



Striving for Accessibility in Library Services

Nazely Kurkjian

Coordinator of Disability, Diversity & Nontraditional Student Services
SUNY System Administration

Agenda

- ★ Introduction & Key Concepts
- ★ Legal Landscape
- ★ Overview of Access to Digital Information
- ★ Institutionalizing Inclusion within Your Organization
- ★ Questions & Discussion





Medical Model of Disability	Social Model of Disability
Impairment is focus	Environment is focus
Stigma often attached; “separate but equal”	Inclusive; identifying and removing barriers
Reactive: Wait for individual to identify and then provide accommodations	Proactive: Provide accessible environments to everyone

Every one has the right to
communicate as an individual

ONTARIO HUMAN RIGHTS CODE

Communications and Information
Standard under the Integrated
Accessibility Regulation
Dec 5, 2011 ONTARIO
City of St. Catharines



audience
active voice
short sentences
eliminate jargon

But... ALSO Good customer service!



MUST

Plain Language

ACCESSIBLE



Communication !

use
<style>



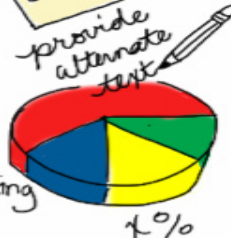
♥ white space

Align left

F choose wisely (12-14pt)

| # | Alpha |
|---|-------|
| 1 | a |
| 2 | b |
| 3 | c |
| 4 | d |
| 5 | e |

Use Tables for DATA not formatting



MUST provide ACCESSIBLE FORMATS

UPON REQUEST
IN A TIMELY MANNER
AT NO EXTRA COST

Accessible Communication.
It's the Law!; Giulia Forsythe



Definition: Accessible

“Accessible” means that individuals with disabilities are able to independently acquire the same information, engage in the same interactions, and enjoy the same services within the same timeframe as individuals without disabilities, with substantially equivalent ease of use.”

U.S. Department of Education, Office of Civil Rights Resolution Agreement at University of Montana (2014)



How Individuals with Disabilities Access Electronic Information

Assistive Technology (AT)

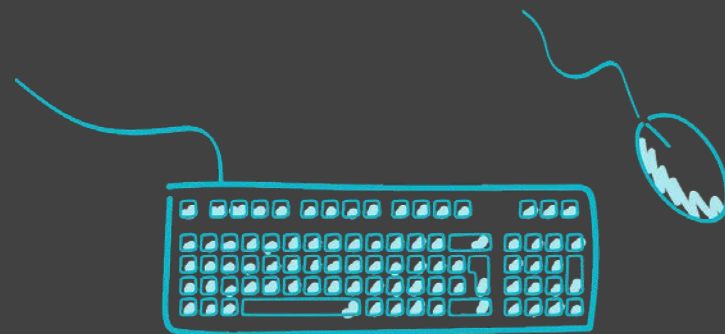
- Screen reader (text-to-speech & navigation)
- Assistive listening units

Alternative formats

- Readable, navigable electronic formats

Alternate methods

- Captioning
- Audio descriptions





External Resources

- ★ Learning Ally
- ★ Project Gutenberg
- ★ Bookshare
- ★ BARD (Braille and Audio Reading)





Disclaimer

These materials are provided for informational purposes only and are not to be construed as legal advice. You should seek independent or house counsel to resolve the individualized legal issues that you are responsible for addressing.

Further, any policy or procedure additions or revisions should be reviewed by your legal counsel prior to implementation.



Legal Landscape

- Rehabilitation Act of 1973
 - Section 504
 - Section 508
- Americans with Disabilities Act of 1990
 - Title II
 - Title III
- NYS IT Accessibility Policy
- Copyright Act
 - Chafee Amendment





Accommodations

Typically, libraries provide various accommodations based on requests.

The ADA requires institutions to provide reasonable accommodations but does not require actions that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

[The Association of Specialized and Cooperative Library Agencies](#)
[What is a reasonable accommodation? Jane Jarrow](#)



Relevant Legal Action

- ❖ Hathitrust
- ❖ Free Library of Philadelphia
- ❖ Sacramento Public Library
- ❖ University of Montana
- ❖ University of California, Berkeley
- ❖ Pennsylvania State University

[Report of the ARL Joint Task Force on Services to Patrons with Print Disabilities, Association of Research Libraries \(2012\)](#)



Technical Standards

Section 508

Web Content Accessibility Guidelines (WCAG)

