

Transcript of Webinar: Resources for implementing accessibility and usability testing in libraries

Andy Andrews, UW Libraries Accessibility Coordinator

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11:06:44 >> ANDY ANDREWS: So hi. I am Andy Andrews. (Mic cutting out) make sure I am sharing. Everyone can see that right? So I am the accessibility coordinator at UW libraries. And so I just want to go over a little bit, a process we developed here at the UW libraries for testing of our stuff to niche capacity. We were inspired by the testing the big ten academic alliance and the ASERL

11:07:15 We wanted to find ways to contribute to that work. So I think I am not in presenter mode. Now I have the presenter and you have the different screen. Okay. You can tell -- all right. I don't like this.

11:07:43 I am going to do it this way. The digital monitor is throwing me off. So basically the objective today is I want to talk about the process we developed ourselves for testing. And what we learned and most importantly the value of sharing the results with you all.

11:08:13 Just to give a back story about this: A lot of testing on UW campus happens through the accessible technologies services and they do stuff for campus wide distribution. Stuff like office, Zoom, they have tested those kinds of projects but they have limited budgets. There are two to three student employees.

11:08:54 So was he approached them, teach us what you do so we can do it for ourselves with our databases because we have 650 databases which you know, for those in a library you know that is a lot of databases. So again why we developed the process is that UW-ITATS has limited time and resources. We looked at big ten and ASERL had done and with the party accessibility evaluations and there are probably 50 or 60 up on the site and we have 650 databases.

11:09:29 So we had a lot that we wanted to be able to contribute to and we have a lot of staff that were interested. Since being brought on as the accessibility coordinator -- (mic cutting out) we have built capacity.

11:09:39 I am not sure what you missed. We have the capacity so we wanted to go with that.

11:10:29 So we basically did the three day intensive boot camp with the student employees, so three eight hour days of going through this. We all had some experience going in. But the thing is, once we get through their process, it really taught us to rethink how we were currently testing -- I think you see the testing when you are reading -- screen reading screen reader.

11:10:46 We thought about starting with keyboard navigation and screen readers can create faults where something does not seem accessible but it is because you are not as familiar with it as someone that uses the screen reader all the time.

11:11:16 That was enlightening to think about. Keyboard testing is great to start with and the screen reader is about confirming the errors that you found. So that helped us I think change

the way -- we are still -- tweak taking and getting fixes here and there on how we want it to go. But I think we are going to have a great product in the end for our staff.

11:12:03 We need flexible testing processes and I mean by that, if we are working with -- Ebscohost -- a huge platform content creator and aggregator. If we are working with EBSCO we might test them a little harder than we would say, a one off like niche platform that is not doing a lot. So you can encourage the smaller platform and databases to make changes. So we may come that they don't have the vast resources that EBSCO might have.

11:12:34 So the testing process needs to be flexible. Then we want to share what we have discovered in a way that promotes change. It not like here, you did this you are bad. But hey, we found these issues and we would like to work with you. To help you have a better product for all of the customers, patrons, students and faculty and the

11:12:56 public. Let's find a way to make it work better for everyone. So this is I guess -- this is what I really wanted to talk about. (Mic cutting out)

11:13:42 >> ANDY ANDREWS: Yes so the worry you hear a lot, we can't share this stuff. We put it on our website, we might get sued it makes us more liable because we have admitted that there is a problem.

11:14:07 I am not a lawyer so I can't give legal advice but my belief is that it is the wrong way to go. By sharing the information, it helps us all be better informed. The library community can gain greater awareness about the accessibility of these products. We know there are issues and some are better than others and nothing is perfectly accessible.

11:14:38 And then, also hopefully the vendors can gain a greater awareness about the accessibility of their products. They can see how they are doing compared to their peers and maybe that will help. Maybe peer pressure will help. And I feel that testing results hold all of us accountable. We can use it to help hold the vendor as accountable and ourselves as institutions subscribing to these products.

11:15:03 A lot of times we have to have them but we are still, by doing test and working with the vendors it is a way for us to help push that. You have heard a lot of the court discussions coming out of California last year that the library had to make sure the stuff they had on the website was accessible including products they are subscribing to.

11:15:36 And I really believe that sharing our results creates a lot of opportunities like I have said. So I am going to, if I am on the right screen here, I want to show you -- you know ASERL and big ten resource testing stuff. But I am going to go ahead and hopefully show you this.

11:16:15 >> ANDY ANDREWS: So this is, it is still a work in progress. But it is the result of our database testing. This is just on keyboard navigation. So it is kind of phase one. I have to flush out the stuff with the project guidelines but it is an A to Z list and it is just looking at basic keyboard compliance. Like can I get around -- (mic cutting out) the interface without a mouse. (Mic cutting out)

11:16:50 And then, the purpose is they want (mic cutting out) so can initiate the search. We found sites where you could not because they used a layover compared to an on click so you could not even get to it. Screen reader or not, it would be hard to get there.

