Access to alternative formats workflow

# Workflow 1

Workflow to be followed when Disability & Learning Support Service (DLSS) 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 DLSS

# Workflow 2

DLSS provide student with E-**Reserve** contact info

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

NOTE: E-reserve will work to process requests as quickly as possible, but may not be able to

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

DLSS 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.