Accessible websites, a necessity?

Issues dealt with in making online services for the print disabled accessible
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
WHAT ABOUT THE NEW WEBSITE

- A rather rudimentary knowledge on Accessibility (W3C guidelines)

- Organization Accessibility, the accredited foundation to test websites according to 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
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)
NEW WEBSITE 2

• Both websites where 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
RENEWED WEBSITE

• This autumn the current website will again be renewed
• To 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
CONCLUSIONS

• W3C guidelines are not that to difficult to apply on. Much more is possible nowadays then a couple of years ago

• Chose a developer/company who can built 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.)
Thank you / Merci

Questions?