

Palomar College Library Equally Effective Alternative Access Plan

What Palomar College Library Users Can Expect

To help ensure all Palomar College Library users have equal or equivalent access to information available to them,¹ we strive to purchase, license, and provide access to content and services that complies with accessibility laws and standards as outlined in:

- [Section 508 of the Rehabilitation Act of 1973](#)
- [Americans with Disabilities Act \(1990\)](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.0+](#)
- Palomar College Board Policies & Administrative Procedures
 - [BP 3410](#) Nondiscrimination
 - [BP 3440](#), [AP 3440](#), and [BP 3580](#) Service Animals, Animals on Campus
 - [BP 3720](#) and [AP 3720](#) Computer & Network Use
 - [BP 3725](#) and [AP 3725](#) Information Communications Technology Accessibility, and Accessibility of Electronic and Information). Technology Acceptable Use
 - [BP 4040](#) and [AP 4040](#) Library and Other Instructional Support Services

How we do this

1. If you walk in or call the library during [hours of operation](#), we will help you:

- find and use library resources for any assignment
- get books or other items from the library shelves for you to pick up at any of Palomar's libraries (you tell us which).
- use a library computers
- print a document from a library computer
- reserve a study room (San Marcos and Rancho Bernardo libraries only)

¹ As the resource laboratory for Palomar College instructional programs ([AP 4040](#)), some resources and services may not be available to community members who are not students or employees. If you have further questions about which library resources are available to you, please contact a Library staff member.

- get answers to other questions
2. You can obtain real-time library assistance online, 24 hours a day using our chat-with-a-librarian service through the [library's website](#).
 3. Library Databases
 - a. Library databases and other online information sources are available through the [Library website](#). Library staff will help users find information in a way that works best for them.²
 - b. Students who use assistive technology and are eligible for disability-related services and accommodations may contact or visit Palomar's [Access Technology Center](#) (adjacent to the San Marcos campus library) for support obtaining information from library databases in a way that works best for them.
 4. Assistive Technology
 - a. Library computers available for student use have Windows 10 operating system ([click here for Windows 10 accessibility features](#)), JAWS, ZoomText, FSReader, and Kurzweil. Additional adaptive software and hardware are available in the [Access Technology Center](#) adjacent to the San Marcos campus library.
 - b. Headphones.
 - c. [Mobile App for BLV persons to navigate Palomar College campus and spaces](#)
 - d. Students who use assistive technology and are eligible for disability-related services and accommodations may contact or visit Palomar's [Access Technology Center](#) (adjacent to the San Marcos campus library) for support obtaining library information in a way that works best for them.

² The Library licenses its databases from non-Palomar third-party vendors. Most vendors provide documentation (such as a [Voluntary Product Accessibility Template](#) or accessibility statement) that details their product's accessibility levels and conformance. Upon request, Library staff will help users locate a database's accessibility documentation.

5. Study Space

- a. Sound-minimizing individual study “pods”.
- b. Disability Resource Center (DRC) workstation with height adjustable desk (San Marcos campus library only)

6. Printing, copying, scanning – if you need assistance, Library staff will help you upon request.

If none of the above options help you access Library resources, Library staff will follow the steps below to provide alternative access.

What the Library Does to Provide Alternative Access

1. In cases where technology, resources, or services that the Library licenses, purchases, adopts, uses, or creates are not fully accessible for persons with disabilities, the Library will provide equally effective alternative access as follows:
 - a. Once Library staff are alerted to the need for alternative access, the process to provide that access begins.
 - b. A Library staff member works with the Library user to obtain the information as quickly as possible.
 - c. The Library reports the accessibility issue to the vendor, provider of service or electronic product, appropriate campus department, and/or advocates for and seeks an appropriate resolution.
2. The alternative access we provide is determined by:
 - a. Our assessment of the options and availability of alternatives.
 - b. Our ability to deliver the information in a manner and medium appropriate for the person’s disability.
 - c. Timeliness of delivery.

NOTE: alternatives may not be identical to the original medium but must allow persons with disabilities equal opportunity to obtain the same content in the most appropriate format and setting for the person’s needs.

How to Contact Us

- On site at any Palomar Library during hours of operation.
- Email us: library@palomar.edu
- 24/7 Live Chat With a Librarian
- Call us at (760) 744-1150 and one of these extensions:
 - General questions (all libraries): ext. 2614
 - San Marcos Campus: ext. 2616
 - Escondido Center: ext. 8229
 - Fallbrook Center: ext. 8670
 - Rancho Bernardo Center: ext. 6617