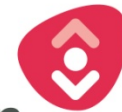




Accessible websites, a necessity?

Issues dealt with in making online services for the print disabled accessible

Aangepast Lezen



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Accessible website for National Centre for Adapted reading

- 2007, founding of the National Centre for Adapted Reading (Stichting Loket aangepast lezen)
- Front office, customer organization, for people with print disabilities in the Netherlands and part of the branch of Public Libraries instead of a special branch outside the network
- Production, reproduction and distribution done by producing organizations Dedicon and CBB
- New website needed to be created

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WHAT ABOUT THE NEW WEBSITE

- A rather rudimentary knowledge on Accessibility (W3C guidelines)
- Organization Accessibility, the accredited foundation to test websites according the W3C guidelines: advice on guidelines:
 - Technical and redaction
- Selecting a website builder chosen who could built websites according to W3C
- a functional and a graphic design was put together:
 - Mainly information oriented on products and services provided and organization itself
 - Very simple search engine to search in the catalogue (braille and talking books) and no possibilities to order online, technique not available at the time

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NEW WEBSITE

- 2 years of experience, further development
- 2010, again a new website, why?
 - Accessibility doesn't mean usability, user experiences were gathered
 - End user panel installed, with representing people (about 25) with different print disabilities: blind, ill-sighted, dyslexia etc.
 - Development of on-line catalogue system, for ordering de talking books, books in braille
 - Introduction of streaming services on the website and other players
- Again a functional and graphical design, by a new selected developer (company) for the purpose of two integrated websites:
 - An open, public part for potential and new clients with information about the services, products and organization
 - A part behind a log-in, for clients only, with personalized pages, bookshelves and possibilities to order books online and streaming facilities
 - Developed by partner Dedicon, a web based version of our library automation system Vubis (INFOR)

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NEW WEBSITE 2

- Both websites were developed with user advice and testing on graphic and functional design
- Both websites checked by organization Accessibility on W3C guidelines
- First catalogue world wide that was tested on W3C guidelines!
 - Embedded Daisy online player
 - Some exceptions were given after some good discussions with Dutch board on the W3C guidelines
 - First website in the Netherlands which could comply to all guidelines (142), public part
- User panel still plays a role in checking on any adjustment or development done on the website
- Only small adjustments were done since then

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RENEWED WEBSITE

- This autumn the current website will again be renewed
- Too much (useless) information, which does not appeal to new customers
- Other navigation structure
- More products there like a in window shop and to try straight away
- Direct ordering and shopping basket, for products so new clients don't have to wait for two or three days before getting started (online)
- Nearby future: new user web based interface, Iguana by INFOR
- No longer two separate websites needed because Iguana interface has been developed on Accessibility W3C guidelines

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CONCLUSIONS

- W3C guidelines are not that difficult to apply on. Much more is possible nowadays than a couple of years ago
- Chose a developer/company who can build according to those guidelines, with some proven record on that
- Make use of (end) user panels, both blind/ill-sighted and dyslectic
- Blind/ill-sighted and dyslectic may have different needs for a website, but both groups can be served on a same website
- Advocacy on Accessibility: We are in the country of Louis Braille, information (content) has become more accessible over the years, but what about the way to get there? Still a lot of work to be done!
- In the Netherlands: this autumn a declaration is signed by Bibliotheek.nl (Dutch digital platform for public libraries), Accessibility and National Centre for Adapted Reading for making all the websites for public libraries (WAAS = Website as a services and their components accessible).

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Thank you / Merci

Questions?

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