Services and Resources for Individuals with Disabilities
March 2015

LITS is committed to providing access to all collections, services, and programs. To this end, LITS staff makes reasonable efforts to assist individuals with disabilities.

For questions or to get immediate help: Please visit the main Circulation Desk or call 413-538-2622. This phone number is answered by a staff member when the LITS building complex and the Eleanor Pierce Stevens Library of Music in Pratt Hall are open (hours available here: https://www.mtholyoke.edu/lits/hours). During the overnight hours of exam week (when the LITS complex is open 24 hours), please call 413-559-1960.

For more information, consultations, or to arrange for assistance in advance please contact accessible-lits@mtholyoke.edu. A staff member will respond to you within 3 business days.

LITS provides a range of resources and services for individuals with disabilities.

**Obtaining library materials**
- Through the library catalog: Most physical library materials in MHC’s collection may be selected for paging (or retrieval) through the library catalog and they will be pulled by LITS staff and held at the Circulation Desk for pickup. After identifying a title in the library catalog, choose “Request Item” and log in. Paging happens several times a day and materials are often available within 4-5 hours. Users will receive an email when the item is ready for pickup.
- In person: For individuals with disabilities who would like to receive the materials from the LITS complex North and South stacks more quickly, go to the Circulation Desk or call 413-538-2622 during business hours (https://www.mtholyoke.edu/lits/hours) and LITS staff will retrieve the items. At certain times there may be a short wait for book retrieval, based on location of the item or quantity of materials requested.
- For individuals with disabilities who are in the Eleanor Pierce Stevens Library of Music in Pratt Hall, please go to the desk to request retrieval of materials from that collection during hours of operation (https://www.mtholyoke.edu/lits/hours).
- Archives and Special Collections: Archives and Special Collections staff is available to assist individuals with disabilities use materials in the collection during hours of operation (https://www.mtholyoke.edu/lits/hours).
- Five College library materials: After identifying a title at another Five College library in the catalog, choose “Request Item” and log in. Items are generally delivered to Mount Holyoke within 24 hours Mondays-Fridays and users will receive an email when the item is ready for pickup at the Circulation Desk.
- Journal articles: A scanning service is available to all MHC students, faculty, and staff that provides scanned articles in PDF format from journals that MHC owns. Please...
request journal articles through ILLiad: http://mtholyoke.illiad.oclc.org/illiad/logon.html. To ensure that scanned items are of quality adequate for screen readers, please request this at the point of ordering the item. Please contact accessible-lits@mtholyoke.edu if you have any questions or need assistance with this service.

- **Borrowing of books and obtaining journal articles from (almost) anywhere else:** Procedures are located here: https://www.mtholyoke.edu/lits/find/ill. To ensure that scanned items are of quality adequate for screen readers, please request this at the point of ordering the item. Staff will also locate and borrow large print and audio editions of books if available and requested at the point of ordering. Please contact accessible-lits@mtholyoke.edu if you have any questions or need assistance with this service.

- **Browsing:**
  - Electronic browsing: On request a list of MHC books with their bibliographic information in call number order can be generated. Please contact the Circulation Department at 413-538-2622 or email accessible-lits@mtholyoke.edu or stop by in person Mondays-Fridays, 8:30am-5:00pm during days we are open (https://www.mtholyoke.edu/lits/hours) to discuss your electronic browsing needs.
  - Physical browsing: On request a sub-set of materials can be retrieved and placed on a book truck for browsing. Please contact the Circulation Department at 413-538-2622 or accessible-lits@mtholyoke.edu or stop by in person when the stacks are open (https://www.mtholyoke.edu/lits/hours) to discuss your browsing needs.

**Research help**
Research Help Desk staff members are available to aid in the navigation and use of the library's website, digital collections, e-journals, and database interfaces during service hours (https://www.mtholyoke.edu/lits/hours#Reference). They also provide support for class sites on ella and Moodle to MHC students, faculty and staff by appointment. Please contact accessible-lits@mtholyoke.edu to request an appointment at a mutually agreeable time.

**Moodle Learning Management System**
Moodle is the Learning Management System (LMS) for Mount Holyoke College, and as such is integral to teaching and learning. We are committed to making this system as open and accessible to all of our students and faculty as possible. Please contact accessible-lits@mtholyoke.edu if you experience any difficulty with Moodle.

**Accessible Course Materials Support Documents**
Helpful Campus Resources:
https://www.mtholyoke.edu/accessability/helpful-campus-resources-0

**Equipment**
- Headphones are available for checkout at the Circulation Desk and Eleanor Pierce Stevens Library of Music in Pratt Hall.
● Desktop video magnifiers are available in the Reading Room and Archives and Special Collections.

Software
Accessibility software is available on computers in the following LITS-maintained public computer labs:  https://www.mtholyoke.edu/lits/tech/accessibility-software-lits-labs.

