Access to alternative formats workflows

Workflow 1

Workflow to be followed when Student Disability Service (SDS) identifies that a student has a requirement for accessible electronic copies of Library materials. The following process is followed in relation to Library materials held in print format only.

1. Student Contacts SDS
2. SDS identify requirement for accessible electronic copies of print library materials
3. Advisor selects relevant adjustment in Library section of SoA and adds one of the following comments to free text box:
   - Student requires editable format (ie font, contrast, spacing etc can be edited)
   - Student requires Accessible Format (ie editable and also compatible with assistive software such as Jaws, Zoomtext etc)
   - Student requires non-editable format

4. NB Advisor can also add any additional specific instructions as appropriate
5. SDS provide student with E-Reserve contact info
6. Student provides E-Reserve with list of required readings
7. E-Reserve liaise with student to determine priorities/timescales

**NOTE:** Not all scan requests can be fulfilled. Scans cannot usually be provided in a short timescale.

- For single articles/chapters covered by general copyright law E-Reserve Team may scan in-house
  - Appropriate e-copies sent to student where they can be read, downloaded or printed and used to support private study
- For complete books E-Reserve Team attempts to source suitable e-copy
  - If publisher unable to provide appropriate e-copy E-Reserve team will scan item in-house
  - Appropriate e-copies sent to student where they can be read, downloaded or printed and used to support private study
Workflow 2

Workflow to be followed when an e-Resources access request arrives directly from any user.

User contacts ISG or SDS with an e-Resources access query

Refer user to Helpline via UniDesk (If ISG, gather user details first)

Helpline establishes user status and may alert user to other available support if user disabled

Helpline investigate

Helpline unable to resolve

No accesss for any user

Assign call to IS L&UC E Resources

IS L&UC Process

Only this user can’t access this e-Resource

Assign call to IS US Disability

e-Resource can be read and user is student

Advise how to read e-Resource and refer to SDS

e-Resource can be read and user is staff

Advise how to read e-Resource and refer to line manager

e-Resource cannot be read

Issue statement and assign call to IS L&UC E Resources
Processes by Team

- SDS
- ISG (Helpline, Helpdesk, ASL)
- E-Reserve Team
- Disability Computing Support
- E-Resources Team