11:17:06 And can you retrieve the results? Can I select and open the search result and the user is, can I read scroll and navigate within the document. So if it opens up the document and there is navigation you can still interact with it.

11:17:26 The stuff that we have on the page is still -- keyboard navigation is basic. We are in phase one. We started approaching some of these vendors to move into phase two with us to start building and once we get the testing done with that, we can put that up there.

11:18:03 And so we have yes and nos and we have a yes with an asterisk and in that case, you could technically do it. So it was technically accessible but not functionally accessible. So maybe it took too many keyboard strokes to get to what you needed to do. So it is accessible but we would like them to improve on that. So I think I am at my time.

11:19:01 I will put the link to this in the chat when I am not in the shared screen mode because that is messing with my brain. I am going to stop sharing. So there is that. I am only up to D so far. And eventually we will get to Z. I like to say that we were only up to C for the first year of the project and the pandemic made it so we got through the lists because we suddenly had a lot of student workers without work and two dozen students doing keyboard testing over remote working. So yay for pandemic for accessibility.

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11:20:03 >> HILARY ROBBELOTH: Okay. I am going to add a couple of links into the chat for where my presentation is living. I am about to present on the alliance user testing tool kit and also a link to where you can find that tool kit.

11:20:14 As Andy say takes messes with your brain with the interface of Zoom.

11:20:58 Can everyone see my slides? Hopefully? I can't see the chat. So -- okay my name is Hilary Robbeloth and I am the systems and discovery labor rarn at the University of Puget Sound library and I am the new chair of the discovery and user experience team at the Orbis Cascade alliance.

11:21:41 So so I am going to give you a little bit of background on the user testing tool kit and I have sent a link to get to it and I will bring it up again and some highlights, I wanted to let you know what is inside of the tool kit so we have an idea of what you can look for if you later at point of need, think I can use a tool kit for this. Then you can go look for it.

11:22:15 And it gives you an idea of the future goals that the team has. So background. And I am sorry for how much wording is on these slides. But I gave you the link so you can go back and reread them if you need it. So the discovery and user experience team which we call ourselves the DUX team, we have been charged with providing leadership and oversight for the development and use of discovery systems and services.

11:22:57 So discovery within libraries used to be library catalogs and now it is more about

discovery layers. And this is the super condensed version of our charge. But we have been charged with ensuring that our patrons are able to discover all items locally as well as con sorally. So the things they can request four the summit program and advocating for good user experience and supporting the reference and instruction community.

11:23:13 And our documentation, or full charge is at OrbisCascade.org/dux.

11:23:57 So we do this with our working groups and project groups and we have a pretty new couple months old group that you all will be interested in which is the accessibility group. We have a Primo enmhancement project group that looks at the things we can goat on training coordination and the user testing tool kit project group which I was part of the original group that made this tool kit.

11:24:30 And now we just maintain it. So the original group, several of the names are no longer around unfortunately but the original group was chaired by Holli Kubly and Kate Thornlill and Kathleen Velduisen and Kathy Watts and I wrote the tool kit.

11:25:03 So we formed at the end of 2017 so it was a couple of years ago we made the tool kit pretty quickly in a few months and started promoting and made a report on it. The goals were to provide a place that had resources for user testing that were pretty general. They would be applied across a lot of different systems interfaces. With the idea that there is a very wide range of skill sets across the region.

11:25:37 As well as amount of time team can be devoting to this. Many of us wear a lot of hats. And so we wanted this to be pretty flexible. With the major goal of empowering you to be able to do this kind of usability testing on your own if need be. So for a lot of different situations you can pick what works best for you.

11:25:54 So it is at the discovery documentation web page. Orbiscascade.org/discovery-documentation.

11:26:11 This is where the accessibility tool kit is going to be linked. On if you are looking for this tool kit is t is the one linked user testing tool kit.

11:26:36 So let's go over highlights. There are three major sections I wanted to share with you. The user testing FAQ. Resources that have been organized by questions. The user testing documentation and the overview for librarians and archivists who are conducting user testing. How you get started and how you do it.

11:27:09 So the FAQ is the curated selection of general resources. This is not just about accessibility. This is about user testing in a web environment. But more generally. It is set up in these collapsable format of different questions. So it started pretty generally. Maybe I don't know what UX is.

11:27:42 I keep seeing the acronym UX and it goes down to more detail. More specific situations that you might be in. So when you click into it, it opens that up and it shows you one to three resources. So if you clicked on are there good videos. We suggested rocket surgery made easy, and there might be up to three if you clicked into using test conducting.

11:27:59 So we provided a couple of different things and the sources are kind of across the map too. They are pretty general. Some of them come from academic libraries and some are more general like Neil son group.

