Top Tips for Engaging Students with Library Disability Support Services

Be Transparent about your offer

Be open with students about what you can and can't do to help them. If you can make your list of services available for everyone, not just the people who already know about you!

Keep in Touch

Contact students regularly to remind them about what is available to them, tell them about changes to your service, and keep the dialogue open. Users will have different needs from your services at different points in their academic journey, they're not "one and done".
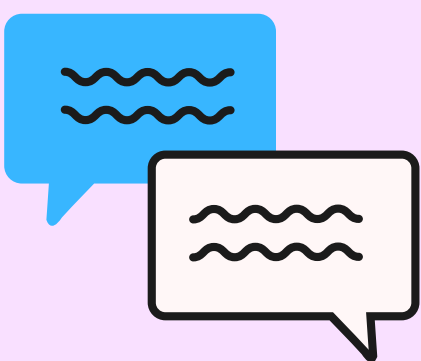
If students don't engage with you, engage with them

Don't just rely on e-mail and webpages to reach your students, engage with them where they are. Use social media, go to meet ups, host drop-ins, reach out to departments with existing events and relationships.

Promote everything to every one

We know that improving accessibility improves things for everyone so, shout about it!
But don't forget to promote services that everyone can use through a disability lens too, bookable study spaces, quiet zones, study support and more can fill accessibility needs.
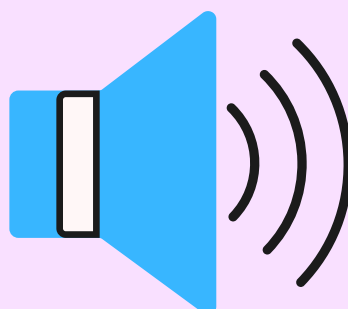
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Don't assume other teams know what you do

Reach out within your organisation and work with other support providers to share what you offer. Disability teams, Academic Liaisons, Academic Tutors, the Students Union & Societies are all great places to start.

Be as seamless as possible

Try to make the process for accessing your services as seamless as possible, whether on boarding via referral from another services or self-referring. Identify the 'pain points' in your processes and design them out

Support Independence

Give students the tools to support themselves. Whether its creating guides, offering robust service info, streamline referrals or creating a self-referral system, let students mediate their own experience.

Do not generalise

Everybody's experience of disability is different, don't make assumptions about users want, needs or level of engagement with their disability. Create options and let them take the lead on deciding what they need and how involved they want your service to be in their academic journey.

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