

Accessibility and Library Websites: What You Need to Know

Lauren Douglass, East Lansing Public Library
Sonya Schryer Norris, Library of Michigan

February 6, 2018



About Us

[About Us](#)

[Action Plan – 2018](#)

[Contact Us](#)

[ELPL in the Community](#)

[Library Board of Trustees](#)

[Board Agendas and Meetings](#)

[Library Policies](#)

[Meeting Room Reservations](#)

[Mural](#)

[Newsletter](#)

[Staff Directory](#)

[Strategic Plan 2015-2017](#)

[Volunteer at the East Lansing Public Library](#)

[Working at the Library](#)

East Lansing Public Library FY2018 Action Plan

Date: July 19, 2017

Mission statement:

The East Lansing Public Library provides a place and resources where people gather to share information and ideas to enrich lives and foster community.

Focus Areas

Community: Providing opportunities for people to meet, share ideas and take part in the development of their community.

Learn: Promoting learning and literacy in all forms to all ages.

Collaborate: Working with partners toward a common goal.

Develop: Creating an environment that is future-oriented, serves as good stewards of public resources and innovates the staff and community.

Discover: Providing a space and the resources that spark creativity and an organization that is in step with industry trends.

Love your online library.

BiblioCommons builds software that transforms the public library's essential online services—your website, your catalog, your events calendar—from transactions to experiences worthy of your public library.



February 7, 2018



UNITED STATES DEPARTMENT OF EDUCATION
OFFICE FOR CIVIL RIGHTS

1350 EUCLID AVENUE, SUITE 325
CLEVELAND, OH 44115

REGION XV
MICHIGAN
OHIO

February 2, 2018

Kristin Shelley
Library Director
East Lansing Public Library
950 Abbot Road
East Lansing, Michigan 48823

Re: OCR Docket #15-18-4005

Dear Ms. Shelley:

On November 20, 2017, the U.S. Department of Education (the Department), Office for Civil Rights (OCR), received a complaint filed against East Lansing Public Library (the Library), alleging that the Library discriminates on the basis of disability. Specifically, the Complainant alleges that the Library's website has substantive accessibility issues. The alleged inaccessible pages include, but are not limited to, the following:

“...the Complainant alleges that the Library’s website has substantive accessibility issues.”

First Step: Ask For Help



Second Step: Legal Counsel



**And then, an interesting email
from Sonya...**

Michigan woman fights for accessible websites in U.S. school districts

Lori Higgins, Detroit Free Press

Published 12:00 a.m. ET July 4, 2016



(Photo: Creatas, Getty Images)



School districts across the U.S., be warned: If your websites aren't accessible to people with disabilities, Marcie Lipsitt is ready to take action.

Lipsitt, a Franklin resident and an outspoken special-education advocate, has been on a one-woman crusade, filing hundreds of federal complaints

against schools, school districts, state education departments and other public agencies nationwide if she finds their websites aren't accessible to people with vision and hearing disabilities.

Common problems include websites missing text that describes images to blind or visually impaired people who use special software, content that can only be used by people who have a mouse, and videos that aren't captioned or aren't accurately captioned.

"I will file as long as I need to file," Lipsitt said. "I'm hoping my efforts will inspire others to file these complaints. If one person files in every school district, wow, we'd have tens of thousands of accessible school districts."

• **Related:** [Supreme Court to hear case of disabled Michigan girl and her dog](#)

Her crusade is getting action: Of the 400 complaints Lipsitt has filed — most of them within the last six months — the federal Office of Civil Rights that is part of the U.S. Department of Education has opened investigations into about 175.

And so far, the federal office has entered into resolution agreements with nearly 20 schools, school districts and education departments.

Eleven of those were highlighted in a [news release last week](#) from the education department, which praised them for voluntarily entering into an agreement.



