

Alternative Formats guidance for staff

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# **Introduction**

* This document outlines the roles played by key teams and departments at the University of Kent in the provision of alternative formats for students with print disabilities:

A print-disabled person is anyone for whom a visual, cognitive or physical disability hinders the ability to read print. This includes all visual impairments, dyslexia, and any physical disabilities that prevent the handling of a physical copy of a print publication.

(Copyright Licencing Agency, 2011).

* This definition has been extended by section 31F (2) of the Copyright and Rights in Performances (Disability) Regulations 2014:

“Disabled person” means a person who has a physical or mental impairment which prevents the person from enjoying a copyright work to the same degree as a person who does not have that impairment, and “disability” is to be construed accordingly.

Any individual who falls under the above definition may be eligible for access to the alternative formats service.

* This process only applies to materials on reading lists and for research e.g. assignments and does not cover lecture and seminar handouts/slides etc. Standard materials for teaching and learning should be provided in accessible formats by academic schools directly using the [guidance provided.](https://www.kent.ac.uk/studentsupport/accessibility/accessible-resources.html)
* If you need any help or advice about creating or accessing materials in alternative formats please email opera@kent.ac.uk.

# **Copyright**

* You can make an accessible copy if you own the copyright (e.g. it's your own work), have permission from the copyright holder, if the [copyright has expired](https://www.kent.ac.uk/is/copyright/?tab=using-copyright-works), or if it's for someone with a print disability. If so you need to agree that:
	+ the copy won't be shared with others.
	+ you can't find a commercially available version in an appropriate format.
	+ you abide by the [Copyright, Designs and Patents Act, 1988, Section 31A (Disabled persons: copies of works for personal use).](http://www.legislation.gov.uk/uksi/2014/1384/regulation/2/made)

For further copyright advice please contact: copyright@kent.ac.uk

Guidance on copyright [exceptions for disability](http://copyrightuser.org/topics/disability/) and the [University copyright policy](https://www.kent.ac.uk/is/copyright/).

Please also see the disclaimer to be sent with all accessible material sourced.

## **Student Support and Wellbeing (Advisers and Alternative Formats team)**

1. Assign alternative format category e.g. 1, 2, 3 using *Alternative Formats category* table (below) and clearly indicate on student’s Inclusive Learning Plan (ILP) (wherever possible the earliest possible notification should also be given to the Student Support and Wellbeing (SSW) Alternative Formats team, library, and student support teams in academic schools in order that alternative formats processes can begin (possibly even before the ILP is fully agreed)).
2. Contact the Alternative Formats team via email: opera@kent.ac.uk (giving contact information for the student) who will arrange for a 1-2-1 meeting with students in categories 1,2 and 3 to further understand their format requirements and training need. Students in all alternative format categories should be invited to self-support training[[1]](#footnote-1) in the use of assistive technologies and scanning methods with the aim of achieving self-sufficiency.

| **Alternative format category** | **Example of need** | **Items which can be requested** | **Formats student can expect to receive** |
| --- | --- | --- | --- |
| **1** | Blind/severe visual impairment – requiring screen reading software.Cannot access materials in any other form except electronic and will be using screen reading software. | * Core (must read).
* Recommended (should read).
* Background (on student request).[[2]](#footnote-2)
 | * Accessible commercial eBook.
* [CLA Scan](https://www.kent.ac.uk/library/staff/cla.html) via Moodle.[[3]](#footnote-3)
* Accessible Word/PDF files via RNIB Bookshare/publisher request.[[4]](#footnote-4)
* SSW in-house scan (accessible Word/PDF).
 |
| **2** | Minor visual impairment – use text to speech and magnification.Severe Specific Learning Difficulties (SpLDs).Need information in electronic format to aid access but is able to access some print.Need assistance to select most relevant texts from reading list. | * Core (must read).
* Recommended (on student request).
* Background (on student request).
 | * Accessible commercial eBook.
* [CLA Scan](https://www.kent.ac.uk/library/staff/cla.html) via Moodle.
* Accessible Word/PDF files via RNIB Bookshare/publisher request.
* SSW in-house scan (accessible Word/PDF).
 |
| **3** | Mobility - physical issues with carrying and handling books though can use some limited print.Asperger syndrome, Medical, SpLDs – unable to read large amounts of print so need to supplement with electronic. | * Core (on student request).
* Recommended (on student request).
* Background (on student request).
 | * Accessible commercial eBook.
* [CLA Scan](https://www.kent.ac.uk/library/staff/cla.html) via Moodle.
* Accessible Word/PDF files via RNIB Bookshare/publisher request.
* SSW in-house scan (accessible Word/PDF).
* Preference for self-support through training/guidance (see [Student (Self-support).](#_Student_(Self-Support)_1)
 |