WCAG 2.0 AA



Ensure

- ★ Graphic and video content is accessible to people who can't see it
- ★ Audio content is accessible to people who can't hear it
- ★ Electronic information and technologies can be controlled and manipulated by assistive technology
- ★ Information may be accessed remotely



Considerations



Websites

Forms

Documents (Word, PDF, EPUB)

Fonts

Color

Images, graphs, & tables

Presentations

Multimedia (videos, podcasts)

Third Party Products & Services





Hyperlinks

| Original Example | Problem | Corrected Example |
|---|--|---|
| Article 1 | Link titles are not descriptive of the underlying content. | Article: The College Where Students Can Minor in Craft Beer |
| http://www.theguardian.com/media/greenslade/2014/sep/12/coffee-south-carolina | The hyperlink is too long and not contextual. | Journalists Drink More Coffee than Anyone |
| Google search engine, click here | The link titles are not unique. | Google |



Color

Barrier

- Insufficient color contrast
- Using color to convey meaning alone

Accessibility Criteria

- Sufficient color contrast
- Text, graphics, and images are understandable when viewed without color



Images, Tables, Graphs

Barrier

- No description

Accessibility Criteria

- Add Alternate Text Description/Alt Tag

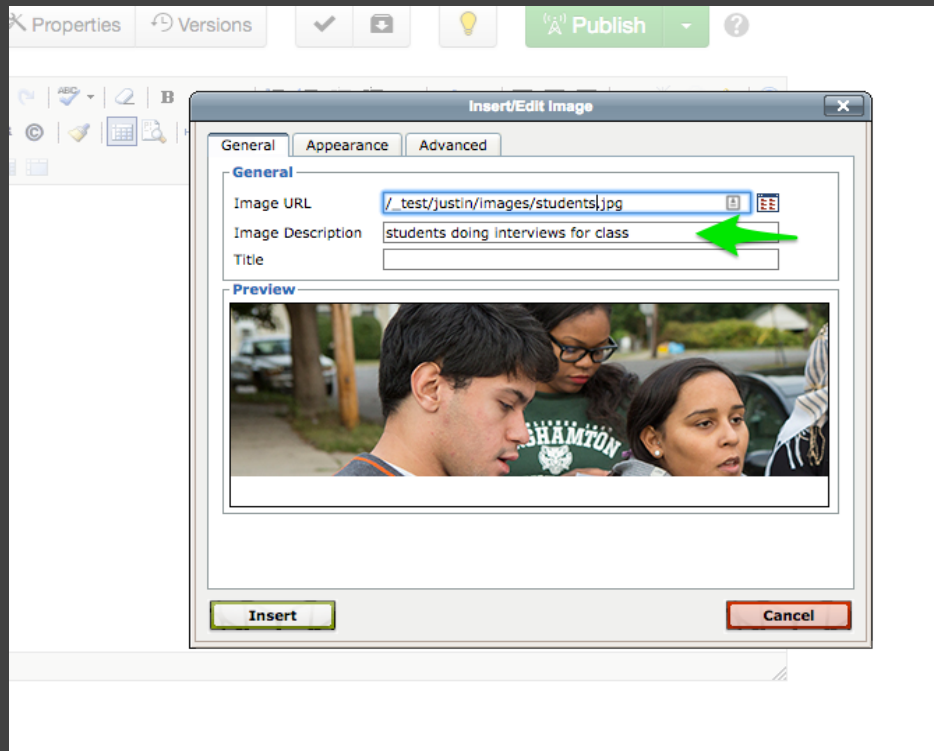
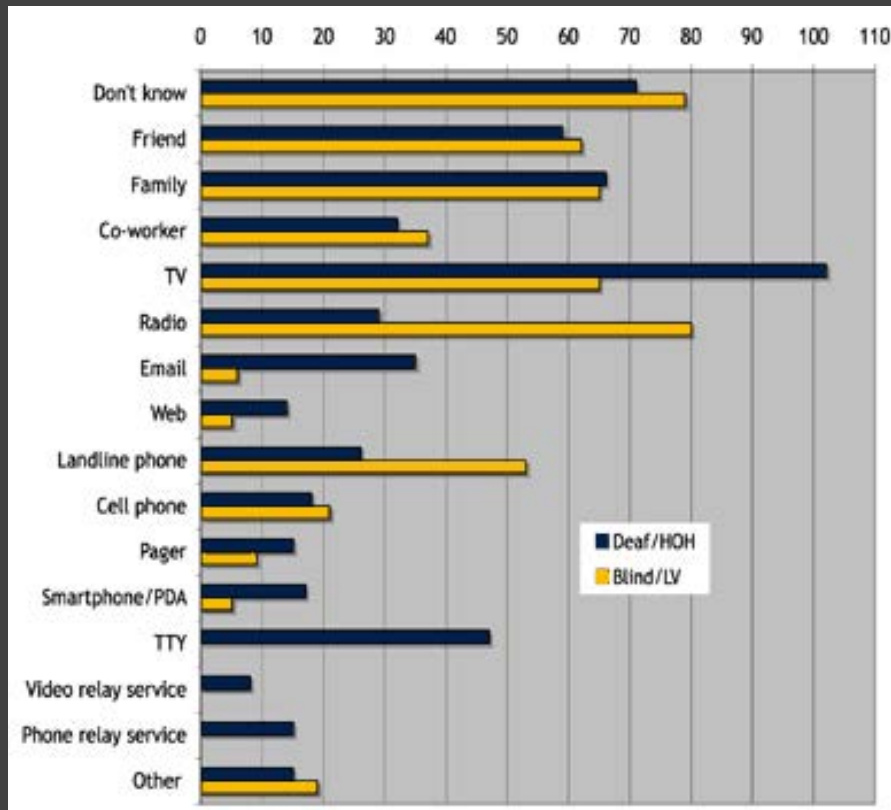