Third party applications and services
● Individuals using adaptive/assistive technologies may experience barriers when using third party webpages, interfaces, and applications such as databases or ebook platforms. Although we cannot change these resources ourselves, we aim to better understand which resources cause barriers and provide feedback and recommendations to these vendors and/or site owners. If you experience a barrier, please do let us know through the MHC Accessibility Barriers form and click on Electronic and Information Technology.

Accessible parking spaces
Information is available here: https://www.mtholyoke.edu/campusmap/

Physical access to the LITS buildings
Williston/Miles-Smith/Dwight (LITS) building complex
● The LITS complex is wheelchair accessible from the main entrance (at base of tower on interior quad), the loading dock entrance (off College Street), and the east side of Dwight Hall: (https://www.mtholyoke.edu/campusmap/)
● Accessible restrooms are located on floors 2, 4, and 6.
● The South elevator reaches all floors of the South stacks (1-7) but is not wheelchair accessible. The North elevator is wheelchair accessible and provides access to all floors of the North stacks but only access to floors 2, 4, and 6 of the South stacks. The Dwight building elevator is accessible and provides access to all floors of the Dwight building. Access between the Dwight and Miles-Smith/Williston buildings is provided by means of a wheelchair lift. Please contact the Technology Help Desk for assistance with the lift, if needed.
● Stacks information by call number. Wheelchair accessible below means you can reach the stack floors but not all stack aisles are wide enough to be wheelchair accessible:

<table>
<thead>
<tr>
<th>Call Number</th>
<th>Accessibility</th>
</tr>
</thead>
<tbody>
<tr>
<td>A-C</td>
<td>North stacks 2 (wheelchair accessible)</td>
</tr>
<tr>
<td>D</td>
<td>South stacks 1 (not wheelchair accessible)</td>
</tr>
<tr>
<td>E-HD</td>
<td>South stacks 2 (wheelchair accessible)</td>
</tr>
<tr>
<td>HE-JZ</td>
<td>South stacks 3 (not wheelchair accessible)</td>
</tr>
<tr>
<td>K-NX</td>
<td>South stacks 4 (wheelchair accessible)</td>
</tr>
<tr>
<td>P-PQ3999</td>
<td>South stacks 5 (not wheelchair accessible)</td>
</tr>
<tr>
<td>PQ4000-PS3499</td>
<td>South stacks 6 (wheelchair accessible)</td>
</tr>
<tr>
<td>PS3500-PT</td>
<td>South stacks 7 (not wheelchair accessible)</td>
</tr>
<tr>
<td>PZ</td>
<td>North stacks 7 (wheelchair accessible)</td>
</tr>
</tbody>
</table>
Q-S North stacks 6 (wheelchair accessible)
T-Z North stacks 7 (wheelchair accessible)
Bound Periodicals: South stacks 2 ½ (not wheelchair accessible because of compact shelving)
Archives and Special Collections:
   Dwight 1 (wheelchair accessible)
Cutter collection: North stacks 1 (not wheelchair accessible because of compact shelving)

Eleanor Pierce Stevens Library of Music in Pratt Hall
- Pratt Hall is wheelchair accessible from the Lower Lake entrance
- Accessible restrooms are available on the library level (first floor)
- Desk staff is available during hours of operation (https://www.mtholyoke.edu/lits/hours) to provide information about the location of services and resources and retrieve most materials, as requested (see “Obtaining library materials” section above).

Photocopying and printing
Staff at the Circulation Desk, Research Help Desk, Technology Help Desk, and Eleanor Pierce Stevens Library of Music in Pratt Hall is available to assist users with photocopying and printing during hours of operation (https://www.mtholyoke.edu/lits/hours).

Study and meeting spaces
Study & Meeting Space Finder

Study carrels
- Library study carrels are available to students with disabilities as an accommodation. Please direct these accommodation requests to AccessAbility Services (https://www.mtholyoke.edu/accessability) no later than the first week of classes. AccessAbility Services works closely with LITS to coordinate needs.

Service dogs
Service dogs are welcomed into LITS spaces in accordance with the campus Dog Policy and law: https://www.mtholyoke.edu/campuspolice/dog_policy.

Events
LITS’ event spaces are wheelchair accessible. Please contact accessible-lits@mtholyoke.edu to request disability accommodations. We ask that requests for accommodations be made as early as possible.

College resources
- Accessibility & Inclusion
- MHC Accessibility Barriers Form

Key contacts for LITS services for individuals with disabilities
- LITS Accessibility Team
413-538-2225, accessible-lits@mtholyoke.edu

- Karen Mehl, Head of Access Services
  413-538-2061, kmehl@mtholoyoke.edu

- Nick Bader, Access Services Nights/Weekend Supervisor
  413-538-3371, nbader@mtholyoke.edu.
  *During the overnight hours of exam week (when the complex is open 24 hours),
  Nick can also be reached at 413-559-1960.

- Erin Stalberg, Director of Discovery and Access
  413-538-2228, estalber@mtholyoke.edu