Interlibrary Loan Accessibility Resource Guide

The Resource Sharing Department at Mullins Library is committed to ensuring that all patrons have equitable access to various materials and services. This guide outlines the tools, accommodations, and support available when you request and receive interlibrary loan materials.

<u>Accessible ILL Services</u>

Alternative Format Requests
When submitting your ILL request, we can work with the lending libraries to provide accessible formats, including:

- OCR-enabled PDFs (screen reader compatible)- Please note that there are limitations to OCR software for non-English documents, or low quality scans. For additional assistance under those circumstances you can contact the Center for Educational Access https://cea.uark.edu/resources/software/ for other options when ILL cannot meet accessibility needs

- Large-print or high-contrast print versions

- Extended loan periods or flexible pickup options for accessibility needs.

How to Request

- In the "Notes" field of your ILL request, please indicate your accessibility need (e.g., "large-print copy needed", "screen-reader friendly PDF requested").

- You may also stop by the Resource Sharing Office to speak to staff directly: In Room 212, of Mullins Library. Located directly across from the Information desk.

- Contact us by email at ILLinfo@uark.edu or by phone at (479)575-5311 to inquire about your accessibility needs.

Pickup & Delivery Accommodations

Items can be picked up in the Resource Sharing Office if it is noted on your pickup notification or if it is in library use only. Items can also be picked up from the pick-up lockers located across from the Information Desk on the second floor of Mullins Library.

- If retrieving materials is difficult due to mobility limitations, please indicate this in your request or contact us to arrange:

  - Pick-from our office, or the help desk

- o Mailing (for eligible patrons, e.g., online students living off-campus, or health complications)
- If you would like extended loan periods or need more time to use the item, let us know and we can either renew the item, or request from another lender.

Accessible Technology & Tools

The University Libraries provide a range of adaptive technologies across Mullins Library, which can support ILL-materials use:

Tool / Service	Description	Location / How to Access
Screen-reader software (e.g., Read&Write, ReadSpeaker)	For patrons who benefit from auditory access to text	For more information on these resources you can go to the Center for Educational Access
Magnification / high-contrast display options	For patrons with low vision	Available on many workstation monitors; ask at Help Desk.
Scanning / OCR equipment	To convert print materials into accessible digital formats	Items scanned in the Resource Sharing Office adhere to OCR standards.*Please note there are limitations with OCR software due to low quality scans and non-English documents. Contact Center for Educational Access for more options under those circumstances.
Assistance from Library Staff	Staff trained to assist patrons in accessing materials, navigating forms, and coordinating accommodations	Contact User Services or Resource Sharing.

Support for Neurodiverse and Learning-Diverse Patrons

- Mullins library has very flexible hours of operation that make it easy to pick up and drop-off materials during reduced waiting times or high-traffic retrieval times. For drop-off you are welcome to stop by our office, the Information Desk, or drop it in

the return boxes outside of our entrances. For more information on Hours of operation click [here](#).

- We send out reminders via email to let you know when and where to pick up items and when your items are coming due. If you need more time to use these materials, you can contact us to arrange for a renewal(if allowed) or return the item to us, and we can request it from another lender.