Chart Example



| Response | deaf/HH | blind/LV |
|-----------|---------|----------|
| Friend | 59 | 62 |
| Family | 65 | 64 |
| Co-worker | 33 | 38 |
| TV | 102 | 65 |
| Radio | 30 | 80 |
| Email | 36 | 5 |
| Web | 16 | 4 |
| Cellphone | 8 | 11 |

Audio/Video 1

Barriers:

- Lack of/Unintelligible closed captions
- Insufficient description by text or audio

Accessibility Criteria:

- Intelligibly-captioned multimedia and descriptive audio





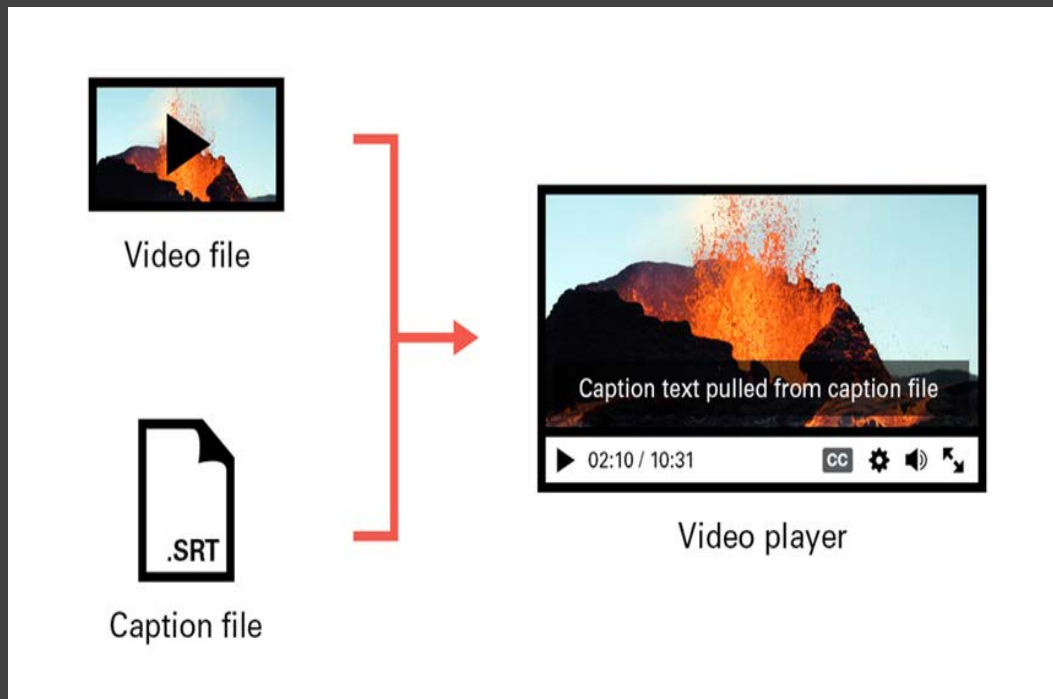
Audio/Video 2

Transcripts

Captions

Audio Descriptions

Interpreting





PDFs 1

- Quality scans - no handwriting, highlighting, etc.
- Searchable PDF
- Document structure tags and proper reading order
- Alt Text descriptions for images
- Document language set
- Security that will not interfere with assistive technology
- Interactive form fields
 - Buttons, hyperlinks, bookmarks



