University of Oregon Libraries

Accessibility of UO Libraries' Services and Systems

Date: August 30, 2017

Accessibility Services

The UO Libraries provides a public statement, https://library.uoregon.edu/library-accessibility, about accessibility services offered by the library.

Announcements about public events sponsored by the library include this statement:

> This event is free and open to the public. Accommodations for people with disabilities will be provided if requested in advance by calling 541-346-3056, or email libadmin@uoregon.edu.

As a partner in the campus IT Charter, the library supports the principle of accessibility, as shown in the statement below:

> Accessibility: Units will conduct accessibility testing and provide accessibility-related solutions for applications, websites, and other interfaces as appropriate in respective domains.

Library Web site (library.uoregon.edu)

The UO Libraries has worked actively for many years to provide an accessible website in compliance with contemporary web standards. Section 508 compliance was a critical criterion when the library selected its first content management system or CMS (Sitellite, 2005) and in subsequent selection and migration to the Drupal CMS. During development cycles, the library's web team has designed and tested for accessibility, recruiting student and faculty adaptive technology users to test the site with authentic use cases. The campus adopted WCAG as a standard in 2012, and since that time the library has worked to ensure as much compliance with WCAG 2.0 as we can. Content on the Web site created prior to 2012 may not be fully compliant with current versions of WCAG. The library also allows many staff to add Web content, which also may not be fully compliant.

LibrarySearch (Primo)

As the library's primary discovery interface, LibrarySearch, using the Primo software from Ex Libris, complies with WCAG and section 508 guidelines. Ex Libris does say that there are some exceptions but does not itemize what the exceptions are.

(https://knowledge.exlibrisgroup.com/Primo/Product_Documentation/System_Administration_Guide/010System_Architecture/070Accessibility)

The library is in the process of implementing a new version of Primo, anticipating to go live with this version over winter intersession. Ex Libris says that the new Primo interface complies with WCAG 2.0 and section 508 standards with the August 2017 release. The August release has been installed in our environment.

(https://knowledge.exlibrisgroup.com/Primo/Product_Documentation/New_Primo_User_Interface/010Frequently_Asked_Questions#Accessibility)

Research Guides (LibGuides software from Springshare)

Springshare states - http://help.springshare.com/accessibility - that they are committed to accessibility and have passed the compliance tests for section 508.   They do note that compliance with accessibility is dependent on the content created by guide authors.

Electronic Resources (databases, journals, ebooks)

The UO Libraries typically asks to have the ARL (Association of Research Libraries) language* about accessibility added to license agreements. The success rate of this is likely low, but including this request in the negotiation helps us raise the issues with vendors. Some vendors have an accessibility clause already in their standard license agreements.

The library participates in many collaborative license agreements with the Orbis Cascade Alliance. Alliance staff are also working actively to get the ARL language included in as many license agreements as possible.

Many of the library's major vendors and digital-library platforms,** EBSCOHost, Gale Cengage, JSTOR, Proquest, Wiley and HathiTrust as examples, provide information about their accessibility standards on their Web sites. The library's HathiTrust membership allows us to provide downloads of complete digital books, whether in copyright or in the public domain, for UO library users who have print-related disabilities.

With the growth of streaming video services, vendors, such as Kanopy and Docuseek2, are working to insure that users with all types of abilities can easily access their content.

Digital Collections

The library creates many original digital collections, and this is one area that needs more attention to accessibility compliance.

- Scholars' Bank: an accessibility audit was completed on Scholars' Bank in early summer.   Library staff are now investigating how to correct as many of the issues that surfaced as possible.
- Oregon Digital: an accessibility audit of Oregon Digital has not been done, but this will likely be part of the process in migrating to a new version of the software running this collection. We will need to work closely with our Oregon Digital partners at the OSU Library to gain as much compliance as we can.
- Historic Oregon Newspapers: this collection has been recently migrated to a new software platform, ONI.   Library staff used this opportunity to improve accessibility using information from the A11Y Project, http://a11yproject.com/. There is still work to be done on this collection, but good progress has been made.

Canvas: Learning Management System

The Canvas Web site, https://community.canvaslms.com/docs/DOC-2061-accessibility-within-canvas, states that Canvas is committed to the Web accessibility initiative and section 508 guidelines.

WebAIM.org, a third party authority in web accessibility, evaluated the Canvas Learning Management System (LMS) in 2016 and certified it to be substantially conformant with Level A and Level AA of WCAG

2.0. The evaluation included a sample of system views, including calendars, quizzes, and communication tools. (Source: http://webaim.org/services/certification/canvas)

Please see separate attachment for more details about Canvas's accessibility.

Public Technology

Windows computers in the library, both academic workstations and Internet kiosks, offer standard Windows tools for accessibility – magnifier, narrator, on-screen keyboard, and speech recognition. Academic workstations, which are limited to use by current UO students, faculty, and staff, have ZoomText and Read OutLoud installed.

Academic workstations on Macs include standard accessibility tools as part of the operating system, including zoom, voice over, dictation, media captions, spoken descriptions and device control tools for users who have difficulty using mice or keyboards.

The library offers Bookeye and flatbed scanners to library users to scan print materials. These scanners include OCR capability so that scanned documents can be used with a screen reader.

Staff Training

Five library staff have participated in WebAIM training. Other library administrators and staff have participated in training and workshops related to provision of improved services and programs for people with disabilities.

ARL model language: Licensor shall comply with the Americans with Disabilities Act (ADA), by supporting assistive software or devices such as large-print interfaces, text-to-speech output, refreshable braille displays, voice-activated input, and alternate keyboard or pointer interfaces in a manner consistent with the Web Content Accessibility Guidelines published by the World Wide Web Consortium's Web Accessibility Initiative. Licensor shall provide Licensee current completed Voluntary Product Accessibility Template (VPAT) to detail compliance with the federal Section 508 standards. In the event that the Licensed Materials are not Accessibility compliant, the Licensee may demand that the Licensor promptly make modifications that will make the Licensed Materials Accessibility compliant; in addition, in such an event, the Licensee shall have right to modify or copy the Licensed Materials in order to make it useable for Authorized Users.

**Vendor statements about accessibility. Note this is not a comprehensive list of all library e-resource vendors.

- EBSCOHost: https://help.ebsco.com/interfaces/EBSCOhost/EBSCOhost_FAQs/EBSCOhost_comply_Web_Accessibility_Initiative
- JSTOR: https://about.jstor.org/accessibility/
- Gale Cengage: https://support.gale.com/technical/accessability_policy
- Proquest: http://www.proquest.com/company/ProQuest-ADA-Compliance.html
- Wiley: http://olabout.wiley.com/WileyCDA/Section/id-406157.html
- HathiTrust: https://www.hathitrust.org/accessibility
- Kanopy: https://www.kanopystreaming.com/blog/kanopys-accessibility-statement
- Doucseek2: https://docuseek2.wikispaces.com/Section+508+Compliance+Statement