bottom of the form, as well as section(s) of the book is (are) needed, if applicable.

Case 2: The title you are interested is held in the Libraries and available in ebook format but not accessible: Send your request including the permalink of the record from the library catalogue to LibraryAccessibility@Umanitoba.ca. Alternatively, clearly indicate in the message, the title, author(s)/editor(s), year of publication, and publisher's information.

Case 3: When any other formats in the library holdings are not accessible, contact LibraryAccessibility@Umanitoba.ca.

Case 4: Any library communications or instructional materials that are not accessible. Please contact us by sending a message to LibraryAccessibility@Umanitoba.ca.

Textbooks:

If you have already purchased the course textbooks and need alternative formats, Student Accessibility Services can assist you in obtaining these.

Materials in Braille:

If you require any assistance associated with Braille, contact Erika Skaftfeld, Assistive Technologist, Student Accessibility Services, 204-474 9204 or e-mail at Erika.Skaftfeld@umanitoba.ca

Beyond the University of Manitoba Libraries:

Your local public library can assist you find accessible formats through the Centre for Equitable Library Access (CELA). Membership with CELA will give you access

to Bookshare, an accessible online library with a large pool of books including research books and textbooks.

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 standard 1-3 business day turn-around 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 provide 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 University of Manitoba student/staff 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.

Research Support

Please make an appointment with the subject librarian that supports your course or program. Consultations can be arranged inaccessible spaces, such as the Accessibility Support Room (201A) in 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 technologies. A list of all subject librarians can be found at The List of Librarians.

If you need any further 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 occurs, especially if mobility issues are of concern. To arrange a tour, contact any of the UM Libraries, either by phone, or email. A list of all libraries can be found by checking the following link: The List of Unit Libraries and Departments.

Assistive Technology

All Windows public computer terminals in the Libraries offer built-in Microsoft Windows accessibility tools. The following are other assistive technology items listed by unit library.

E.K. William Law Library

- One height-adjustable table.
- Printer table and one Study Carrel adjusted to accommodate wheelchairs
- One public computer at low height

Elizabeth Dafoe Library Room

Behind Service Desk – Room 185

- Windows public workstation with Kurzweil 3000, JAWS, NVDA, and Adobe Acrobat Pro. A dedicated scanner is attached to the workstation. Simply login to the machine with your UMNet ID and password.
- Additional loan items. (Ask at Service Desk; load period: 2 hours)
    - Two anti-glare lamps
    - Two headphone sets

Elizabeth Dafoe Library Second Floor

Accessibility Support Room (201A):

This accessible workspace is located on the second floor of the Elizabeth Dafoe Library. The room is equipped with the following items:

- Adjustable blinds
- 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]
- NVDA[screen reader]
- Zoom Text [text enlarger]

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. To book the room, contact the Elizabeth Dafoe Library Service Desk in person, by phone at 204-474-9844 or via email at dafoe@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 an iMac for accessibility and the other with a Windows)
- One 27-inch iMac – To request the use of iMac visit Service Desk. Login using your UMNet ID and password when prompted. You can bring and upload an individually customized profile or configure the machine by going into System Preference => Universal Design. When you are finished with the machine, "Restart" from the Apple menu, which you locate at the left top-corner of the machine, to reset the machine.
- Additional loan items. (Ask at Service Desk. Loan period: 2 hours).
    - 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" monitor Windows machine with Kurzweil 3000, JAWS, and Dragon Natural Speaking. Use your UMNet ID and password to login.
- Additional loan items. (Ask at Service Desk. Loan period: 2 hours).
    - 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 Erika Skaftfeld at Student Accessibility Services, 204 474 9204., Assistive Technologist, Assistive Technology Lab, 335 University Centre, Erika.Skaftfeld@umanitoba.ca.

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
- Regular photocopying charges will apply. For more information, please refer to:
    - Copy Print Scan Charges. 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.

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