PDFs 2

Optical Character Recognition (OCR) Tools:

- OmniPage
- Adobe Acrobat Professional
- Abbyy Finereader
- PDF Element



Procurement

- Adopt accessibility standards
 - Section 508
 - WCAG 2.0 AA
- Develop guidelines for accessible electronic and information technologies acquisitions
 - Advocate for accessible solutions up front
 - Verify documentation and support for accessibility
 - Include accessibility language in contracts/licensing
 - Alternative access plan
 - Feedback mechanism



Sample License 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.

[Report of the ARL Joint Task Force on Services to Patrons with Print Disabilities, Association of Research Libraries \(2012\)](#)



Challenges

- ❖ Acquisitions
- ❖ System Synergy
- ❖ Stronger metadata
- ❖ Time
- ❖ Cost



START





Sample Statement

The MSU Libraries are committed to providing equal access to library collections, services, and facilities for all library users. It is a priority for the MSU Libraries to select and acquire, whenever possible, resources and technologies that are accessible to all and compliant with the Americans with Disabilities Act. For library collections that aren't accessible, we are committed to providing reasonable accommodations and timely access to users with disabilities.

[The MSU Libraries' Accessibility Statement](#)



Make a plan!!!

- ★ Gage accessibility triggers
- ★ Prioritize
- ★ Remediate
- ★ Continuously monitor/feedback
- ★ Training





Be Proactive: General

- Join listservs
 - DSHHE
 - ATHEN
 - AHEAD
- Keep up-to-date with disability rights legislation
- Create partnerships with key stakeholders on campus/community
- Create/Join Accessibility Committee
- Collaborate across institutions
- Budget for accessibility
- Cost-share accessibility

Be Proactive: Accessibility Information & Feedback

Develop a web page for library services for individuals with disabilities:

[Cornell University Library](#)

[Temple University Libraries](#)

[Binghamton University Libraries](#)

[New York Public Library](#)



Be Proactive: Hiring

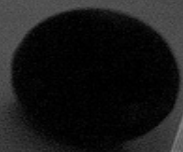
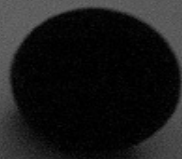
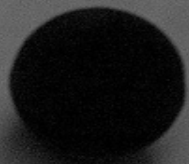
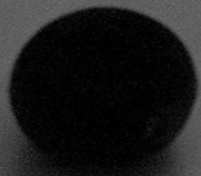
- ★ George Mason University - Library Accessibility Coordinator
- ★ University of Virginia - Library Accessibility Coordinator
- ★ Michigan State University - Libraries' Accessibility Coordinator
- ★ University of Kansas - Associate Dean of Libraries and
Accessibility Coordinator
- ★ University of Tennessee Knoxville - Disability Services
Coordinator for the Libraries



Takeaways

- ◇ Build accessibility into your workflow
- ◇ Have a procedural process in place to address accessibility
- ◇ Accessibility is an ongoing process, not a check box

"Shame on us, if we let the wonders of educational technology and broadband internet lead to more inequality as opposed to less" - Gene B. Sperling





Accessibility Resources

- [Understanding the Language](#) (ASCLA)
- [Library Accessibility: What You Need to Know](#) (ASCLA)
 - [Think Accessible Before You Buy](#)
 - [Management: What You Need to Know](#)
- [National Center on Disability and Access to Education \(NCDAE\) - Cheatsheets](#)
- [Web Accessibility Toolkit](#) (Association of Research Libraries)
- [EPUB Accessibility](#) (International Digital Publishing Forum)
- [Access MOOC](#) - self paced Accessibility online course

Legal & Technical Resources

- [Section 504](#) - Rehabilitation Act of 1973
- [Americans with Disabilities Act](#) (ADA)
 - [2010 ADA Standards for Accessible Design](#)
- [Section 508 Standards](#)
 - [508 Accessibility CheckList](#)
- [New York State Information Technology Policy](#)
- [Web Content Accessibility Guidelines \(WCAG\) 2.0](#)
 - [WCAG 2.0 AA Checklist](#) (WebAIM)
- [Higher Ed Accessibility Lawsuits, Complaints, and Settlements](#)

Contact Information

Nazely Kurkjian

Coordinator of Disability, Diversity and Nontraditional Student Services

nazely.kurkjian@suny.edu

518-445-4078

