“The audible, perceivable, navigable, accessible digital library”

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LIBRARIES

Before we begin… Access Check

We understand access to be a shared responsibility between everyone in this space. We will strive to create an accessible space that reduces the need for you to disclose a disability or impairment for the purposes of gaining an accommodation. In doing this together, we strive to welcome disability, and the changes it brings, into our space.

- Is there anything about the space (light, sound, temperature, layout) that we should address now?
- Are there any other access needs that might effect your participation in the session that we could also address?

Why now?

Libraries of educational and training institutions

18. (1) Subject to subsection (2) and where available, the libraries of educational or training institutions that are obligated organizations shall provide, procure or acquire by other means an accessible or conversion ready format of print, digital or multimedia resources or materials for a person with a disability, upon request. O. Reg. 191/11, s. 18 (1).

…

2. In respect of digital or multimedia resources or materials, **January 1, 2020**. O. Reg. 191/11, s. 18 (3).

What we'll cover

- Procurement workflows and licensing language for acquiring accessible digital content;
- Reviewing digital content for accessibility compliance;
- Providing user service, including accessible alternatives

University of Toronto context

University of Toronto:

- Canada's leading academic institution and one of the world's top research-intensive universities

University of Toronto Libraries (UTL):

- Largest academic library in Canada, ranks among the top in North America

… University of Toronto context

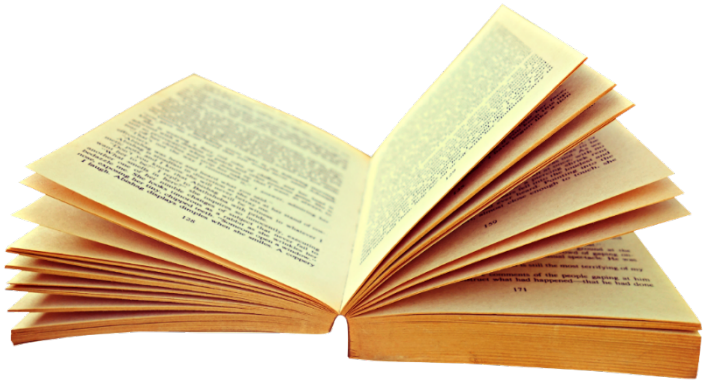
Accessibility at U of T:

- 3 separate student support offices
- AODA Office
- Health and Well-being for staff, faculty, librarians

Library Accessibility Office:

- Part of Robarts User Services department, but support alternate format across all 3 campuses
- Alternate format support is our “bread and butter”

U of T Collections



Print: $7M USD per year

Electronic: $19M USD per year

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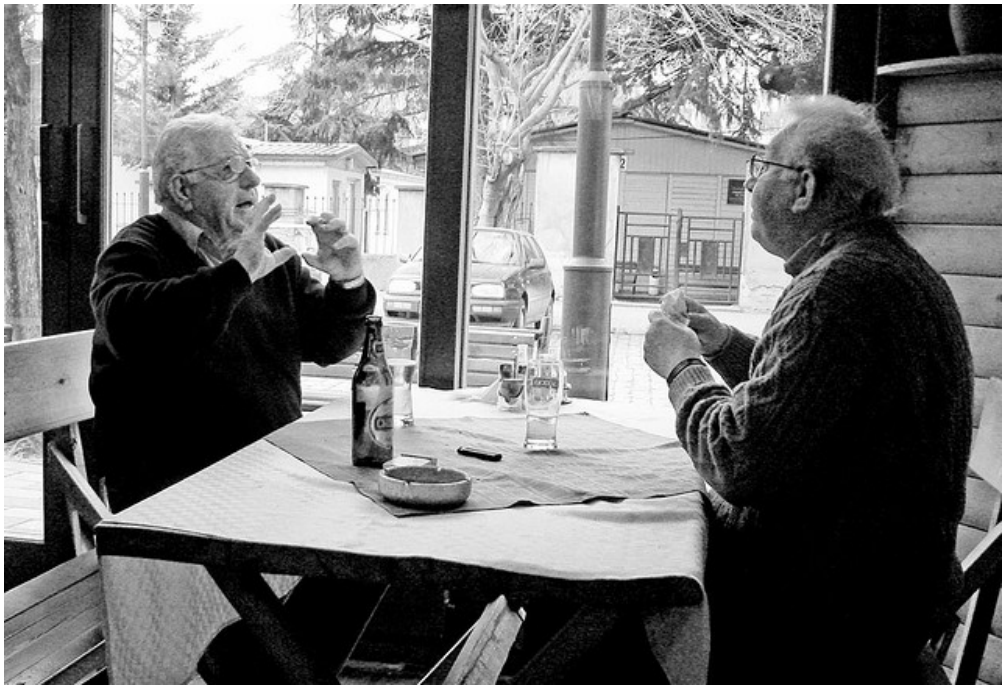
1. Have the accessibility discussion, early and in every vendor negotiation