1. Alternative Formats team contact schools to advise of presence of students with print disabilities on particular modules and requirement for module conveners to publish lists in accordance with the school’s guidance in this document.

Dear [academic member of staff name]

I am supporting a student with a print disability who is taking the module [enter module code].

As part of this support, the library and I are sourcing electronic copies of the texts from the module's reading list. The library will only procure texts from lists that have been published via the [Reading List system (TALIS)](https://www.kent.ac.uk/guides/reading-list-support-for-academic-staff); they do not have access to module handbooks on Moodle therefore it is essential that correct and updated reading lists are published through this channel. Ensuring the library holds the relevant reading material is vital to student satisfaction and results in the maintenance of the Teaching Excellence Framework (TEF) for all students, not just those with Inclusive Learning Plans, and will make it much easier for schools to continue to work to meet the guidelines for [Kent Inclusive Practices (KIPs](http://www.kent.ac.uk/kips)).

Once your list is up to date please either re-publish your list or request a review via the edit page and send an email to sla-contact@kent.ac.uk advising that a reading list for student with a print disability has been published (giving the module code) so that the list can be highlighted for accessibility review and the alternative formats process initiated. The example email wording below can be used:

Dear Senior Library Assistants,

Please prioritise the recently published [insert module code] reading list for accessibility review.

Many thanks,

[Module staff name]

If you require assistance with publishing your reading lists or requesting a review in TALIS, please see the online guidance or contact readinglisthelp@kent.ac.uk.

The full alternative formats process is available on our [Alternative Formats web pages.](http://www.kent.ac.uk/formats)

Many thanks for your assistance,

Kind regards,

Alternative Formats Team

1. Alternative Formats team check module details in the [module catalogue](https://www.kent.ac.uk/courses/modules) and add the following details to the Alternative Formats spreadsheet: Module location, term dates e.g., Autumn and Spring, and the details of the convenor.
2. Alternative Formats team to contact all students in all categories to advise of the steps they will need to take to access materials in alternative formats (see [Student (Self-Support)](#_Student_(Self-Support)) section of this guide and [alternative formats pages](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html)).

## **Academic school**

* This document outlines the roles played by key teams and departments at the University of Kent in the provision of alternative formats for students with print disabilities:

A print-disabled person is anyone for whom a visual, cognitive or physical disability hinders the ability to read print. This includes all visual impairments, dyslexia, and any physical disabilities that prevent the handling of a physical copy of a print publication. (Copyright Licencing Agency, 2011).

