

# RESEARCH ASSISTANCE GUIDELINES

Main Office: A255 Murphy Hall (310) 825-1501 voice, (310) 206-6083 tty, (310) 825-9656 fax  
Resource Room: 181 Powell Library (310) 825-2651  
Research Assistance Services (310) 825-1501

UCLA's Office for Students with Disabilities (OSD) is mandated by Federal and State law and University policy to provide academic support services to regularly enrolled students with documented permanent and temporary disabilities.

The UCLA Library is committed to providing access to library materials, programs and services for individuals with disabilities. Please refer to "**Services to Library Users with Disabilities.**" This document describes the library's efforts to accommodate students with disabilities and recent physical access features included in many library locations. It is the intent of the library and the OSD to have your library research needs met by utilizing the library as independently as possible.

## Qualifying for Research Assistance

The OSD can assist regularly enrolled students by providing a more comprehensive and individualized approach to research assistance based on the students disability. In order to initiate service, students must register with the OSD and provide documentation of their disability. To register with the OSD, make an appointment with the appropriate OSD Disability Specialist mentioned below:

1. Students with a learning disability, Attention Deficit/Hyperactivity Disorder, psychological disability or an acquired brain injury must meet with an OSD Learning Disabilities Specialist.
2. Students with Physical, Visual or Health-related disabilities must meet with either the Assistant Director or the Notetaker/Mobility Assistance Coordinator.

Your meeting will consist of the Disability Specialist assisting you with completing the OSD Information Sheet, reviewing your documentation, discussing your eligibility for services, and determining which service meets your disability-based needs. Should you qualify for OSD's Research Assistance, you will be asked to fill out a request sheet and make an appointment to meet with the Notetaker/Mobility Assistance Coordinator. You must meet with your Disability Specialist every term to initiate this service.

## How the Service Works

A Research Assistant can help you with acquiring research materials throughout UCLA's libraries.

- In working with the Research Assistant it is always best to provide a written list of those items that need to be obtained from the Library. The Research Assistant can photocopy (*all copying is done at your cost*) and check out materials to assist you. The library will provide your Research Assistant with an application for a proxy card. This card enables your Research Assistant to check out books from the library on your behalf.
- Library and other research materials may be rendered into alternative formats.
- It is the responsibility of the OSD student to review and sign the Research Assistant's timesheets. All OSD service providers are paid hourly. Timesheets should be signed in a timely manner so that they can be submitted to the OSD by the due dates.

## Confidentiality

Confidentiality is extended to all students receiving services from the OSD. OSD staff and Research Assistants are required to keep all student-related and assignment-related information strictly confidential.

## Service Providers' Employment

Service providers, other than volunteer notetakers, are employees of the OSD and the University. The OSD and its employees must observe laws and regulations pertaining to the Personnel Policies. This is a reminder that meal periods and rest periods are required by Personnel Policies for Staff Members Section 31-B-1 and 31-B-2 for student employees and Cue Clerical Unit Contract Article 10, schedule E and F for non-student employees. Please feel free to contact OSD if you have questions regarding these policies.

## Summary

The key to a successful term is for all people to take responsibility for their part in the service. If there are any problems or concerns contact the Notetaker/Mobility Assistance Coordinator immediately. **Remember, communication is the key to success!**

## How to Resolve Service Delivery Problems

It is fair to say that even with the best efforts of everyone involved with your service delivery at UCLA, a problem may occur. If this should happen, we strongly encourage you to let us know so that we can work together to solve the problem as quickly as possible. Experience has shown us that many times a problem arises because of a misunderstanding or miscommunication; clarification can be a quick and effective solution. We can help with suggestions on how to resolve problems you may have with your service providers, professors, TA's or Departments. It is best to discuss the issue with the person involved first, and if you have not arrived at a satisfactory resolution, then go to the person's supervisor or department chair. If the OSD is part of the problem, we want to know that, too. Should the OSD be unable to assist in resolving a problem, we can refer you to other on-campus resources.

We recommend the following progression as the most efficient way of dealing with issues:

- 1. Start by discussing the problem with the person involved.**
- 2. If the matter is unresolved, communicate with the person in charge of the services or program in question.**
- 3. If the matter is still unresolved, call and make an appointment with Kathy Molini, OSD Director at (310) 825-1501 (voice), (310) 206-6083 (tty), [kmolini@saonet.ucla.edu](mailto:kmolini@saonet.ucla.edu)**
- 4. If the matter is still unresolved, please contact Pam Viele, Interim Executive Director, Student Development, at (310) 206-3819, [pviele@ashe.ucla.edu](mailto:pviele@ashe.ucla.edu)**

The University is available to assist you in resolving conflicts by informal means. Throughout any of these procedures you may expect to be treated with respect, receive a timely response, and have your issues dealt with in a confidential manner (if so requested). Retaliation in any form against persons who file complaints is prohibited by disability-related law and University policy. The University expects from you that you bring up any problems early, give clear and detailed information and be respectful of those people who are working with you. If you wish to know more about your rights as a disabled person under Federal and State law and University policy, OSD can refer you to the appropriate entity.

The Americans with Disabilities Act (ADA) requires the University to adopt and publish procedures to resolve problems regarding access to the educational program for persons with disabilities. An individual who believes he or she has been discriminated against on the basis of disability should contact the ADA/504 Compliance Office at (310) 825-2242.

UCLA developed this information in accordance with these references: Public Law 101-336; the Americans with Disabilities Act of 1990 (ADA); Section 504 of the Rehabilitation Act of 1973; and the University of California Policies Applying to Campus Activities, Organizations and Students, Section 140.00.

**If you would like this information in an alternative format, contact the Office for Students with Disabilities at (310) 825-1501, (310) 206-6083 (tty), (310) 825-9656 (fax).**