



The Open
University

LIBRARY SERVICES

PRIMO ACCESSIBILITY

PRESENTER

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ABOUT LIBRARY SERVICES

The Open University (OU) Library, based at Milton Keynes, provides a digital and physical library service to every member of the OU community, ensuring staff, students and the public can benefit from library content, skills and support for their academic journey.

Many of our digital services are accessed via the [Library Website](#).



EX LIBRIS PRODUCTS

We use a range of products from the Ex Libris Higher Education Cloud platform:

- Alma – a hosted library management system and link resolver
- Primo – our front-end discovery layer ‘Library Search’

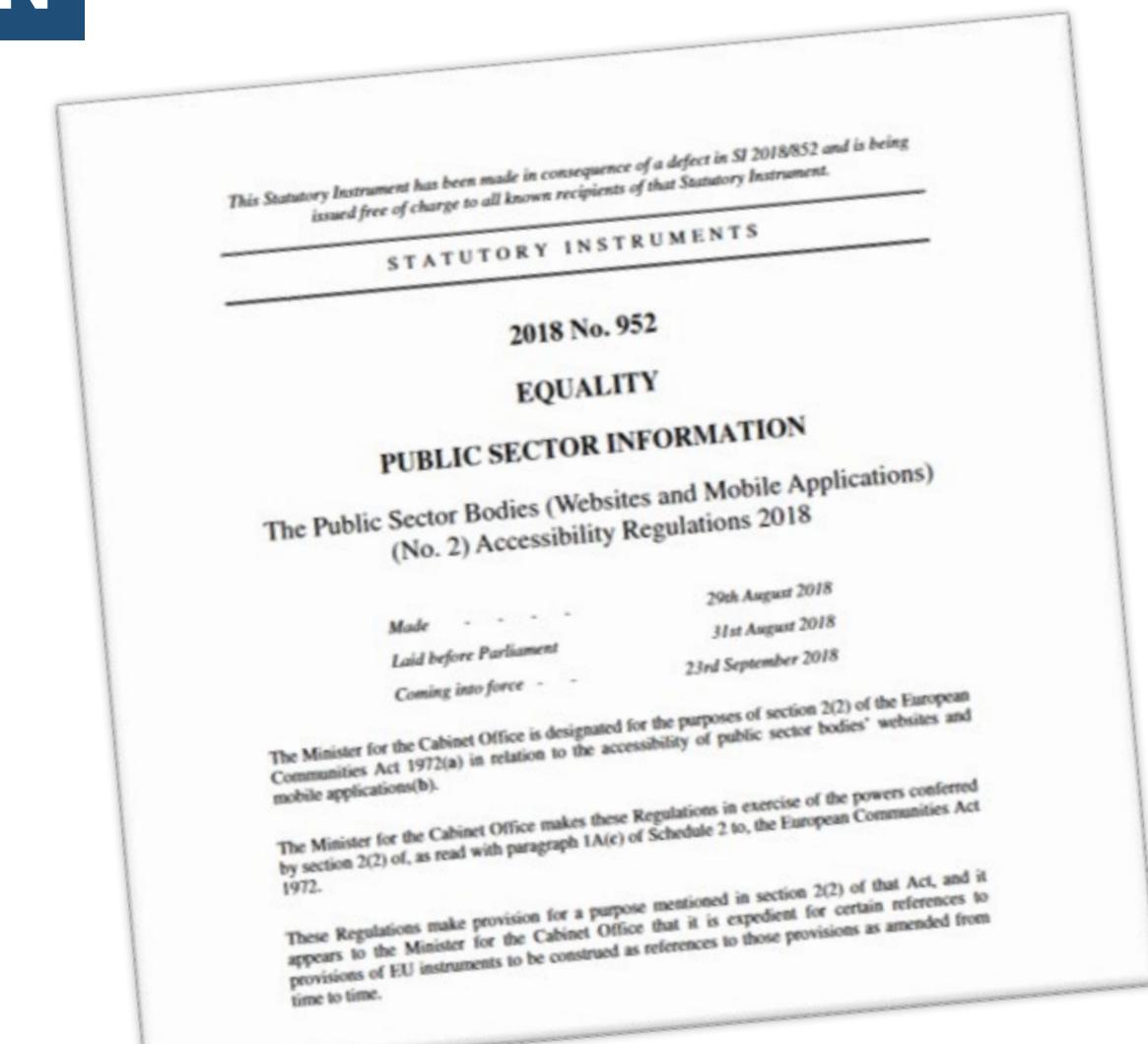


LEGAL COMPLIANCE & GUIDELINES

ACCESSIBILITY LEGISLATION

Public Sector Bodies
(Websites and Mobile Applications)
(No. 2) Accessibility Regulations 2018