* This process only applies to materials on reading lists and for research e.g. assignments and does not cover lecture and seminar handouts/slides etc. Standard materials for teaching and learning should be provided in accessible formats by academic schools directly using the [guidance provided.](https://www.kent.ac.uk/studentsupport/accessibility/accessible-resources.html)
* If you need any help or advice about creating or accessing materials in alternative formats please email opera@kent.ac.uk.
* The Schools Student Support Officer (or equivalent) to liaise with Alternative Formats team (email: opera@kent.ac.uk) to confirm what **students with print disabilities[[5]](#footnote-5)** have applied/registered to be on school modules and send a full list of modules choices for each student to the Alternative Formats team (copying in the relevant conveners and lecturers and providing them with a link to the [alternative](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html) formats guidance).
* Consult the following guidance to raise awareness of inclusive approaches to learning and teaching:
	+ [Kent Inclusive Practices (KIPs)](https://www.kent.ac.uk/studentsupport/accessibility/inclusive-practice.html).
	+ [Creating accessible documents and presentations](https://www.kent.ac.uk/studentsupport/accessibility/accessible-resources.html).
	+ [Productivity (assistive technology) tools](http://www.kent.ac.uk/itservices/productivity/index.html).
	+ [Alternative formats](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html).
* Module convenors (or their representatives) for each of the modules identified should now do the following:
	+ Update[[6]](#footnote-6) the module [reading list](https://www.kent.ac.uk/library/staff/readinglists.html) on the [readinglists@kent system](http://resourcelists.kent.ac.uk/index.html) with a clearly prioritised[[7]](#footnote-7) indication of the core (must read), recommended (should read) and background (could read) items for each week - sufficiently in advance (e.g. at least 4 weeks) to accommodate the provision of [alternative formats](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html).
		- If only one chapter of the book is required please apply for a [CLA scan request](https://www.kent.ac.uk/library/staff/cla.html) directly. If the whole book is required, please ensure that the title is clearly marked on the reading list for the module as above.
		- Where a reading list includes journal articles please ensure they are available via existing Kent electronic subscriptions **or** are accessible on Moodle via the [CLA scan request](https://www.kent.ac.uk/library/staff/cla.html) process.[[8]](#footnote-8) **Journal article availability will not be checked during this process.**
	+ Now click [publish](https://www.kent.ac.uk/library/teaching/readinglists.html) or request a review to alert library staff to the revised status of your list and then send an email to sla-contact@kent.ac.uk (Medway convenors should email: dhl-edi@gre.ac.uk) advising that a reading list for a student with a print disability has been published (giving the module code) so that the list can be highlighted for accessibility review and the alternative formats process initiated.[[9]](#footnote-9)The example email wording below can be used:

Dear Senior Library Assistants,

Please prioritise the recently published [insert module code] reading list for accessibility review.

Many thanks,

[Module staff name]

**What happens next?**

* The library will check commercial eBook availability for Core and Recommended items and purchase items not already held. Where commercial eBooks are not available, print copies will be purchased (where not already held) to facilitate SSW in-house scanning and publisher requests. Background titles will be sourced as eBooks in consultation with the relevant school.
* The library will notify Alternative Formats team (email: opera@kent.ac.uk) who will scan the text for any materials not available as a commercial eBook, [RNIB Bookshare/direct publisher](https://www.rnibbookshare.org/cms/) request or where a [CLA scan](https://www.kent.ac.uk/library/staff/cla.html) cannot satisfy the request.[[10]](#footnote-10)

## **Library**

* Please note that the Library will only check resources that are delivered in the official [readinglists@kent system](http://resourcelists.kent.ac.uk/index.html).
* Library checks sla-contact@kent.ac.uk (dhl-edi@gre.ac.uk for Medway) for an [alert from academic school](#Academic) to the presence of reading list for a student with print disability via readinglists@kent.
* The library will check commercial eBook availability for Core and Recommended items and purchase items not already held. Where commercial eBooks are not available, print copies will be purchased (where not already held) to facilitate SSW in-house scanning and publisher requests. Background titles will be sourced as eBooks in consultation with the relevant school.
* All available and newly purchased eBooks will be linked to the reading list prior to completion.
	+ In the event that the list is so large that the total exceeds the school guidelines we need to contact the subject librarian to discuss with the school.
* Library completes the reading list review as normal.
* If no eBook commercially available:
	+ Advise school to make a [CLA scan request](https://www.kent.ac.uk/library/staff/cla.html).
	+ Check catalogue for print holdings. It is a requirement of many publishers using [RNIB](https://www.load2learn.org/cms) Bookshare that the library owns a copy of the title.
	+ If no print copies available, place an order as soon as possible.
* After available eBooks have been linked to the reading list, an annotated list of items **not available** as eBook[[11]](#footnote-11) will be sent to Alternative Formats team (email: opera@kent.ac.uk) with the following information:
	+ Link to the relevant module reading list on readinglists@kent.
	+ Course code and title.
	+ Book title.
	+ ISBN.
	+ Notes.
	+ Publisher.
	+ Library holdings/order status.
* Alternative Formats team will make [RNIB Bookshare (previously Load2Learn)/direct publisher](https://www.rnibbookshare.org/cms/) requests and/or scan any materials not available as commercial eBooks, RNIB Bookshare or where a [CLA scan](https://www.kent.ac.uk/library/staff/cla.html) cannot satisfy requests.

