

Transcript What support does the OU Library offer disabled students?

The library provides a number of different services to help you with your studies. To find out more about these go to the Library website select the 'Help and Support' tab and then follow the 'Disabled User Support' link.

Services include: converting inaccessible articles and book chapters, support for literature searching, and SensusAccess which enables print disabled students to convert material into a different format themselves.

Go to the library webpage and click on the 'Help and Support' tab at the top of the screen. Then click on the 'Disabled User Support' link and then click on 'Convert a file with SensusAccess'. Scroll to the bottom of the page where you'll see an option to start uploading your file.

If you ever need additional support you can contact the library helpdesk which is available weekdays 9-5 and provides access to an out of hours webchat service. Helpdesk colleagues will be able to help you with general enquiries, but if your query is more specific it will usually be passed to a specialist.

Previous students have found the helpdesk to be an invaluable source of support during their studies.