

Devon Libraries

Accessing library services for all

Factsheet 2

There is a world of books and information available for everyone from libraries in Devon. However, we know that impairments such as failing eyesight or hearing, movement difficulties or being confined to your home can make using the library difficult. The following services may help you.

Specific needs membership

You can register as a "Specific Needs" borrower at any time - just ask library staff. You can then:

- Borrow audiobooks on the same terms as books, free of charge if you return or renew them in time
- Borrow music CDs free of charge for up to 3 weeks (after this standard hire charges apply)
- Borrow up to 12 recorded sound items at a time
- Reserve Devon Libraries' audiobooks or recorded music free of charge
- Pay reduced fines on overdue books and audiobooks

If you have a visual impairment you can also register separately to:

- Reserve audiobooks that are not in stock in Devon (out-of-county reservation charges apply)
- Obtain items in Braille and other alternative formats (there may be a fee)

Keep reading

- All libraries have a selection of Large Print books and audiobooks on tape, and most have them on CD too. If you want audiobooks on CD and your library does not have any, you can request them from elsewhere in Devon free of charge. The collections are regularly refreshed so you can find new titles
- There is no charge to reserve Large Print books stocked in Devon libraries

For more information about books in alternative formats such as Braille and spoken word or postal services, please contact a Special Services Librarian (contact details at the end of this factsheet).

Keep using the library - aids and equipment

Equipment to help you is available in many libraries or can be supplied on request. It includes:

- Hearing loops at library counters and in training suites
- Desk and hand-held magnifiers

- Book rests
- Hand-held whiteboards and marker pens
- Public Access computers which
 - Magnify text on the screen
 - Convert text into speech
 - Convert text into symbolic language
- Assistive equipment for computer users such as tracker balls, wrist or foot rests and adjustable seats and tables

Disabled access to libraries

Most libraries have good or reasonable disabled access and we are working on those that don't. Please contact your local library or phone our Customer Service Centre on 0845 155 1001 for details.

If you cannot get to the library

If you are confined to your home because of illness, disability or injury, then the library service, in partnership with WRVS Home Library Service, may be able to deliver books and recorded sound to your door.

Library members with Internet access can also use some library services at home via our website at www.devon.gov.uk/libraries. You just need your library card number to use our online reference resources such as Encyclopaedia Britannica, Newsbank UK Newspapers, Naxos Music Library and many others, and with your library card number and PIN, you can renew and reserve items borrowed from the library online. If you don't know your PIN, show library staff your ticket and ask for it, or phone our Customer Service Centre on 0845 155 1001.

The Devon County Council website has accessibility options including the ability to resize the text, alter the site contrast, and listen to the site being read aloud. These features are not available on the library catalogue or the online reference resources.

People living in residential and nursing homes

Collections of books, audiobooks, and reminiscence material are available free of charge to residential and nursing homes, day centres, and sheltered accommodation. Collections are tailored to individual needs, regularly exchanged and delivered to the door.

Other services available

There are a number of other services and collections of material to help people who cannot access library services in the usual way. Some of these may be in a single collection and are available by request.

- Reminiscence material such as games and activities and tactile items, which may stimulate memory
- Makaton books: a sign and symbol language programme for teaching communication, language and literacy skills to children and adults with communication and learning difficulties

- Clubs for older people in some libraries, with assistance available
- A range of material for children with specific needs

If you would like more information about any of the services described, or if you have suggestions about other ways in which we could help you, please contact us.

Contact details

Address: Devon Libraries
Headquarters
Great Moor House
Bittern Road
Sowton
Exeter
EX2 7NL

Phone: 01392 384315

Fax: 01392 384316

Email: devlibs@devon.gov.uk

Different formats

If you would like a summary of this in a different format such as large print, Braille or tape, or in a different language, please contact our Customer Service Centre on 0845 155 1015 or email customer@devon.gov.uk

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