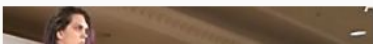
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FROM THE USA TODAY NETWORK



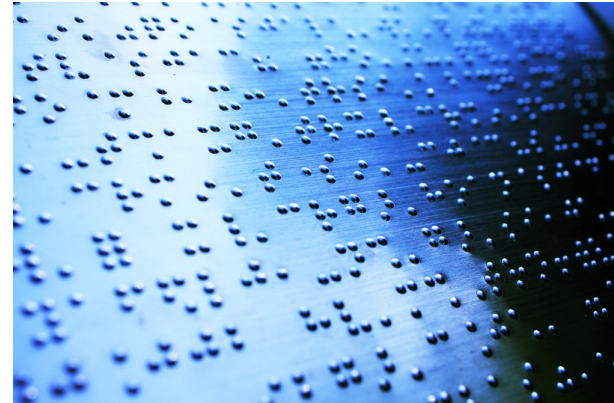
Tiger Woods' kids and new girlfriend cheered his final round by wearing...

For The Win



Sonya

Learned HTML writing an Intranet for the Braille and Talking Book Library where two staff members were screen reader users.



Michigan Dept of Ed (MDE) Consent Decree

In 2014, the Michigan Department of Education faced the exact same complaint that East Lansing Public faced in 2017. We entered into a consent decree with the US Dept of Ed Civil Right Division



Our Working Definition of Accessible

"Accessible" as used in this Agreement means a person with a disability is afforded the opportunity to acquire the same information, engage in the same interactions, and enjoy the same services as a person without a disability in an equally effective and equally integrated manner, with substantially equivalent ease of use. A person with a disability must be able to obtain the information as fully, equally, and independently as a person without a disability. Although this might not result in identical ease of use compared to that of persons without disabilities, it still must ensure equal opportunity to the benefits and opportunities afforded by the technology and equal treatment in the use of such technology.

MDE

Staff Training Process

More than 50 people received one and a half days of in-person training and 4 hours of Lynda.com training.



What Was the Result at the 2 Year Mark?



MDE had thousands and LM had hundreds of documents (PDFs, Word files, Excel sheets, PPTs, etc.) that had to be remediated or removed.

MDE

Software Solutions



Adobe

Adobe Acrobat Pro DC or Creative Cloud

SiteImprove

What Have We Learned At the 4 Year Mark?

Universal Training

A Positive Attitude

Enforcement



March 2018...One Month Later...



- 302 Agreement
- Draft Accessibility Policy
- Draft Accessibility Procedures
- Adopt Technical Standards
- Accessibility Audit
- Annual Training for Staff
- Deadlines

**And then, an curious call from
our lawyer...**

New Rules Let Ed Department Ignore Disability-Related Complaints

by Hannah Lang | April 2, 2018



Since January 2016, Marcie Lipsitt [has filed](#) 2,400 complaints with the U.S. Department of Education's Office for Civil Rights over web accessibility for people with disabilities.

Lipsitt, a Michigan-based special education activist, estimates that a thousand of those complaints have ended in resolutions. However, last month she began receiving letters notifying her that hundreds of her complaints under investigation had been dismissed.

The reason: Under a [new set of guidelines](#) that went into effect March 5, the Office for Civil Rights can now dismiss reports if “a complaint is a continuation of a pattern of complaints previously filed with OCR by an individual or group against multiple recipients, or a complaint is filed for the first time ... that places an unreasonable burden on OCR's resources.”

 zoom

Enterprise Grade Video C
Flawless video, Clear Audio, ar

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Find a J

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“...if a complaint is a continuation of a pattern of complaints previously filed with OCR by an individual or group against multiple recipients...”

So What Now?

Same Plan

- Site Clean-Up
- Accessibility Policy
- Accessibility Procedures
- Software Update
- Site Audit

Our Timeline



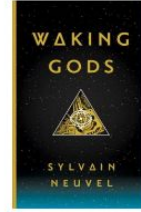
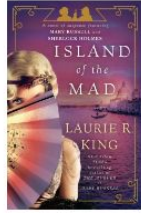


Our Issues



Images

Recently Reviewed Books



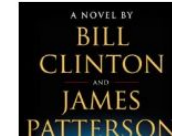
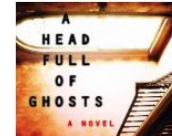
Recently Reviewed DVDs



Recently Reviewed Music



Recently Rated





Edit Image

Caption

Alternative Text

National Night Out and Touch a Truck at the East Lansing Public Library August 7 at 6pm

Description

b *i* [link](#) **b-quote** **del** **ins** **img** **ul** **ol** **li** **code** **close tags**

Purpose

Informative ▾

Does your image complement the surrounding text but not convey additional information? If yes, the image is considered decorative and doesn't require alt text. [Learn more](#) about informative vs. decorative images.