## **Student Support and Wellbeing (Alternative Formats team)**

* Alternative Formats team will make [RNIB Bookshare (previously Load2Learn)/direct publisher](https://www.rnibbookshare.org/cms/) requests and/or scan any materials not available as commercial eBooks, RNIB Bookshare or where a [CLA scan](https://www.kent.ac.uk/library/staff/cla.html) cannot satisfy requests.
* SSW will also be available to provide training to promote self-sufficiency and help with materials that are not on reading lists (e.g. broader research for independent assignments). These requests should be sent directly to the Alternative Formats team (email: opera@kent.ac.uk).
1. Check opera@kent.ac.uk for the presence of annotated list of items not available as eBook[[12]](#footnote-12).
2. Check the module page on [Moodle](http://moodle.kent.ac.uk/) to see if it has already been scanned and added to the course documentation.
	1. If Moodle based materials require further conversion (e.g. to editable Word document) advise the student to use the [Sensus Access](https://www.kent.ac.uk/library/accessibility/sensus.html) conversion tool available on the university web pages.
3. Search the Internet (e.g. [Google](https://www.kent.ac.uk/studentsupport/accessibility/www.google.co.uk), [Google Scholar](https://scholar.google.co.uk/), [Google Books](https://books.google.co.uk/)) to see if the resource is available.
4. Check [RNIB Bookshare (previously Load2Learn)](https://www.rnibbookshare.org/cms/). If available, go to 8.
5. If the item is not available via RNIB Bookshare (previously Load2Learn) submit a [request](https://www.load2learn.org/bookRequest).
6. For some titles, it may be necessary to [contact the publisher directly.](https://www.load2learn.org/cms/publishers-contact-directly)

Below is an example template to use if the publisher does not provide a standard form for requests:

**Template letter to publisher**

Dear Sir/Madam

Please send an accessible electronic version of the following:

* Author
* Year of Publication
* Title
* ISBN

This file is for a student with a print disability at the University of Kent. Access to this text is required for their [insert name of school] programme which they will complete in 20xx.

We already hold a copy of this title in our library.

We appreciate your assistance and I look forward to your reply.

1. Having exhausted all steps above it may now be required to create an in-house Optical Character Recognition (OCR) scan of the item.
	1. Obtain print copy to be scanned (either from the library or from academic staff).
	2. Scan relevant material either using:
		1. AbbyyFineReader.
		2. Or follow the Scanning a document so that you can hear it being read aloud guidance on the [alternative formats](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html) web page.
	3. As a minimum check resulting scans for the following:
		1. Proofread.
		2. Add chapter headings, page numbers and table of contents – larger works may need saving as individual files/chapters.
		3. Add a description of images (may need school to help with this).
		4. Check tables for accuracy and reformat if required.
		5. Check footnotes + superscript text e.g. numbers are correct and in order.
		6. Check equations/notation and reformat where required.
		7. Make sure the front and back covers are included in the scan.
		8. Save the document.
2. Record all items on the Alternative Formats spreadsheet – item details, author, title, ISBN/ISSN, details of scan e.g. page numbers, format and date of delivery to the student. Record alternative formats submissions from student volunteers and Educational Support Assistants (ESA).
3. Save the file and include: **module code and author surname** in the file name e.g. **MA022Matthews.**

**Sending files to students**

**RNIB Bookshare files**, ensure the student has a member account and alert the student that the resource can be downloaded directly.

The example email wording below can be used:

We have set up an account for you on [RNIB Bookshare](https://www.rnibbookshare.org/cms/). This is a platform where accessible textbooks can be accessed using the instructions below. By accessing this account you agree that these resources are only to be used for your own educational, non-commercial purposes and you will not share them with anyone else.

