

**ExLibris**  
Part of **Clarivate**

**IGOLU**  
*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

Source: [World Wide Web Consortium Launches International Program Office for Web Accessibility Initiative | 1997 | Press releases | W3C](#)

# 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

Visual impairments including:  
Blindness  
Low vision and poor eyesight  
Color blindness



## Motor/Mobility

Difficulty or inability to use the hands  
Tremors  
Loss of fine muscle control



## Auditory

Deafness  
Hearing impairments  
Partial hearing loss



## Sensory

Reactions (seizures) to visual strobe or flashing effects  
Autism spectrum related sensitivity (noise, light, touch)



## Cognitive and Intellectual

Developmental disabilities  
Learning difficulties  
Cognitive disabilities

Paraphrased from [https://en.wikipedia.org/wiki/Web\\_accessibility](https://en.wikipedia.org/wiki/Web_accessibility)

# What are Assistive Technologies?

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



## Visual

Screen readers  
Braille keyboards and printers  
Keyboard only navigation  
Screen magnifiers  
Text and contrast adjustment



## Motor/Mobility

Adapted keyboards and overlays  
Mouse/touch  
Speech recognition



## Auditory

Closed captions  
Real time transcription  
Sign language video



## Sensory

Augmentative and alternative communication



## Cognitive and Intellectual

Text and contrast adjustment  
Text to speech readers

Paraphrased from [https://en.wikipedia.org/wiki/Web\\_accessibility](https://en.wikipedia.org/wiki/Web_accessibility)

# 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)
<b>2.4.11 Focus Not Obscured</b>	Keyboard focus is at least partially visible.	Keyboard focus is fully visible.
<b>2.4.13 Focus Appearance</b>		Focus indicator is sufficient size and contrast.
<b>2.5.7 Dragging Movements</b>	Provide a simple pointer alternative for dragging actions.	
<b>2.5.8 Target Size</b>	24×24 CSS pixel minimum or sufficient spacing around them.	
<b>3.2.6 Consistent Help (Level A)</b>	Help is in a consistent location.	
<b>3.3.7 Redundant Entry (Level A)</b>	Don't ask for the same information twice in the same session.	
<b>3.3.8 Accessible Authentication</b>	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)



Available in the Ex Libris Knowledge Center. Process for regular review and updating.

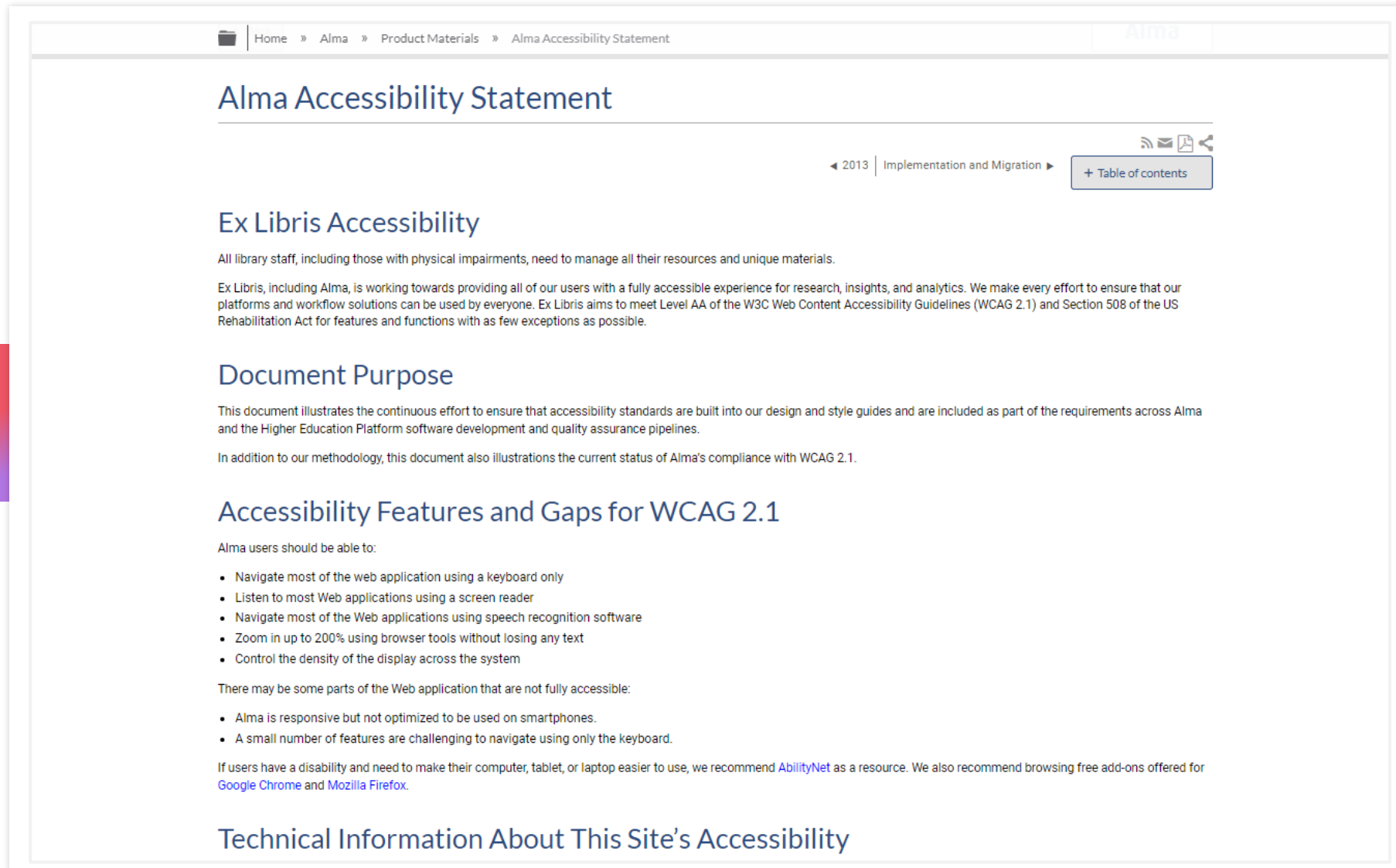
## User-Centered Accessibility Statements