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cloudLibrary eBooks - 7/1/2018 »

recommended by [laurendouglass](#)

New stuff, old stuff, and Great American Read Stuff, ready for check-out.



EVENT

Edit

National Night Out & Touch a Truck »

Aug 7th | 6:00pm - 8:00pm

📍 [East Lansing Public Library](#)

Join us at ELPL for our annual National Night Out and Touch a Truck celebration! We're teaming up with the East Lansing Police Department...



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recommended by [laurendouglass](#)

Beach reads, cabin reads, any type of reads you want!



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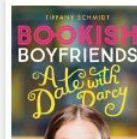
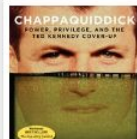
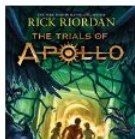
Some new, some old (but still good!) and some in-between, for all ages.



New Hoopla eBooks

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Articles in this section

BiblioCommons and Springshare Announce Integration Between BiblioEvents and LibCal Space Bookings

BiblioCommons Features "FRBRized" Grouped Search Results in BiblioCore Catalog – Live with Libraries Across the U.S., Canada, Australia and New Zealand

BiblioCommons Announces the Upcoming Release of BiblioWeb V3.0

BiblioCommons Now Powered by Clean, Renewable Electricity

BiblioCommons Announces the Upcoming Release of BiblioWeb V3.0



Allison Williams

3 months ago · Updated

Follow

Originally posted on March 22, 2018.

Toronto, ON – Eight years after its initial launch, BiblioCommons is proud to announce the upcoming release of version 3.0 of its BiblioWeb website-building and content-publishing platform.

The original version of BiblioWeb (then called BiblioCMS) was launched in 2010 and built on the Drupal content management system. Based on library feedback and working in collaboration with Chicago Public Library and other library partners, BiblioCommons then redeveloped BiblioCMS using WordPress, with specialized functionality for public libraries' website needs built on top. This version 2.0 of BiblioCMS was launched in 2014, and rebranded as BiblioWeb in 2016 to better reflect its robust website-building functionality and library-specific workflows.

BiblioWeb was designed to provide libraries with a best-in-class content management system that offers strong two-way integration with the heart of the library's online experience: the catalog. Its card-based architecture and content-repurposing workflows allow libraries to easily create content-rich websites that draw patrons in and showcase the full breadth of the library's services and collections.

**Next Steps:
Adding
Accessibility to
Procurement
Language**



Help from the
Big10 Academic
Alliance



Low-Hanging Fruit of Writing Accessible Text for the Web



Screen Readers Take Links Out of Context

Clarence the Clown is going to visit the library on Saturday. Learn about his amazing tricks, see pictures of his feats, and click here to register!

A screen reader reads...

Link: "Learn"

Link: "See"

Link: "Click here"

Don't Use "Click Here" as Link Text

Our Friends Group has its fall book sale this weekend. You can read more about it here.

Our Friends Group has its fall book sale this weekend.

Screen reader reads: "Link: fall book sale"

Don't Repeat Linked Text

Our website contains great information about what's going on at the library. You can also view the website of our township office to see what's going on in the community.

Our website contains great information about what's going on at the library. You can also view the website of our township office to see what's going on in the community.

“Link: our website.”

“Link: township office.”

Don't Display Hyperlinks, Embed Them

We'd like to thank our sponsor, Kroger, <http://kroger.com>, for donating snacks.

We'd like to thank our sponsor, [Kroger](#), for donating snacks.

“Link: Kroger”

Thank You For Your Time

If you have questions, please don't hesitate to
contact us:

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Sonya Schryer Norris, Library of Michigan
NorrisS2@michigan.gov