**Instructions for logging in to RNIB Bookshare :**

* Go to [RNIB Bookshare](https://www.rnibbookshare.org/cms/)
* Login with the username and password supplied by Alternative Formats team.
* Search for the title/ISBN of the book you require within RNIB Bookshare and follow the instructions to access it.
* If you would like help accessing RNIB Bookshare please [contact us.](https://www.kent.ac.uk/studentsupport/accessibility/accessibility-feedback.html)

This accessible copy has been provided to you by University of Kent under Licence from the publisher and provisions in the Copyright, Designs and Patents Act 1988: <https://www.gov.uk/exceptions-to-copyright#helping-disabled-people>

* The use of this material is for your personal, non-commercial, educational purposes only.
* The copy is not to be distributed to any other person without the prior written consent of the publisher.
* You may only make alterations required for your own accessibility needs.
* By accepting this copy you agree to abide by the aforementioned conditions and UK Copyright Law.

Please also refer to the [alternative formats pages](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html) for access to other materials related to your studies.

All other content being provided (whether scanned in-house or received directly from publishers) should be delivered to the student with the following disclaimer:

Dear [student name]

Please find [attached/a link to] an accessible copy of [title of accessible resource]

Please read the terms of use outlined below before accessing the copy.

This accessible copy has been provided to you by University of Kent under Licence from the publisher and provisions in the Copyright, Designs and Patents Act 1988: <https://www.gov.uk/exceptions-to-copyright#helping-disabled-people>

This file has been provided under the following terms and conditions:

• The use of this material is for your personal, non-commercial, educational purposes only.
• The copy is not to be distributed to any other person without the prior written consent of the publisher.
• You may only make alterations required for your own accessibility needs.

By accepting this copy you agree to abide by the aforementioned conditions and UK Copyright Law.

Please also refer to the [alternative formats pages](https://www.kent.ac.uk/studentsupport/accessibility/alt-formats.html) for access to other materials related to your studies.

## **Student (Self-Support)**

**To find items on a reading list:**

* Check the reading list for the module by entering the module title or module code on the [readinglists@kent system](http://resourcelists.kent.ac.uk/index.html) or use the reading list link on the module page on [Moodle](http://moodle.kent.ac.uk/). Every reading list will give you an up to date view of all readings with links to electronic resources where available.
* Check the module page on [Moodle](http://moodle.kent.ac.uk/) to see if an item has already been scanned and added to the course documentation.
* Go to [RNIB Bookshare](https://www.rnibbookshare.org/cms/). This is a platform where we have requested accessible textbooks for you that will be stored on this platform and that you can access using the instructions below. Remember to keep looking at your RNIB Bookshare account as new titles are being added all the time. By accessing this account you agree that these resources are only to be used for your own educational, non-commercial purposes and you will not share them with anyone else:

**Instructions for using RNIB Bookshare :**

* + Go to [RNIB Bookshare](https://www.rnibbookshare.org/cms/)
	+ Login with the username and password supplied by Alternative Formats team.
	+ Search for the title/ISBN of the book you require within RNIB Bookshare and follow the instructions to access it.
	+ If you would like help accessing RNIB Bookshare please [contact us.](https://www.kent.ac.uk/studentsupport/accessibility/accessibility-feedback.html)
* For some of your materials we may have gone directly to publishers for files. These files will be emailed to you when we receive them or we may ask you to pop in so that we can pass them to you securely on a USB drive (where the files are too large to email). If anything is really urgent, please let us know as soon as possible so we can prioritise these items.
* Search the Internet (e.g. [Google](https://www.google.co.uk/), [Google Scholar](https://scholar.google.co.uk/), [Google Books](https://books.google.co.uk/)) to see if the resource is available.
* When you find the resource you need online, remember you can convert it to a more accessible format using [Sensus Access.](https://www.kent.ac.uk/library/accessibility/sensus.html)

**To find specific items (non-reading list research):**

* Check [LibrarySearch.](https://librarysearch.kent.ac.uk/client/en_GB/kent/)
	+ Enter the title of the book or the search terms e.g. ‘social work’ (leaving the default filter options as **Everything**).
	+ This will present a list of all electronic and physical resources, e.g. journals, books, web pages etc.
	+ To filter results to only those available electronically, select **Full Text from** the right hand menu under the **Limit by** heading.
	+ To refine the list by resource type you can select e.g. **journals** or **books** on the right hand menu under the **Source Type** heading.
* When you find the resource you need online, remember you can convert it to a more accessible format using [Sensus Access.](https://www.kent.ac.uk/library/accessibility/sensus.html)