Equality Act (2010)



ACCESSIBILITY



As a public sector body, we are responsible for ensuring the accessibility of our sites, services and apps.

To do this we:

- Audit sites, services and apps against Web Content Accessibility Guidelines (WCAG) 2.1 AA criteria
- Write reports, accessibility statements and disproportionate burden claims according to GDS

WCAG 2.1 AA

Accessibility Principles: POUR



Perceivable: Content is presented in ways that can be accessed by all



Operable: Content is presented in ways that can be operated by all



Understandable: Content is presented in ways that can be understood by all



Robust: Content is reliable and compatible with assistive technology and standards

WCAG 2.1 – Level AA

- 50 success criteria
- WCAG 2.1 provides 17 additional success criteria for mobile devices

OU STUDENTS

CATEGORIES OF DISABILITY

Important

The major categories of disability types are:

Visual

Blindness, low vision, color-blindness

Hearing

Deafness and hard-of-hearing

Motor

Inability to use a mouse, slow response time, limited fine motor control

Cognitive

Learning disabilities, distractibility, inability to remember or focus on large amounts of information

 web accessibility in mind

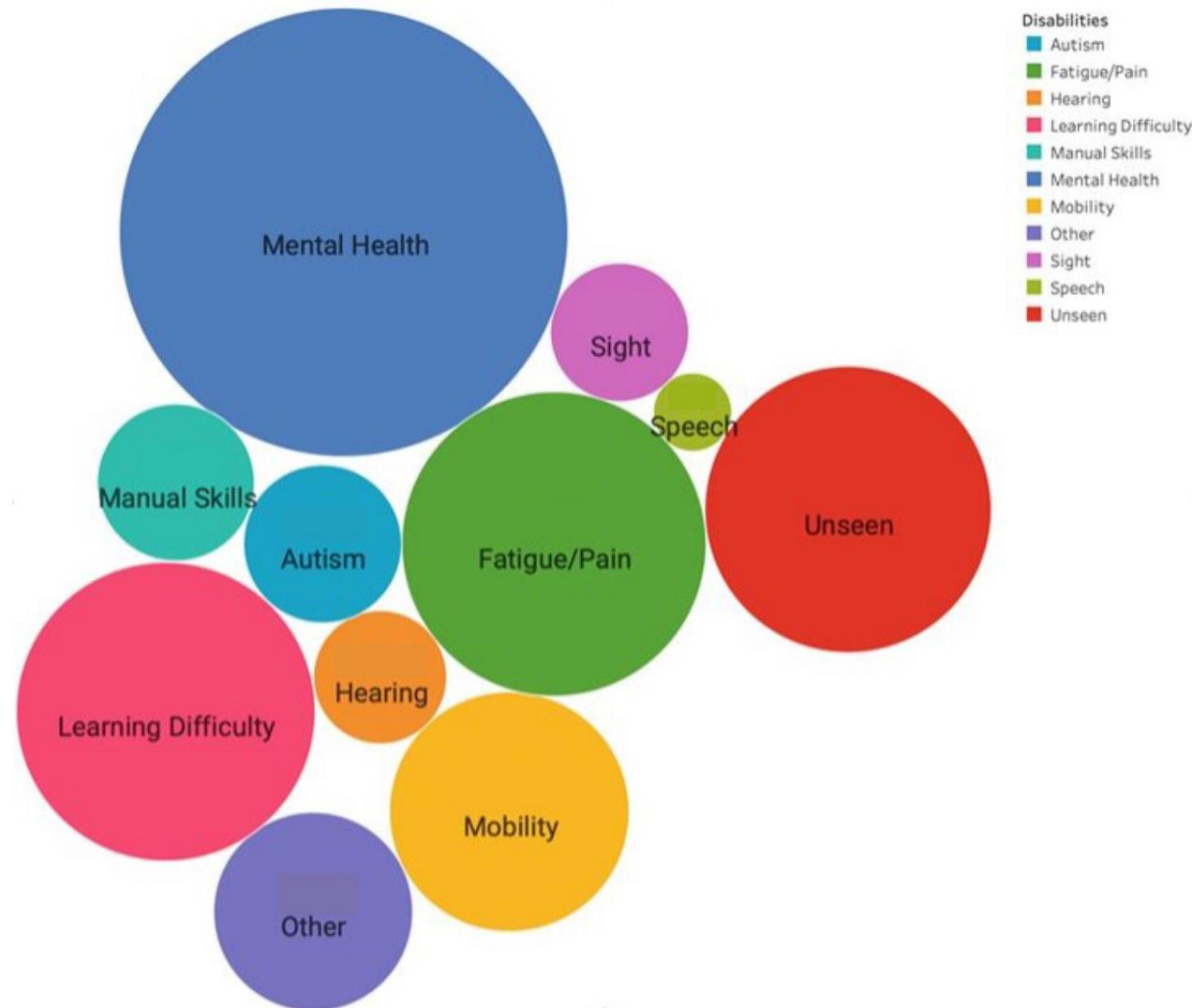


Source: WebAIM

OU DISABLED STUDENTS

Registered disabilities 2020

- 21% students with registered disabilities
- Many students have more than one registered disability



WHY DO WE AUDIT PRIMO?

EX LIBRIS ACCESSIBILITY STATEMENT

“At ProQuest, we make every effort to ensure that our platforms – including Primo – can be used by everyone. Primo is continually designed and developed 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.”

Source: https://knowledge.exlibrisgroup.com/Primo/Product_Materials/Primo_Accessibility

GET READY FOR TESTING PRIMO

DEVICES/BROWSERS

Selecting devices/browsers:

- Desktop, Mac, iOS, Android
- Chrome, Edge, Safari, Firefox, IE

Choosing which screen reader to test with >>

Screen Reader	Browser
JAWS	IE11/Chrome
NVDA	Firefox
Narrator	Edge
Voice Over	Safari
Talkback	Android

TOOLS

Accessibility tools:

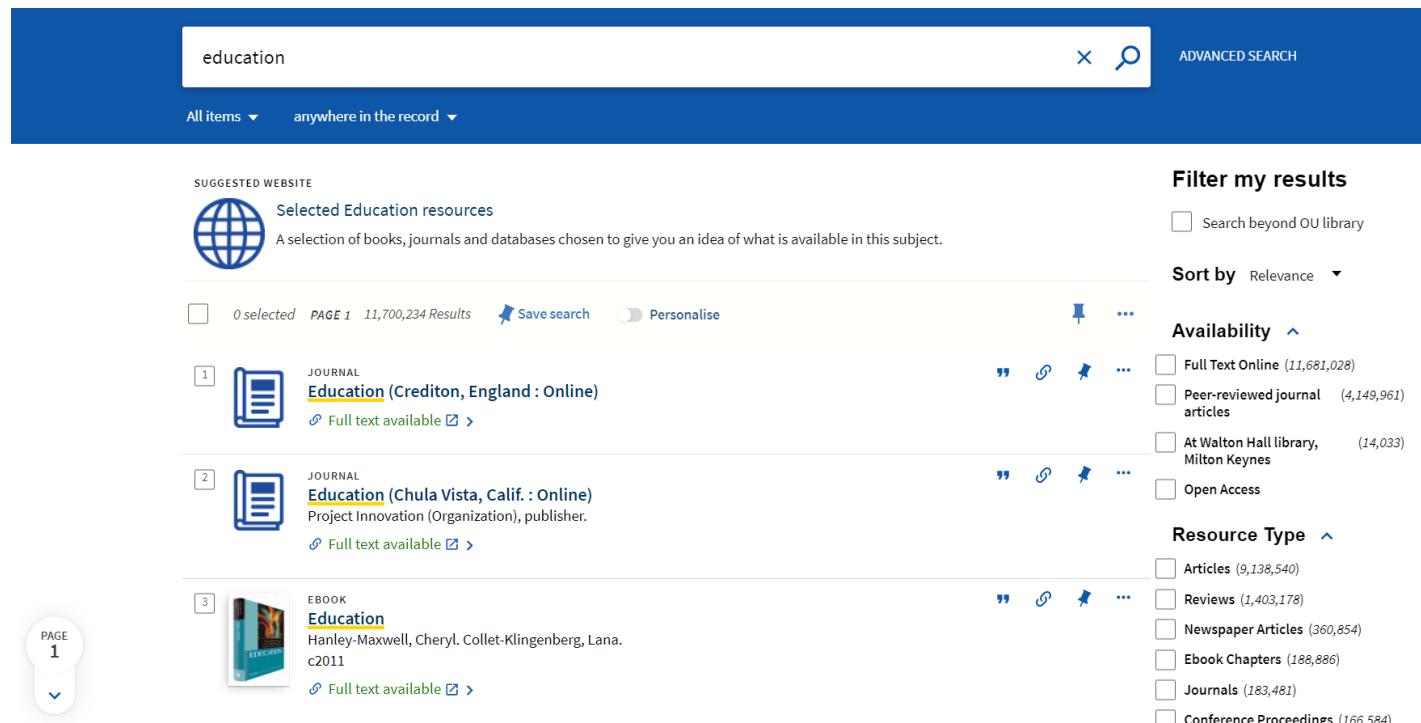
- [WAVE](#) – Web Accessibility Evaluation Tool
- Paciello Group Colour Contrast Analyser