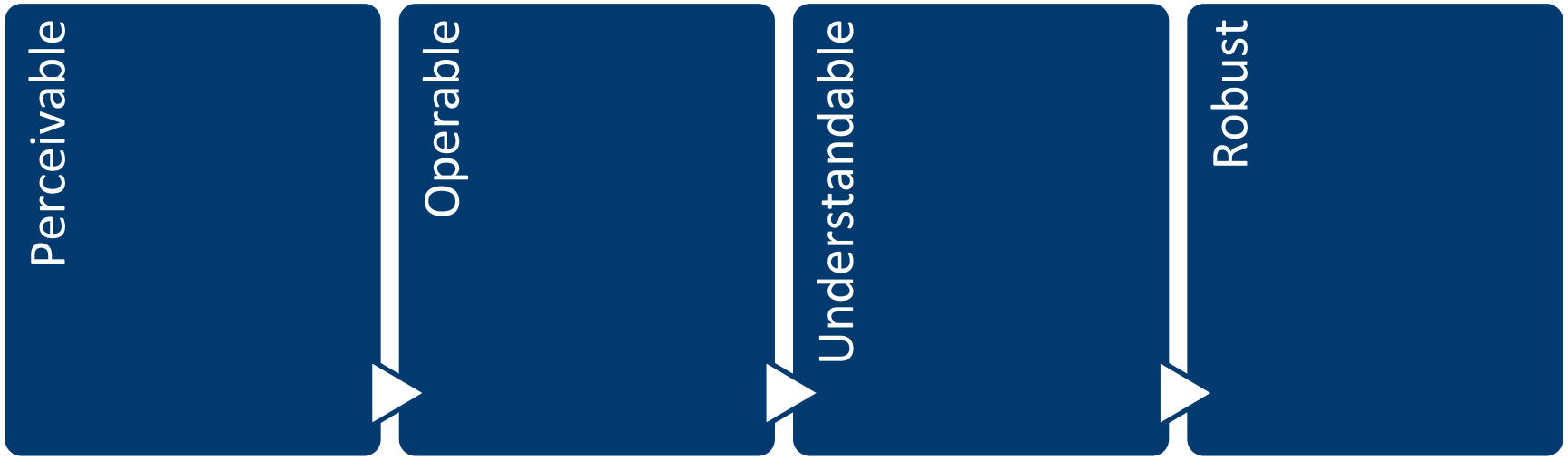


… And document that discussion.

1. Have the accessibility discussion, early and in every vendor negotiation

- Establish shared goals;
- Frame accessibility as non-negotiable;
- Discuss accessibility requirements in plain language;
- Explain what they need to do to comply.

2. Test for compliance



What's a VPAT?

"A Voluntary Product Accessibility Template (VPAT™) is a document that explains how information and communication technology (ICT) products such as software, hardware, electronic content, and support documentation meet (conform to) the Revised 508 Standards for IT accessibility. VPATs™ help Federal agency contracting officials and government buyers to assess ICT for accessibility when doing market research and evaluating proposals."