**If you cannot get access to the resource through the above steps, try the following:**

* Request it as an electronic resource through the [document delivery service](https://www.kent.ac.uk/library/support/forms/document-delivery/):
	+ Guidance on accessing the digital document delivery file can be found on the [document delivery web pages (Digital Delivery)](http://www.kent.ac.uk/library/templeman/services/documentdelivery/index.html)
* Check [LibrarySearch](https://www.kent.ac.uk/library/) to see if it is available as a print copy and create an electronic copy by scanning it using the processes outlined below.
* When you find the resource you need online, remember you can convert it to a more accessible format using [Sensus Access.](https://www.kent.ac.uk/library/accessibility/sensus.html)

**More help**

* If you would like help producing accessible formats please [contact us.](https://www.kent.ac.uk/studentsupport/accessibility/accessibility-feedback.html)
* More information about finding, creating and accessing resources is available on our web pages:
	+ [Accessibility](http://www.kent.ac.uk/accessibility) at Kent.
	+ [Alternative formats](https://www.kent.ac.uk/formats).
	+ [Productivity tools](http://www.kent.ac.uk/tools).
1. This is the primary method of support for students in alternative format category 3. [↑](#footnote-ref-1)
2. Categories used on the readinglists@kent system have been used: Core (must read), Recommended (should read), Background (could read). This allows us to prioritise items. [↑](#footnote-ref-2)
3. Online resources can be self-sufficiently converted to more accessible formats using [Sensus Access](https://www.kent.ac.uk/library/accessibility/sensus.html). [↑](#footnote-ref-3)
4. Where files received from publishers are not fully accessible or conversion to Microsoft Word or other formats is required SSW will provide staffing to perform reformat e.g.: page numbers, font styles, headings, contents pages, image description and audio conversion and support for students to acquire skills to be [self-sufficient](#Student). [↑](#footnote-ref-4)
5. This process only applies to materials on reading lists and for research e.g. assignments and does not cover lecture and seminar handouts/slides etc. Standard materials for teaching and learning should be provided directly by academic schools using the [guidance provided.](https://www.kent.ac.uk/studentsupport/accessibility/accessible-resources.html) [↑](#footnote-ref-5)
6. Where a module convenor is unable (due to long term leave e.g. study/research leave) to meet the advanced deadline for reading list publication we may need to refer to the reading list from the previous academic year and request that the convenor makes only very limited changes to the module on their return and only requests new material that is already available electronically. [↑](#footnote-ref-6)
7. **Benefits** - all students are able to manage their time more effectively by focusing on most important readings first (improved satisfaction); Student Support and Wellbeing are able to prioritise the delivery of alternative formats (e.g. Braille) for students with print disabilities; Information Services can order strategically to ensure correct quantities of library holdings based on importance making more effective use of Departmental Monetary Funds (DMF). [↑](#footnote-ref-7)
8. Online resources can be self-sufficiently converted to more accessible formats using [Sensus Access](https://www.kent.ac.uk/library/accessibility/file-conversion.html). [↑](#footnote-ref-8)
9. If your reading list only contains journal articles (i.e. no books that require library provision) you do not need to email the library to alert them to your published list. However, please ensure all journal articles are available via existing Kent electronic subscriptions or are accessible on Moodle via the CLA scan request process as journal article availability will not be checked during this process. Online resources can be self-sufficiently converted to more accessible formats using [Sensus Access](https://www.kent.ac.uk/library/accessibility/sensus.html). [↑](#footnote-ref-9)
10. Where necessary the Alternative Formats team may contact you for help locating a copy for scanning or advice about [technical image description](https://www.kent.ac.uk/studentsupport/accessibility/accessible-resources.html). [↑](#footnote-ref-10)
11. All items not on the annotated list sent to Alternative Formats team by library staff will have been purchased as commercial eBooks. [↑](#footnote-ref-11)
12. All items not on the annotated list sent to Alternative Formats team by library staff will have been purchased as commercial eBooks. [↑](#footnote-ref-12)