SELECTING PAGES TO TEST

Primo (Library Search) pages to audit:

- Search results
- Full results
- My Library Account
- My Favourites



The screenshot shows the Primo Library Search results page. The search term 'education' is entered in the search bar. The results are filtered by 'anywhere in the record'. The page displays a 'SUGGESTED WEBSITE' for 'Selected Education resources', followed by three search results: 1. JOURNAL 'Education (Crediton, England : Online)' with a thumbnail, a link to 'Full text available', and a 'Save search' button. 2. JOURNAL 'Education (Chula Vista, Calif. : Online)' with a thumbnail, a link to 'Full text available', and a 'Save search' button. 3. EBOOK 'Education' by Hanley-Maxwell, Cheryl. Collet-Klingenberg, Lana. c2011 with a thumbnail, a link to 'Full text available', and a 'Save search' button. The right sidebar includes sections for 'Filter my results', 'Sort by Relevance', 'Availability' (with options for Full Text Online, Peer-reviewed journal articles, At Walton Hall library, Milton Keynes, and Open Access), and 'Resource Type' (with options for Article, Reviews, Newspaper Articles, Ebook Chapters, Journals, and Conference Proceedings).

WCAG CRITERIA IDENTIFIED FOR PRIMO

- 1.4.3 Contrast
- 2.1.1 Keyboard
- 2.1.2 No Keyboard Trap
- 2.4.7 Focus Visible
- Screen reader

WCAG CRITERIA IDENTIFIED FOR PRIMO

1.4.3 Contrast

What to action:

Check that there is sufficient contrast between the text and background.

WCAG CRITERIA IDENTIFIED FOR PRIMO

2.1.1 Keyboard

What to action:

Check all functionality including links, forms, drop down menus, etc, should work with the keyboard alone (no mouse).

WCAG CRITERIA IDENTIFIED FOR PRIMO

2.1.2 No Keyboard Trap

What to action:

A keyboard trap is where you tab to an element of the page, and you get stuck. You are unable to tab forwards or backwards to move to the next element.

WCAG CRITERIA IDENTIFIED FOR PRIMO

2.4.7 Focus Visible

What to action:

When you tab around interactive elements on the page there should be a clear focus indicator on the element which has focus.

WCAG CRITERIA IDENTIFIED FOR PRIMO

Screen reader compatible

What to action:

Check that the screen reader to read the page and check that it reads everything in a logical order.

**AUDITING PRIMO: LIBRARY SEARCH
VIDEO (3 MINUTES)**



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WHAT'S NEXT

The following documents are produced:

- Accessibility report
- Disproportionate burden (if applicable)
- Accessibility statement

QUESTIONS?

