

## Standards for Accessibility and Inclusiveness of Library Electronic Resources

The Rowan-Cabarrus Community College Library is committed to ensuring the electronic resources that we create, purchase, or subscribe to are accessible to everyone. We make reasonable efforts to understand if the resources we are creating or procuring comply with the [Americans with Disabilities Act \(ADA\)](#), [Section 508 of the Rehabilitation Act of 1973](#), and [WCAG 2.00 AA guidelines](#). In addition to our awareness of federal requirements and accessibility standards, Rowan-Cabarrus Library strives to comply with the [College's Web and Electronic Resources Accessibility Policy](#).

### 1.1 Internal Content Creators

Internal content creators and administrators will conduct high-level audits on websites, databases, and other media to ensure they comply with essential [WCAG 2.00 AA success criteria](#). Audits by content creators and administrators should be carried out frequently enough to ensure perpetual compliance. These audits will be conducted using [WAVE](#) and human resources.

To ensure that all content is accessible:

1. Give all images "ALT" (alternative text) tags.
  - The purpose of the "ALT" text is to explain the meaning of an image when someone cannot view the image directly.
  - Images that are not photos include charts, graphs, and mathematical equations or notations.
  - "ALT" tags must be included on images embedded on your website or documents.
2. Ensure that closed captions or transcripts are provided for all multimedia or non-text-based elements.
  - If database providers do not have an accompanying transcript for multimedia materials, a pdf or word document of the transcript can be attached with the audio or video.
  - Screen reading programs such as JAWS can facilitate the captioning of visual materials.
  - Avoid animated elements or flickering text.
3. Use purposeful language and labels in URLs, icons, and form elements.
  - URLs and link icons should not contain nondescriptive language (i.e., "click here"). Instead, display the title or simple description by placing a hyperlink in the text.
  - Icons on websites and forms should have names such as "name," "submit," "email," etc.
4. Downloadable documents should be uploaded in Word, Excel, PowerPoint, or HTML.
  - Avoid web-based documents when uploading as it creates an inaccessible file.
  - Use the "Accessibility Checker" option. It can be found in the "File" tab under "Check for Issues."
  - HTML tables need to have headers and cell designations added to them.
5. Add tags to pdfs or avoid uploading pdfs unless they have been made accessible before being converted to a pdf.
  - For example, make sure a word document is compliant before converting it to pdf and uploading it. If not, pdfs will be treated by screen readers as images.
  - Scans of pdfs are not accessible and will be treated by screen readers as images.
  - Use tags in pdfs if uploaded so that screen readers can recognize the text. It will not change the appearance of the pdf.

6. Headings (<h1>, <h2>, title) should be used only to provide page orientation assistance and not for aesthetic purposes.
  - Screen readers can help orientate students to where they are within a text from elements like “heading 1” or “title.”
7. Ensure web-based components get updated when dynamic content changes or updates.
8. Use color combinations with enough contrast between background and foreground.
  - Avoid using a red/green contrast within elements
  - Ensure that the foreground and background can still be read in black and white.
9. All media (audio or video) should provide closed captioning and an accessible transcript.

## 1.2 Third-Party Providers

Acquisition of any new electronic resource or existing resource renewal that is purchased will undergo an evaluation to ensure that the vendor is making necessary efforts to provide access for all users of their product, regardless of ability. If vendors are not in compliance, the Library will confirm that necessary accommodations can be made for people with disabilities before purchasing a vendor’s product.

When beginning procurement of a new electronic resource, Rowan-Cabarrus Library will require that the vendor provide:

- accessibility documentation
- an accessibility clause
- point-of-contact for accessibility-related questions.

The Collection Development/Acquisitions Librarian and Digital Services Librarian will work in partnership to ensure the requirements are met. The Collection Development/Acquisitions Librarian will negotiate and ensure that an accessibility clause is included and a point of contact for accessibility is recorded.

The Digital Services Librarian is responsible for acquiring the accessibility documentation and evaluating the resources based on the criteria outlined in [1.2.4 Auditing & Evaluating Resources](#).

### 1.2.1 Accessibility Documentation

#### **Voluntary Product Accessibility Template**

We will ask all third-party resource providers for a completed [Voluntary Product Accessibility Template \(VPAT\)](#) that we will file alongside the fully executed license agreement.

#### **Other Accessibility Evaluations**

While the VPAT is the Library’s preferred documentation, we may consider accepting an accessibility evaluation of a product performed by an accessibility consultant or a known accessibility expert. The Library would determine the validity of such an evaluation before it was accepted in place of a VPAT.

### 1.2.2 Accessibility Clause

When negotiating an agreement with a third-party provider, the Rowan-Cabarrus Library requires that a clause about accessibility be included in the license agreement. If the third party has an existing

accessibility clause that is inadequate or does not have one, the Rowan-Cabarrus Library will ask them to insert a clause. Listed below is an example template for consideration:

*Licensors shall comply with the Americans with Disabilities Act (ADA) by supporting assistive software or devices such as large print interfaces, text-to-speech output, voice-activated input, refreshable braille displays, and alternate keyboard or pointer interfaces in a manner consistent with the [Web Accessibility Initiative Web Content Accessibility Guidelines 2.0 AA](#). Licensors shall ensure that product maintenance and upgrades are implemented in a manner that does not compromise product accessibility. Licensors shall provide to Licensees a current, accurate, completed [Voluntary Product Accessibility Template \(VPAT\)](#) to [demonstrate compliance with accessibility standards](#). If the product does not comply, the Licensors shall adapt the Licensed Materials promptly and at no cost to the Licensee to comply with applicable law. Nothing in this Agreement shall limit the Licensee or any end-user from making lawful, non-infringing uses to facilitate access to the Licensed Materials by users with disabilities. For the avoidance of doubt, the Licensors authorize such uses. Additionally, the Licensors acknowledge Licensors further agree to indemnify and hold harmless the Licensee from any claims arising out of its failure to comply with the requirements of this section. Failure to comply with these requirements shall constitute a material breach of this agreement and shall be grounds for termination of this agreement by the Licensee.*

### [1.2.3 Licensing and Inaccessible Product](#)

Occasionally, licensing an inaccessible product does happen. There are very specialized resources that users may request the Library to purchase or subscribe to that might not meet accessibility standards. While we follow the procurement procedures above, we will propose a clause in the license agreement that acknowledges this and allows the Library or the end-user to modify the resource only to make it accessible.

In addition, we will also reach out to the user or users. We will inform them that the resource may not be compatible with assistive technologies before procuring it to ensure they can use it. Lastly, if the Library determines that the inaccessible product will be widely used, we may conduct an audit or evaluation following the procedure below. Depending on the outcome of an internal evaluation, we may not move forward with procurement.

### [1.2.4 Auditing & Evaluating Resources](#)

While the Rowan-Cabarrus Library trusts that external resource providers are doing their best to meet current accessibility standards, sometimes a vendor does not have a [VPAT](#) and isn't willing to complete one. This means we may conduct a high-level audit of a resource we are considering procuring to assess if the resource complies with essential [WCAG 2.00 AA success criteria](#). This audit will be conducted using [WAVE](#) and human resources.

Depending on the outcome of this evaluation, we may not move forward with the procurement unless the Library can reach an agreement with the vendor or the vendor is willing to improve the accessibility of their site before we finalize any agreement.

### [1.2.5 Point of Contact](#)

Resource providers are asked to provide Rowan-Cabarrus Library with a point of contact should they need to request alternate formats of materials or report a complaint related to the accessibility of their content.

