

Widening the Table:

Collaboratively Responding to Accessibility Issues in a Shared Library Service Platform

OCUL Collaborative Futures Accessibility Subcommittee

Catie Sahadath, Lynne Serviss, Dan Sich, Mark Weiler (chair)

Overview

Accessibility Subcommittee

Current members

- Catie Sahadath, Ontario Tech
- Lynne Serviss, McMaster
- Dan Sich, Western
- Mark Weiler, Laurier
- Anika Ervin-Ward, OCUL

Past members (Committee or Working Group)

- Lacey Caine, Carleton
- Pascal Calarco, Windsor
- Michelle De Agostini, York
- Emily Gibson, Queen's
- Eva Lu, Waterloo
- Carling Spinney, Queen's
- Paige Maylott, McMaster
- Anne Newman, Queen's
- Many Deans Kassies, Brock/OCUL

Subcommittee purpose

- Proactively identify and remove existing and potential barriers from user and staff experiences
- Champion accessibility as a collective responsibility

The Problem

The Problem and Sub-Problems

Problem:

Progressively remove complex barriers that disadvantage people with disabilities.

Sub-Problems:

- Ensuring complex obstacles don't become normalized
- Collaboratively responding to progressively remove them, and
- Supporting an environment where we can learn to collaborate

Current contents of the monitoring table

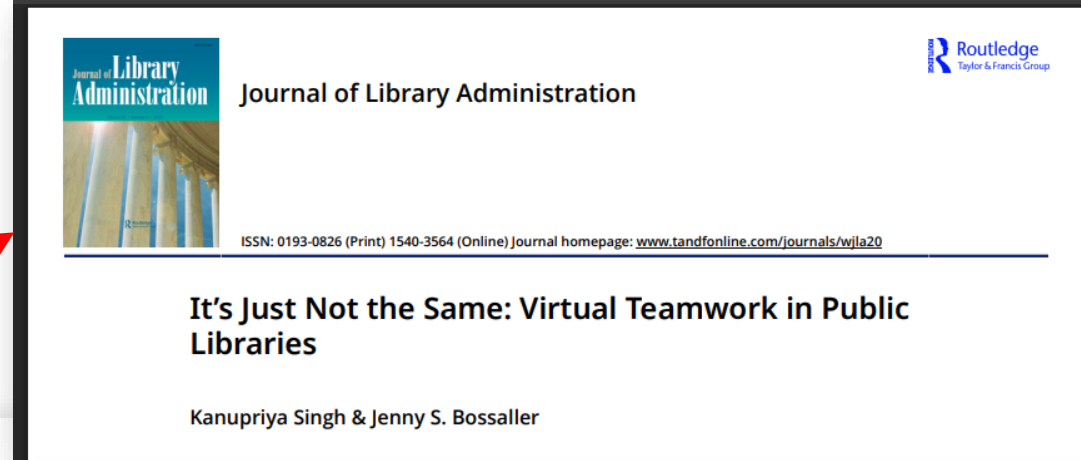
Row 9: Book titles in languages that aren't the same as Omni's display language

- Blind screen reader user
- with Omni set to English
- who encounters French titles
- which are read using the English text-to-speech synthesizer
- Problem/preferred outcome breaking WCAG 2.0, [success criteria 3.1.2, Language of Parts](#), use the "lang" attribute


Row 10: Resource Sharing and EPUBS

- Print-disabled user orders an article through RapidILL
- User requires HTML or EPUB versions of articles for use in adaptive technology
- Available article formats: PDF, EPUB, and HTML
- RapidILL only sends PDF versions
- User must contact the library to access accessible versions

Row 8: QuickLinks



3 ARTICLE | PEER-REVIEWED JOURNAL



It's Just Not the Same: Virtual Teamwork in Public Libraries

By Singh, Kanupriya; Bossaller, Jenny S.

