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International Group of Ex Libris Users

In Depth: Accessibility

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The power of the Web is in its universality. Access by everyone, regardless of disability, is an essential aspect

– Tim Berners-Lee,
W3C Director and inventor of the World Wide Web

Web Accessibility in Higher Education

Laws
- US State-level legislation (e.g., WA, CA, TX)
- UK Regulations for Public Sector websites (2018)
- European Accessibility Act (Directive (EU) 2019/882)

Evolving Standards and Best Practices
- WCAG 2.2 (expected Q4 2023)
- EN 301 549
- UN Sustainability Goals for Quality Education

Institutions
- Procurement policies
- Office of Inclusion
- Libraries asked to create long term plans for improving accessibility

Litigation
- Cases and settlements involving libraries and universities
- EAA allows lawsuits

What is Web Accessibility?

The inclusive practice of ensuring there are no barriers that prevent interaction with websites

Visual	Motor/Mobility	Auditory	Sensory	Cognitive and Intellectual
Visual impairments including: Blindness Low vision and poor eyesight Color blindness	Difficulty or inability to use the hands Tremors Loss of fine muscle control	Deafness Hearing impairments Partial hearing loss	Reactions (seizures) to visual strobe or flashing effects Autism spectrum related sensitivity (noise, light, touch)	Developmental disabilities Learning difficulties Cognitive disabilities

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What are Assistive Technologies?

Tools, software and browser plugins that help differently-abled individuals use the web

Visual	Motor/Mobility	Auditory	Sensory	Cognitive and Intellectual
Screen readers	Adapted keyboards and overlays	Closed captions	Augmentative and alternative communication	Text and contrast adjustment
Braille keyboards and printers	Mouse/touch	Real time transcription		Text to speech readers
Keyboard only navigation	Speech recognition	Sign language video		
Screen magnifiers				
Text and contrast adjustment				

Accessibility Acronyms

EAA

European Accessibility Act

Standardizes the requirements for accessible products and services and aims to eliminate barriers to those products and services.   Sets a framework for seeking legal action.

EN 301 549

Harmonized European Standard on Web Accessibility

European standard of Accessibility defining how to meet minimum requirements of EU Directive 2016/2102.

Adopts latest version of WCAG.

WCAG

Web Content Accessibility Guidelines (WCAG)

Recommendations from the W3C for making web sites accessible.

The most recent version of the standards is WCAG 2.2.

A/AA/AAA

Compliance levels of WCAG

AAA is the highest standard.

AA is a moderate standard and the target accessibility level for most organizations.

A is the basic standard.

What's New in WCAG 2.2

1 criteria removed	9 new criteria	*2.4.7 Focus Visible* now level A

Standard	Minimum (Level AA)	Enhanced (Level AAA)
2.4.11 Focus Not Obscured	Keyboard focus is at least partially visible.	Keyboard focus is fully visible.
2.4.13 Focus Appearance		Focus indicator is sufficient size and contrast.
2.5.7 Dragging Movements	Provide a simple pointer alternative for dragging actions.	
2.5.8 Target Size	24×24 CSS pixel minimum or sufficient spacing around them.	
3.2.6 Consistent Help (Level A)	Help is in a consistent location.	
3.3.7 Redundant Entry (Level A)	Don't ask for the same information twice in the same session.	
3.3.8 Accessible Authentication	Don't make people solve, recall, or transcribe something to log in.	Don't make people recognize objects or user-supplied images and media to login.

Source: https://www.w3.org/WAI/standards-guidelines/wcag/new-in-22/

Accessibility Acronyms Continued

VPAT

Voluntary Product Accessibility Template

Template to document how well a web application or site supports accessibility criteria based on WCAG and Section 508 of the ADA.

