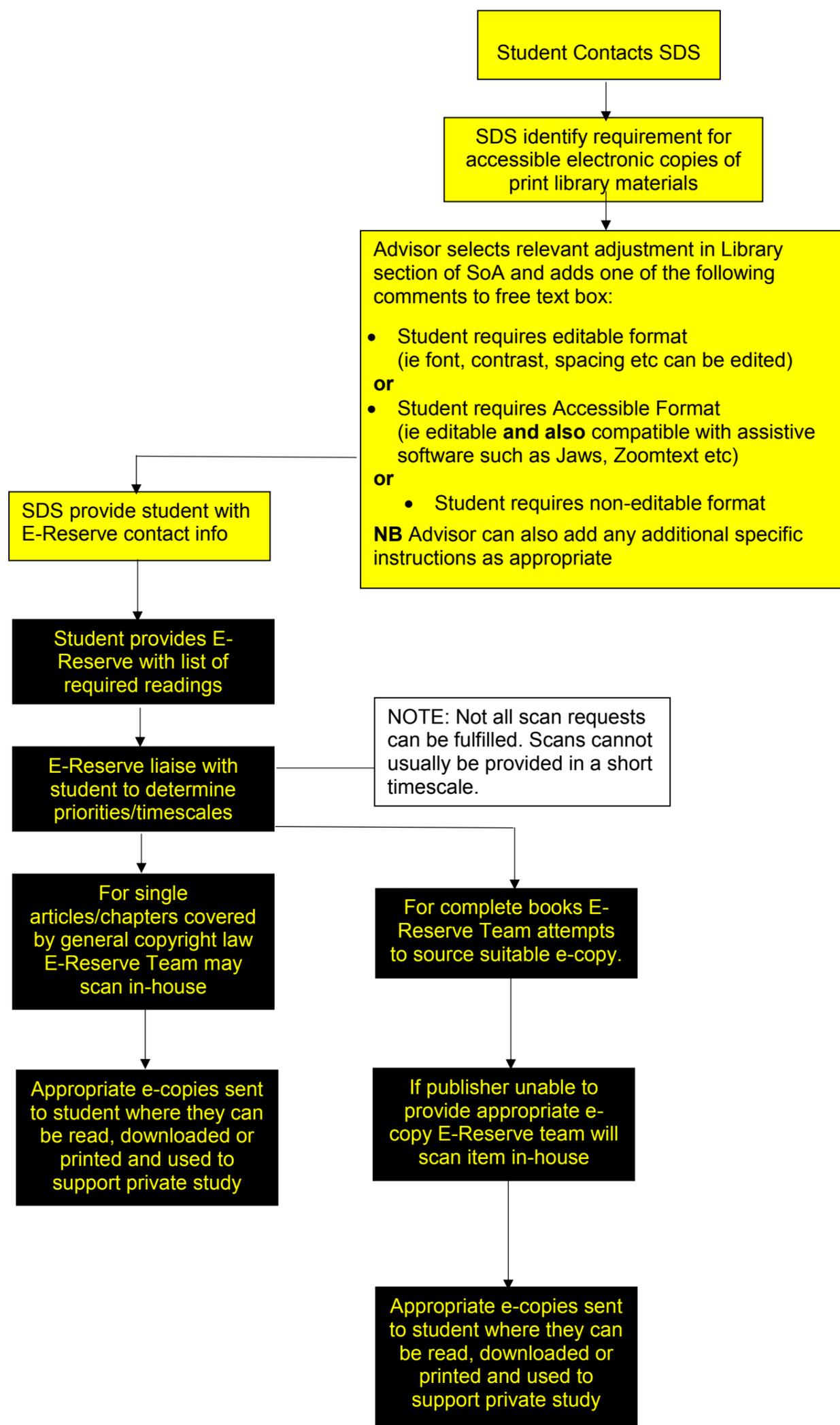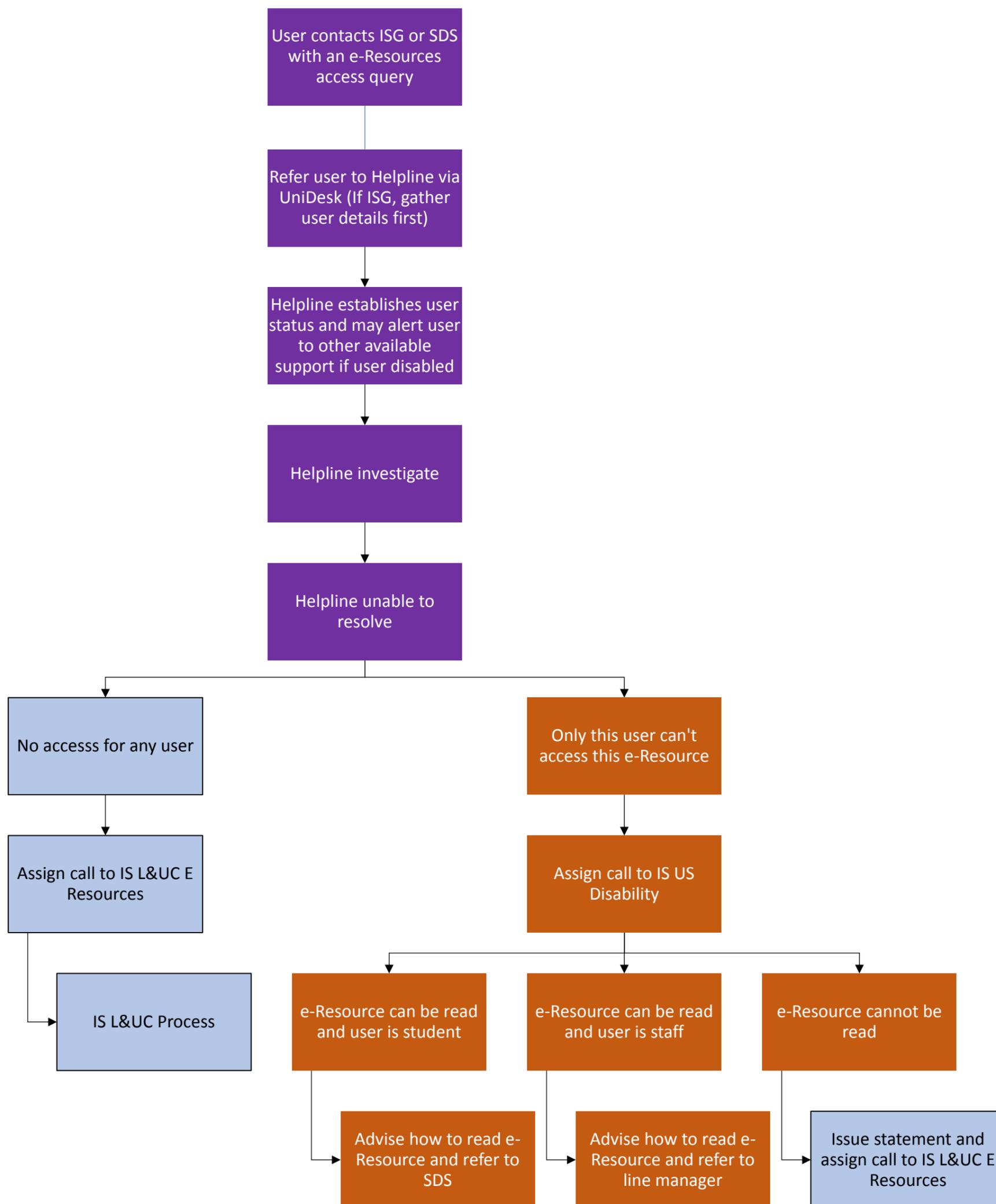# Access to alternative formats workflows

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.

Student Contacts SDS

↓

SDS identify requirement for accessible electronic copies of print library materials

↓

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

SDS provide student with E-Reserve contact info

↓

Student provides E-Reserve with list of required readings

↓

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   Only this user can't
                          access this e-Resource
   │                            │
   ▼                            ▼
Assign call to IS L&UC E   Assign call to IS US
Resources                  Disability
   │                            │
   ▼              ┌─────────────┼─────────────────┐
IS L&UC Process   ▼             ▼                 ▼
           e-Resource can be   e-Resource can be   e-Resource cannot be
           read and user is    read and user is    read
           student             staff
                │                   │                  │
                ▼                   ▼                  ▼
           Advise how to read   Advise how to read   Issue statement and
           e-Resource and       e-Resource and       assign call to IS L&UC E
           refer to SDS         refer to line        Resources
                                manager
```

Processes by Team

- 🟨 SDS
- 🟪 ISG (Helpline, Helpdesk, ASL)
- ⬛ E-Reserve Team
- 🟧 Disability Computing Support
- 🟦 E-Resources Team