

## ACTION PROTOCOL FOR ASSISTING PEOPLE WITH FUNCTIONAL DIVERSITY

The UV's libraries offer users with functional diversity a customised service to ease their access and use of the available resources.

In order to access these special services it is necessary to be registered in the UPD (People with Disabilities Unit) or having an official disability certificate equal or higher than 33%.

In case of doubt [contact with the UPD](#)

In addition to these already planned services, if the user needs some kind of help in the access to the facilities (lift using, doors opening, accessing to the collection, etc.), it will be provided by the staff of the library.

### Document requesting

Two possibilities

#### **A. The user makes a request by telephone or e-mail.**

1. The books are searched in the lending section.
2. The reservations are made and the books are left in the reservation shelf.
3. The user can pick them up personally or authorise other person to pick them up for him or her with the next form:

<http://www.uv.es/websbd/serveis/autoritzacio.pdf>

#### **B. The user comes to the library**

1. If he or she needs help to search the catalogue someone will assist them in the lending desk.
2. Once the bibliographic search is done, the staff of the library localises physically the books and performs the lending.
3. If the lending personnel were overburden with work at the moment, they would offer the user the possibility of waiting or coming by later.

## Spaces

The UV's libraries have adapted spaces for people with functional diversity. These spaces are properly indicated and despite they are not exclusive for people with disabilities, they have preference.

## Equipment

The libraries have properly adapted computers for different needs. Some of the libraries also have other support elements (magnifiers, magnetic loops, etc.)

<http://www.uv.es/uvweb/servei-biblioteques-documentacio/ca/serveis/usuaris-discapacitat/equipament-adaptat-1285893702590.html>

## Borrowing

The duration of the lending increases compared with the lending regulation.

<http://www.uv.es/uvweb/servei-biblioteques-documentacio/ca/serveis/usuaris-discapacitat/condicions-prestec-1285893701542.html>

Users with functional diversity are included in the intercampus lending regulation

<http://www.uv.es/uvweb/servei-biblioteques-documentacio/ca/serveis/prestec/prestec-intercampus/intercampus-llibres-1285892111283.html>

Approved by the SBD Technical Board  
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