Access to alternative formats workflow

# 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.

Student Contacts SDS

# Workflow 2

For complete books E-Reserve Team attempts to source suitable e-copy.

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

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)

**or**

* Student requires Accessible Format   
  (ie editable **and also** compatible with assistive software such as Jaws, Zoomtext etc)

**or**

* Student requires non-editable format

**NB** Advisor can also add any additional specific instructions as appropriate

Appropriate e-copies sent to student where they can be read, downloaded or printed and used to support private study

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

For single articles/chapters covered by general copyright law E-Reserve Team may scan in-house

E-Reserve liaise with student to determine priorities/timescales

Student provides E-Reserve with list of required readings

SDS provide student with E-Reserve contact info

SDS identify requirement for accessible electronic copies of print library materials

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

# Processes by Team

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