A VPAT is:

- Geared towards the ADA;
- Often not reflective of the actual accessibility of a product.

3. Understand exemptions and their limitations

Special Collections:

- Product falls in exempt category: (2) Special collections, archival materials, rare books and donations are exempt from the requirements of subsection (1). O. Reg. 191/11, s. 18 (2). https://www.ontario.ca/laws/regulation/110191#BK13

Material cannot be converted:

- Adherence to the requirements is not practicable: (5) except where meeting the requirement is not practicable, this section applies, (a) to websites and web content, including web-based applications, that an organization controls directly or through a contractual relationship that allows for modification of the product. O. Reg. 191/11, s. 14 (5). https://www.ontario.ca/laws/regulation/110191#BK13

4. Add accessibility language to every license agreement

Definition:

- **"Accessible Formats"** means content in a format that is perceivable and operable by persons with visual, perceptual or physical disabilities and be useable with assistive devices, such as screen readers and screen reading software. Such formats will comply with accessibility laws within Canada, including the Information and Communication Standards of Ontario Regulation 191/11 and the Accessibility for Ontarians with Disabilities Act, 2005 (as such laws may be amended from time to time). To address the requirements of such laws, in particular the Information and Communication Standards of Ontario Regulation 191/11, web content must conform with the ISO Standard (ISO/IEC 40500:2012) (World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, at Level A starting in 2014 and to Level AA by 2021 (http://www.w3.org/WAI/intro/wcag.php) in accordance with the schedules and requirements of the foregoing laws, as may be amended from time to time, to the extent required to comply with such laws.

4. Add accessibility language to every license agreement

Accessibility clause for digital content:

- Persons with Visual, Perceptual or Physical Disabilities. Licensed Materials must be provided in an Accessible Format. Without limiting the previous sentence, in the event that any Licensed Materials are not in Accessible Format, the Licensee shall have the right to modify or copy the Licensed Materials in order to make it useable to Authorized Users within the scope of this Agreement.

The simpler version

"Protected Works must be provided in an Accessible Format. Without limiting the previous sentence, in the event that any Protected Works are not in Accessible Format, the Licensee shall have the right to modify or copy the Protected Works in order to make them useable to Entitled Users within the scope of the Agreement. Accessible Formats means content in a format that is perceivable and operable by persons with visual, perceptual or physical disabilities and be useable with assistive devices, such as screen readers and screen reading software."

The simplest version

"5.7. Berlin Phil Media shall provide the Digital Concert Hall in accessible format. If the web content is not accessible, the parties will use reasonable efforts to work together, on a case-by-case basis, to provide an accessible version for the end user."

Summary

1) Discuss (and document that discussion) accessibility;

2) Test for compliance;

3) Understand exemptions and their limitations;

4) Insert accessibility language into every license agreement.

User-identified accessibility issues

- Being proactive with licensing is critical, but incomplete
- Issues come to the surface with use
- We still need retroactive remediation of previously licensed e-resources, or in-house e-resources (e.g. repositories)

The print experience

- January 1, 2015 AODA compliance
- Resources to lean on:
  - Accessible Content E-Portal (ACE) / Internet Archive
  - Alternate Education Resources Ontario (AERO)
  - AccessText Network
  - HathiTrust
  - In-house solutions

The electronic experience

- January 1, 2020 AODA compliance
- Resources to lean on:
  - In house solution (negotiate alternative with user, find a workaround)
  - 3rd party vendor (e.g. captioning)
  - Consortial options? (OCUL video community, LeAP project)
  - Solution from vendor

The user experience

- This work spans multiple “silos”:
  - User Services
  - Acquisitions
  - Web team

How can we work together in a way that delivers a better user experience? (And a better use of our licenses too!)

… The user experience

1) Who are our users?

    - Students, faculty, staff… is that it?

2) How do they connect with us?

    - Referral, web form, documentation?

3) What is most important?

    - Whatever’s quickest?

    - A long term fix for future users?

Thank you

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