ACR

Accessibility Conformance Report

Completed VPAT

Should indicate how compliance level was verified.
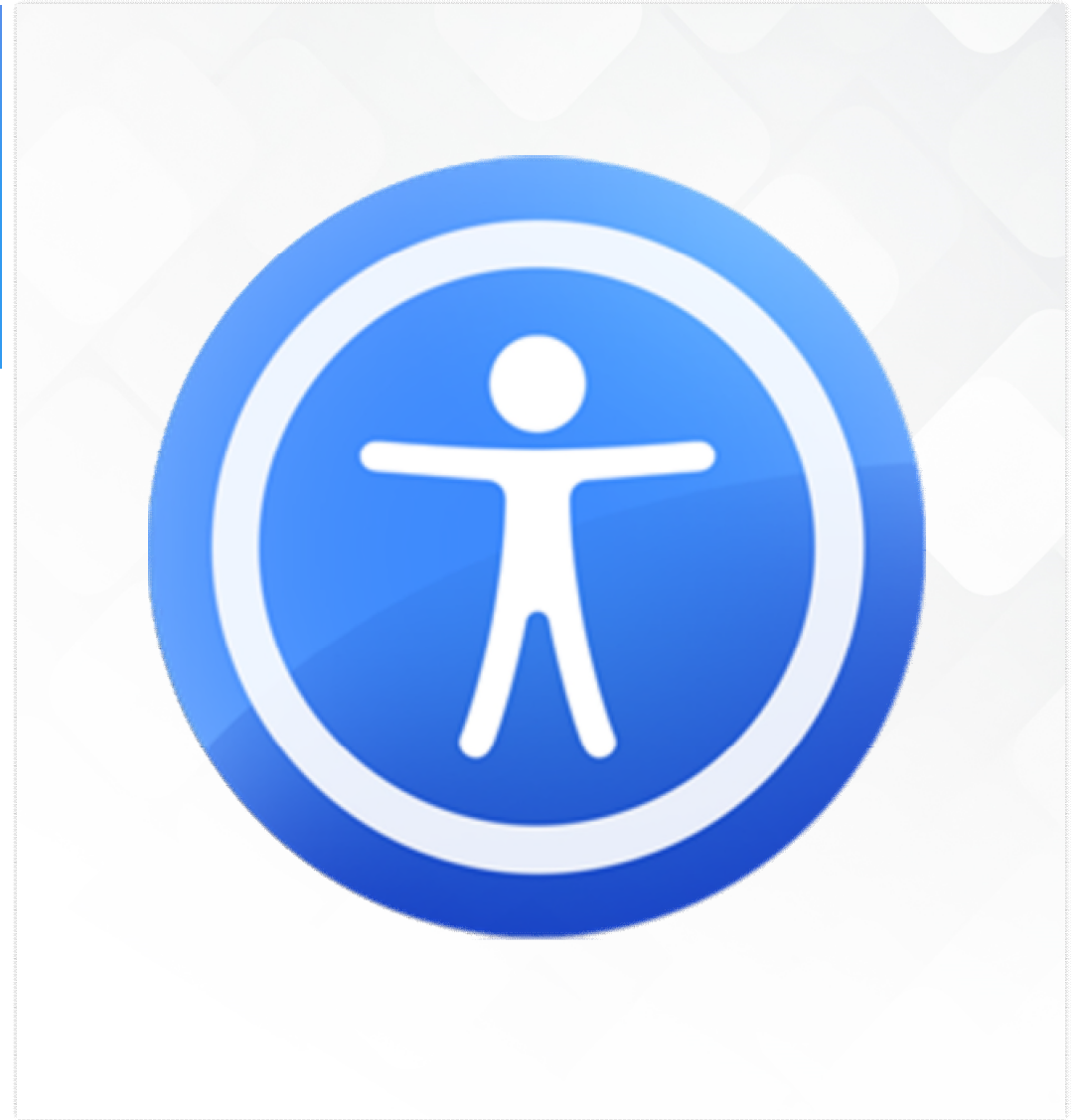
How we approach accessibility

Accessibility Conformance Reports (VPATs)

User-Centered Accessibility Statements

Available in the Ex Libris Knowledge Center. Process for regular review and updating.
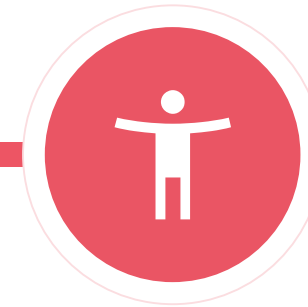
Linked from product footer. Written for users of assistive technology. Also addresses specific requirements for UK and EU accessibility legislation.

https://knowledge.exlibrisgroup.com/Cross-Product/Security/Policies/Accessibility

Sample Accessibility Statement

Clarivate
Accessibility Council

Ongoing
Accessibility by Design
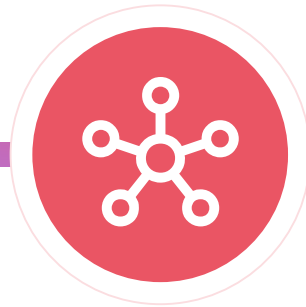
Provides cross-functional direction and support; shares best practice tools and resources and increases organisational capabilities.

Members from UX, Product Management, Technology, Content, Legal and Tech Support.

Improving product development processes and capabilities.

Continuous effort.

Accessibility by Design as a Continuous Effort

Engagement and Understand users

In August we hosted a lecture by Orly Tal, a blind developer

Continuous Accessibility Improvement Efforts

○ Develop internal expertise
(e.g. 5 individuals with IAAP* Web Accessibility Specialist certification)

○ Annual accessibility training session

○ Improvement of internal workflows to assure accessibility
(Product, Development, QA)

○ Acquire technology assistance tools for testing

○ Improvement and addition of internal documentation and guides

* IAAP - **I**nternational **A**ssociation of **A**ccessibility **P**rofessionals

Accessibility in Numbers

Hundreds
of days invested in accessibility in 2022 and 2023

380+
Accessibility issues fixed in **2023**

3 Levels
Assessment to implement accessibility

95%
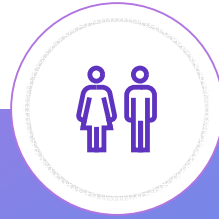of customer accessibility issues that comply with level A and AA* are on the roadmap

*According to Web Content Accessibility Guidelines (WCAG)

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Accessibility Roadmap

Internal checks

External third-party company assessment

Issues found by users

Accessible infrastructure by design to eliminate to minimum: color contrast, keyboard access, labeling and screen readers, text dictation, and more

An annual audit by a third-party leading-in-its-field compliance company

Level A and AA issues are prioritized and added to roadmap

What Comes Next?

○ Many accessibility issues fixed for November 2023 Alma Release

○ Continue improving product accessibility

○ Ongoing effort for accessibility learning and training

○ Update Alma VPAT is planned for early 2024

○ Apply WCAG 2.2 Level AA in 2024

Key Takeaways

○ Web Accessibility removes barriers that prevent interaction with websites.

○ Accessibility is important for everyone. It assists with temporary or permanent impairment.

○ Accessibility standards (WCAG)

○ Ex Libris invest great efforts to understand users' needs and create accessible products

○ Your collaboration is part of our mutual success!

Thank You!

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