# **Accessibility Films On Demand**

## **Accessibility Statement**

Infobase’s *Films On Demand* is committed to ensuring digital accessibility for people with disabilities. We are continually improving the user experience for everyone and applying the relevant accessibility standards. We also strive to meet the W3C Web Content Accessibility Guidelines (WCAG 2.0 A & AA Guidelines) and standards set by the Revised Section 508 of the U.S. Rehabilitation Act.

## **Accessibility Features**

### **Zoom & Resizing Text**

*Films On Demand* 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.
* The first link on any page is *Skip to Main Content*. This skip navigation element moves the focus to the page’s main content.

### **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*. Continue to hit the Tab key to move the focus to the search bar. To search, type your search phrase and hit enter. There is Advanced Search, which will give you more options.

### **Browsing Search Results**

While using the keyboard navigation, use the first link on the page, *Skip to Main Content*, to jump the focus to the search results. This skip navigation element moves the focus to the *Page Link* first and then to the filters to narrow the Search Results further.

All search results use an h3 header. The title of the entry is also a link. Hit the enter button to open the video player page, or hit the Tab key to continue browsing the search results.

* *Preview* launches the video within the results page.
* *Share* allows for e-mail sharing of the video or embedding to an outside page.
* *Add to* allows for videos to be added to a playlist or favorites list. Tab past this to get to the next search result.

### **Screen Reader**

*Films On Demand* strives to allow all input devices to be operable with its design. The *Films On Demand* 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 *Films On Demand* content.

### **Video Captions**

*Films On Demand* videos hosted by Infobase provide closed captioning and interactive text transcripts that can be separately downloaded. Videos ingested into the platform from third-party publishers, e.g., Web Videos, do not always have available closed captioning or transcripts. These videos can be filtered out of search results if necessary.

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

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

* *Add to* – Allows for videos to be added to a playlist or favorites list.
* *Cite* – 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, and RefWorks.
* *Share* – Allows for e-mail sharing of the video or embedding it to an outside page. Additional share tools on this page are:
	+ E-mail – E-mail the video page to yourself or others.
	+ Link – Video page link to copy and paste.
	+ Embed Code - Generates an embed code for faculty and librarians.

## **Accessibility Gaps**

Not all of *Films On Demand* 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 *Films On Demand* content may not meet current accessibility standards:

* Videos on *Films On Demand* 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. However, starting in 2021, a subset of popular videos within the *Films On Demand* video library may receive audio descriptions.
* An auto-scrolling carousel banner on the homepage currently does not have a comprehensive pausing mechanism.

The above information was compiled from a recent accessibility assessment of the *Films On Demand* website. All the gap issue descriptions are also found in the *Films On Demand* 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 *Films On Demand* website or were previously undiscovered in earlier accessibility assessments. Every attempt will be made to remediate these issues in future development phases of the service.

## **Accessibility Testing**

The web accessibility of *Films On Demand* is a continuous and ongoing effort. As *Films On Demand* 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 *Films On Demand* 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
* Manual keyboard testing and assessment
* JAWS (Job Access With Speech) screen reader from Freedom Scientific
* Code checkers: http://validator.w3.org/ and HTML\_CodeSniffer.

*Films On Demand* 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 *Films On Demand*, 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. The following improvement initiatives at *Films On Demand* are:

* Accessibility testing and auditing with various 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.
* Review and assess feedback reports from schools, libraries, and institutions, and communicating directly with individual customers to assist in fixing and updating accessibility functionality and issues.
* Support continuing education of employees to the latest trends, tools, and resources in digital and web accessibility.
* Consult 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 and 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 *Films On Demand* content or features with assistive technology is difficult or any other accessibility issue, contact *Films On Demand* 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.

* *Films On Demand* Support [https://infobase-fod.zendesk.com/hc/en-us]
* *Films On Demand* Accessibility Support - Submit a Request: [https://infobase-fod.zendesk.com/hc/en-us/requests/new]
* *Films On Demand* E-mail Support: video.support@infobase.com
* *Films On Demand* Phone Support:
	+ +1-800-322-8755 (US)

## **Links to Resources**

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

* *Films On Demand* support documents are hosted on the ZenDesk platform: [https://infobase-fod.zendesk.com/hc/en-us/categories/360000762154-Product-Support]
* Online Accessibility Statement for *Films On Demand*: [https://infobase-fod.zendesk.com/hc/en-us/articles/360011563914-Accessibility-Statement-for-Films-On-Demand]
* *Films On Demand* Accessibility Roadmap: [https://infobase-fod.zendesk.com/hc/en-us/articles/360043348194-Films-On-Demand-Accessibility-Roadmap]
* *Films On Demand* VPAT: [https://infobase-fod.zendesk.com/hc/en-us/article\_attachments/360058618394/20200221\_VPAT2.3Rev508-FOD\_V5.0.pdf]