# **Accessibility Credo Online Reference Service**

## **Accessibility Statement**

Infobase's Credo Reference Online Service believes that everyone deserves the ability to learn and the opportunity to succeed. Every effort to ensure that Credo Reference Online Service can be used and accessed by everyone. It is a priority for Credo Reference that our system is accessible to all types of users, and we have designed and developed Credo Reference to be used by people with disabilities. Credo Reference is always striving to design and build its educational content products to meet the W3C Web Content Accessibility Guidelines (WCAG 2.0 A & AA Guidelines) and Section 508 of the US Rehabilitation Act.

## **Accessibility Features**

### **Zoom & Resizing Text**

Credo Reference uses a responsive web design that allows zoom and resizing of text to be functional without loss of meaning when the page is zoomed to 200%.

### **Keyboard navigation**

* Tab - move forward through each link or form element
* Shift + Tab - move backward through the links
* Spacebar - toggles the check when the focus is on a checkbox
* Up and down arrows - change selection when the focus is on a selection list
* Left and right arrows - move back and forth between radio buttons in a radio button group

### **Other keyboard navigation**

* The first link on any page is *Skip to Main Content*. This skip navigation element moves the focus to the page's main content.
  + Home Page - skips to the main heading on the page, "Background Information to Start Your Research." Hit Tab once to get to the search bar field.
  + Search Results - skips to the top of the search results list
  + Entry Page - skips to the entry text
* The second link on any page is *Skip to Search Bar*. This skip navigation element moves the focus directly on the search bar.

### **ReadSpeaker (Read Aloud page tool, i.e., text-to-speech)**

All Credo Reference article entries have a built-in ReadSpeaker that will read the text of the entry article to the user. If your browser supports access keys, you can use ACCESS KEY + L to skip to the ReadSpeaker button.

* Firefox: ALT+SHIFT+L
* Chrome, Firefox, Safari, Opera: ALT + L

### **Searching**

While using the keyboard navigation to find the search bar, start at the top of the page. The first link is *Skip to Main Content*. Hit the Tab key again, and the next link is *Skip to Search Bar*. Use this link to move the focus to the search bar.

* A screen reader will read: "Search Credo."
* To search, type your search phrase and hit enter.

### **Browsing Search Results**

While using the keyboard navigation, use the first link on the page, *Skip to Main Content*, to skip to the search results. This skip navigation element moves the focus to the first entry in the Search Results page.

All search results use an h4 header. The title of the entry is also a link that is read first. Hit the enter button to open the entry article, or hit the Tab key to continue browsing the search results.

* *Read More* link in feature search results pages will open a brief blurb from the entry.
* *Save* will add the article to your saved results folder for the length of your session
* After the Save button of some entries is Key Concept terms. These terms are words related to the topic and can be used for further research. Tab past this to get to the next search result.

### **Screen Reader**

Credo Reference strives to allow all input devices to be operable with its design. The Credo Reference user interface allows for many input devices such as the keyboard, screen readers (e.g., JAWS and NVDA), browser plugins, and other assistive technologies to access Credo Reference content.

* A screen reader can easily read article entries and text content on Credo Reference. To immediately have a screen reader read an article entry, move directly to the entry text to start hearing the article be read by a screen reader such as JAWS.

### **Video Captions**

Most Credo Reference videos offerings provide closed captioning and interactive text transcripts, which can also be separately downloaded.

### **Modal Dialogs and Page Tools**

Every article entry has a set of page tools to facilitate and promote sharing, saving, access, and citation. All modals are keyboard accessible.

* *Go Back Results* link – Returns a user to the search results page.
* Save – Saves the entry to your Saved Results folder for the length of your session.
* Citation – Generates a source citation for the entry in several different styles (e.g., APA, Chicago, Harvard, and MLA). The modal also provides several export choices of the citation to EasyBid, Noodletools, RefWorks, and Zotero.
* Print – The print modal allows the option of a downloadable *PDF for Printing* or *Export to Google Drive*.
* Share – The share page tool takes you to a new page where the export of the article can be facilitated from all the already mentioned page tools but combines them all in one fully accessible page. Additional share tools on this page are:
  + Email – Email the entry to yourself or others.
  + Embed Code - Generates an embed code for faculty and librarians.
* Read Aloud – This tool will launch an audio player with play, stop, pause, settings, volume, and download mp3 buttons. It will also read the content of the entry with Credo's built-in Readspeaker technology.
* Translate – Translates the entry content using Google Translate.

