

**From:** Freedom of Information

**Sent:** 10 August 2020 15:39

**To:**

**Subject:** Freedom of Information Response (Our Ref: K/20/278)

Dear

### **Freedom of Information Response (Our Ref: K/20/278)**

Thank you for your Freedom of Information (FOI) request dated 23 July 2020, reference K/20/278.

Your request read:

“Students have been notified that the DawsonEra company has gone into administration. When a new service is commissioned will the needs of disabled students be considered?”

Has the library the following when choosing a new platform -text to speech software compatibility -ability to change font style -ability to change text colour -data package size when downloading books for students without access to broadband?”

The University of Leeds holds some information relevant to your request.

We are limited to which services we can use in provisioning e-books for use in higher education. Accessibility is one of the considerations and all three of our remaining suppliers for single title e-books score highly on the Aspire audit of e-book accessibility. Supplier accessibility information is linked below:

- [ProQuest](#)
- [Askews & Holts](#)
- [EBSCO](#)

It may also help to note that the University of Leeds has a long-standing relationship with the RNIB to provide an on-campus transcription centre. This ensures accessibility in times where an accessible version isn't available via the library.

We hope this information is helpful. If you have any questions about this email, however, please do not hesitate to contact us on [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

If you are unhappy with the service you have received in relation to your request and wish to make a complaint or request a review of our decision, you can request an Internal Review. Requests for Internal Review should be made in writing using the following contact information:

Post: Mr D Wardle  
Deputy Secretary  
The University of Leeds  
Leeds

LS2 9JT

Email: [foi@leeds.ac.uk](mailto:foi@leeds.ac.uk)

Requests for Internal Review should be submitted within 40 working days of receiving the University's response to your request. Further information about how the University manages Freedom of Information requests and about our complaints procedure is also available on our website ([www.leeds.ac.uk](http://www.leeds.ac.uk)).

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. Generally, the ICO cannot make a decision unless you have exhausted the review/complaints procedure provided by the University. The Information Commissioner can be contacted at: Information Commissioner's Office, Wycliffe House, Water Lane, Wilmslow, Cheshire, SK9 5AF.

Kind regards

**Chloe Wilkins**  
Freedom of Information Officer

Secretariat  
University of Leeds