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

A screenshot of a web page titled "Alma Accessibility Statement". The page has a breadcrumb trail: Home » Alma » Product Materials » Alma Accessibility Statement. The main heading is "Alma Accessibility Statement". Below the heading, there are navigation links: "◀ 2013 | Implementation and Migration ▶" and a button labeled "+ Table of contents". The page content is organized into sections: "Ex Libris Accessibility", "Document Purpose", "Accessibility Features and Gaps for WCAG 2.1", and "Technical Information About This Site's Accessibility".

Home » Alma » Product Materials » Alma Accessibility Statement

## Alma Accessibility Statement

◀ 2013 | Implementation and Migration ▶ [+ Table of contents](#)

### Ex Libris Accessibility

All library staff, including those with physical impairments, need to manage all their resources and unique materials.

Ex Libris, including Alma, is working towards providing all of our users with a fully accessible experience for research, insights, and analytics. We make every effort to ensure that our platforms and workflow solutions can be used by everyone. Ex Libris aims to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the US Rehabilitation Act for features and functions with as few exceptions as possible.

### Document Purpose

This document illustrates the continuous effort to ensure that accessibility standards are built into our design and style guides and are included as part of the requirements across Alma and the Higher Education Platform software development and quality assurance pipelines.

In addition to our methodology, this document also illustrates the current status of Alma's compliance with WCAG 2.1.

### Accessibility Features and Gaps for WCAG 2.1

Alma users should be able to:

- Navigate most of the web application using a keyboard only
- Listen to most Web applications using a screen reader
- Navigate most of the Web applications using speech recognition software
- Zoom in up to 200% using browser tools without losing any text
- Control the density of the display across the system

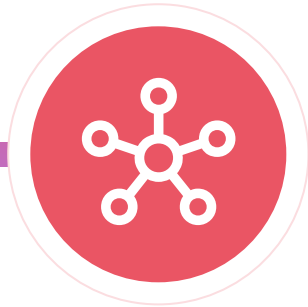
There may be some parts of the Web application that are not fully accessible:

- Alma is responsive but not optimized to be used on smartphones.
- A small number of features are challenging to navigate using only the keyboard.

If users have a disability and need to make their computer, tablet, or laptop easier to use, we recommend [AbilityNet](#) as a resource. We also recommend browsing free add-ons offered for [Google Chrome](#) and [Mozilla Firefox](#).

### Technical Information About This Site's Accessibility

## Clarivate Accessibility Council



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.

## Ongoing Accessibility by Design



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



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**WHY ACCESSIBILITY:  
HEAR ORLY TAL'S STORY,  
A BLIND DEVELOPER**

We'd like to introduce you to Orly Tal, a blind developer at the Israeli Tax Computers Division who lives a full and satisfying life.

Orly will share her story and briefly illustrate how she manages common computer tasks like composing and sending emails in Outlook or surfing the web.

As we strive to improve our products accessibility, we encourage you to attend to better understand our customers' needs.

To RSVP, email Uri Beladev by August 10th.

**Monday, August 14th  
11:00 – 12:00  
Dining Room**

# 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 - International Association of Accessibility Professionals

# Accessibility in Numbers

**Hundreds**

of days invested  
in accessibility  
in 2022 and  
2023

**3 Levels**

Assessment  
to implement  
accessibility

**380+**

Accessibility  
issues fixed  
in **2023**

**95%**

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

\*According to Web Content Accessibility Guidelines (WCAG)

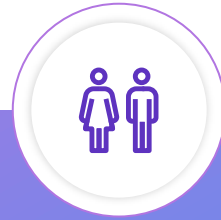


# Accessibility Roadmap



## Internal checks

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



## External third-party company assessment

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



## Issues found by users

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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