## **Accessibility Gaps**

Not all of Credo Reference content is fully accessible. Efforts are always made to make accessibility a priority, but conditions and services are ever-changing. The following are noted areas where Credo Reference content may not meet current accessibility standards:

* Videos on Credo Reference do not contain audio descriptions, and thus only partially supports the conformance level of the WCAG 2.0 Success Criterion 1.2.3. and Success Criterion 1.2.5. Credo Reference is a content aggregator. Video content comes from third-party publishers and affiliates; audio descriptions are typically not included with publisher and affiliate content.
* The heading structure is not logically nested in some areas. There is not always an h1 heading on a page, and heading levels get skipped throughout the site.
* ARIA labels and other label elements that facilitate accessibility and assistive technologies are incomplete, broken, or empty and thus need to be fixed and updated.
* Navigating with the keyboard to the right side of the page region, with the *"mind map"* and *More Library Resources* headings is not as easy as it should be with an infinite scroll mechanism.
* When navigating with the keyboard, the Tab focus skips some main page links in the navigation region. The only way to navigate to the missed links is to move the Tab focus backwards (i.e., Shift + Tab).
* The link purpose is not always clear. The use of link text such as *Next Article*, *Previous Article*, and *Read More* needs more context to give more meaning to where a link may lead.
* PDFs found on or generated in Credo Reference are not optimized for accessibility.
* Credo Reference is a content aggregator of many leading publishers, but some of these third-party content providers do not always add alternative text to their thumbnail images. Also, some image alternative-text while provided may not always be concise or informative. The use of caption text near an image will be more informative to a user when wanting to know what the image depicts.

The above information was compiled from a recent accessibility assessment of the Credo Online Reference Service website. All the issue descriptions are also found in the Credo Reference VPAT, which covers the WCAG 2.0 Level A & AA and Revised Section 508 guidelines and standards. The issues listed above are newly discovered and maybe from recent updates to the Credo Reference website or were previously undiscovered in earlier accessibility assessments. Every attempt will be made to remediate all these issues in future development phases of the service.

## **Accessibility Testing**

The web accessibility of Credo Reference is a continuous and ongoing effort. As Credo Reference evolves, so does its design processes. Future endeavors will be incorporating more and more accessibility standards and guidelines into the design processes and quality assurance testing.

The most recent Credo Reference accessibility audit used several automated and manual checks, including but not limited to:

* WAVE (Web Accessibility Evaluation tool) by WebAIM
* ARC Toolkit Version: 3.3.2.0 by The Paciello Group
* IBM's Equal Access Accessibility Checker Version 3.0.8
* Manual keyboard testing and assessment
* JAWS (Job Access With Speech) screen reader from Freedom Scientific

Credo Reference is tested on the latest versions of Firefox and Chrome and PC desktop machines. Future tests may include testing with Apple computers, iPad and Android tablet interfaces, and iPhone and Android phones.

## **Accessibility Improvement Initiatives & Commitment**

Web accessibility improvement initiatives for Credo Reference, as well as all Infobase's other online services, is an ongoing quest to provide the best possible user experience to the broadest possible audience. We are committed to working with schools, libraries, and institutions that share the belief that everyone deserves the ability to learn and the opportunity to succeed. The following ongoing accessibility improvement includes some of the following initiatives at Credo Reference as well as other online educational services at Infobase:

* Accessibility testing and auditing with a range of assistive technologies from screen readers to browser plugins that mimic possible user deficiencies like color blindness and dyslexia.
* Promote ongoing and open dialog between the accessibility team and the web and platform developers and designer teams.
* Reviewing and assessing feedback reports from schools, libraries, and institutions, and communicating directly with individual customers to assist in fixing and updating Credo Reference accessibility functionality and issues.
* Supporting continuing education of employees that promotes and encourages the latest trends, tools, and resources in the world of digital and web accessibility.
* Consulting with and receiving *High-Level Accessibility Evaluations* and guidance from accessibility experts at Michigan State University's Usability/Accessibility Research and Consulting group [https://uarc.msu.edu/].
* Finally, every effort is being made to make web accessibility an embedded part of our design and development process. As we adopt new features and functionality, as well as integrate new and old content into our products, we are committed to keeping up with the latest accessibility standards. Our goal is first to achieve full WCAG 2.0 A & AA compliance, and then look at testing for and adopting the newly added success criteria added to the WCAG 2.1.

## **Accessibility Support & Feedback**

If accessing Credo Reference content or features with assistive technology is difficult or any other accessibility issue that may arise, contact Credo Reference Support. We will work with users to identify the best option to fix, provide a workaround, or remediate any issue apart from any content licensing restrictions and technical capability.

* Credo Reference Online Support [https://credoreference.zendesk.com/hc/en-us]
* Credo Reference Accessibility Email Support: support@credoreference.com
* Credo Reference Phone Support:
  + +1 (617) 500-1879 (US)
  + +1 (855) 500-0165 (US Toll-free)
  + +44 1483 802448 (UK)

## **Links to Resources**

All these documents are subject to change as they have all been recently reviewed and updated:

* Credo Reference Accessibility Statement (Subject to change): [https://credoreference.zendesk.com/hc/en-us/articles/360037919454-Accessibility]
* Credo's support documents are hosted on the ZenDesk platform, and their VPAT can be found here: [https://www.zendesk.com/company/policies-procedures/accessibility/]
* In September 2020, Credo Reference completed another internal accessibility evaluation of the Credo Online Reference Service platform for which *this* document accompanies. [Add VPAT link here when the September 2020 VPAT is posted on Credo Reference]