Part of Journal of **library** administration, 2022-05, Vol.62 (4), p.512-534

The COVID-19 pandemic propelled organizations to adopt virtual **work** settings around the world, and libraries were no exception. This article presents findings of interviews with leaders from eight public **library** systems about their transition to virtual **work** settings during the COVID-19 pandemic...

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Articles

It's Just Not the Same: Virtual Teamwork in Public Libraries

Kanupriya Singh & Jenny S. Bossaller

Pages 512-534 | Published online: 19 Apr 2022

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Abstract

The COVID-19 pandemic propelled organizations to adopt virtual work settings around the world, and libraries were no exception. This article presents findings of interviews with leaders from eight public library systems about their transition to virtual work settings during the COVID-19 pandemic...

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What is the issue?

- QuickLinks are helpful:
 - Helps people with disabilities who find barriers in navigating web content (e.g., full record or publisher platforms)
- But QuickLinks have problems:
 - Links to PDF: PDF is notoriously inaccessible for some people with disabilities
 - Links to HTML: Can link to badly built HTML while high quality HTML available
- The solution is not immediately obvious

Supporting responders

- Resources on the monitoring table
 - User stories
 - Testing procedures
 - History
- Acknowledgment
 - Roger Reka (Windsor) and Matt Thomas (Laurier): involved at initial stage
- Current status:
 - Passed 2-year mark
 - Technical assessment being done
 - Chris Woodley (Laurier) has joined to help
 - We meet with OCUL-IR to seek subject-matter experts

Structure of the Monitoring Table

CFA Monitoring Table

items
[before delivery for print-disabled user](#)
 • 03 - [Request Alternate format in Omni](#)
 • 04 - [Accessible metadata removed during migration](#)
 > 05 - [Which items in an Omni search results are also in ACE](#)
 • 06 - [Verbosity of highlighted terms in search results](#)
 • 07 - [Omni Book Showcase](#)
 • 09 - [Book](#)

Open issues

ID	Title	CFA Contact	Date Identified	Time open (approx)	Requested help from CF groups	Active Responders
1	Borrowing print item from partners	Catie Sahadath	December 2019	6 years, 4 months	<ul style="list-style-type: none"> • CF DUX (notified) • CF Shared Resources • CF Steering 	None
2	Pit stopping resource items before delivery for print-disabled users	Catie Sahadath	December 2020	5 years, 4 months	<ul style="list-style-type: none"> • CF DUX • CF Shared Resources • CF Steering • CF-EAN 	None
5	Which items in an Omni search results are also in ACE?	Mark Weiler	March 27, 2023	3 years 1, month	<ul style="list-style-type: none"> • CF DUX • CF Steering • ACE Coordinator • ACE Community • OCUL-CFEAN • OCUL Accessibility 	Designate at Scholars Portal: Sabina Pagotto
7	Omni Book Showcase (multilingualism)	Mark Weiler	April 9, 2024	2 years	<ul style="list-style-type: none"> • CF Accessibility • CF Systems & Analytics 	None
8	Quick Links (April 2024 release)	Mark Weiler	April 2024	2 years	<ul style="list-style-type: none"> • CF-ERM 	Technical assessment requested: <ul style="list-style-type: none"> • Chris Woodley, cwoodley@wlu.ca
9	Book titles in languages that aren't the same as Omni's display language	Dan Sich	April 30, 2024	2 years	<ul style="list-style-type: none"> • N/A 	None
10	Resource Sharing and E PUBs	Catie Sahadath	Oct 3, 2024	1 year, 6 months	<ul style="list-style-type: none"> • OCUL-IR • CF Resource Sharing 	None

Issue Responses and Responders

How we respond

- Describe and define the issue with a technical assessment
- Identify who may be able to help:
 - Subject matter experts
 - Technical experts
 - Specific skills and experiences
- Receive and document information on actions being taken to resolve the issues

How you can help

Contact the CF-Accessibility Subcommittee to:

- Identify new issues
- Provide updates on responses to existing issues
- Provide user stories or impact statements
- Gain some accessibility skills by testing solutions

Questions