11:28:20 The user testing documentation samples are real life documentation. Documents that we asked, solicited from alliance libraries and they were kind enough to necessary them minus identifying information if it was party pertinent.

11:28:36 But it is mostly in PDFs and we have them linked by the tool kit and organized by various scenarios that you might be needing documentation forms down to scripts and tasks.

11:29:13 And you know, these are a couple of years old. We solicited this in 2017 and 2018, but sometimes it is easy dwroer start from somewhere rather than a blank sheet of paper. Your mileage may vary but hopefully it is helpful to see how others are doing things. The one I wanted to go into is the user testing overview for librarians and archivists.

11:29:23 There is a lot of detail and thinks we are going to a wiki -- so you can start digging into it and I am going to show you the table of contents version.

11:29:52 So we talk about the five components and you click in and get deeper and into more detail. So the five components are designing the test, the study. Getting the team together. Working with participants. Actually implementing your study, coordinating and performing and then of course analysis and celebration. Like Andy said. Sharing this.

11:30:01 So coming up with great research questions is super important.

11:30:21 Figuring out what a measurable goal could be, methodologies and task scenarios. Who do you need to be testing in this? Well you are testing the product not the people but who needs to be helping you with this and making the timeline so you can keep on task.

11:30:46 And so then -- when you get to the page you can click in and see more information about these things. The team, that page goes into the roles and responsibilities. Hopefully you have a team and you are not trying to do this entirely on your own. But it might be a team of two.

11:31:31 You who are doing the coordination and facilitating, and analyzing and a participant. Depending on how small your library is but we go into the roles and responsibilities. And I think that it can be very helpful to have different people who have different levels of stakes in it. Particularly if you are facilitating or have a student worker doing the note taking and that kind of thing. Actually working with participants:

11:31:50 There are more than two points for proctors. usability of the web page or the database or what not.

11:32:29 And then, we are trying to be objective but there are subjective metrics. A report is even stronger with different kinds of information to tell a story. And then respectful interactions. We linked out to a couple of different resources that are helpful with that particularly when we are talking about accessibility and different groups and different backgrounds.

11:32:50 So now you have designed the study and how do you perform it? Again this, we link back to and provide more detail actually for interacting with our participants but also what resources do you need to actually do the work and then running the user test.

11:33:38 And then, maybe my favorite part is analysis and celebration of the results. Sharing this. You want quantitative and qualitative data. You are telling a story so you want it to be rich with different information. Consider doing this in a couple of steps. You want an initial quick analysis to tell people about, hey we did this and this is our initial findings and dig deeper into it and provide a deeper report. And we link to tips for effective writing.

11:34:00 So where does the team, where do I see it going? Ideally I think we are going to be incorporating this tool kit into our documentation web pages and moving it off confluence. It is kind of weird and separate right now. So hopefully we will find a solution to be able to do that so it is all together.

11:34:19 And then, we are always wanting to add additional resources or update and if you want to give me feedback to what we can add I would be super happy to hear that. And we are doing ongoing maintenance. Just checking links and that kind of thing.

11:34:41 And then very excited to share that we are working on an accessibility tool kit that is being created by of the accessibility group. And so, kind of our early talks we are talking about putting in definitions and FAQ. Maybe example policies and testing audit and how to do testing and audits.

11:34:52 And providing a network and colleagues that are doing the work. Who can I tour. Which is a great idea. Community.

11:35:30 And then, the accessibility group will be giving an update at the joint virtual meeting that is at the end of this month. So I am pretty sure they are scheduled for July 29. And we want feedback from you. We want to hear from you. I would love to hear your suggestions. You can e-mail me directly so I provided my e-mail. But you could start a conversation on the DUX discussion list.

11:35:48 Dux-discussion@orbiscasade.org but if you are not part of the discussion group you can e-mail Elizabeth and ask to be on the group.

11:36:08 But the community, the DUX representatives in general are super interested to hear what people are working on. And are usually quick with answers when I put out questions so I encourage you to use the list if you are into e-mail.

11:36:22 I understand e-mail can be overwhelming sometimes. So that is my spiel. And I would love to hear questions or feedback. Thank you.

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11:37:10 >> If you have questions in the chat, right now we have two questions. Three questions coming in the chat. I will start with Andy. There are two questions for Andy right now. So the first one is, are there instructions, definitions for the testing for each category like basic compliance, perform search, retrieve or use results or other instructions on documentations? Andy?

11:37:28 >> ANDY ANDREWS: Yes so we do, I don't have it on the site yet. That will be added. But yes. There is (mic cutting out)

11:37:39 >> Andy -- this is Wendy -- if you would not mind turning the video off again because your audio is cutting in and out.

11:38:18 >> ANDY ANDREWS: Okay. I have another head set if I have to put it in. But yes, so we do have definitions that were used for the project. And those will eventually get added to the site to this page and they will be in that section under the project guidelines. So, we are just making sure the lead on the project that I have the definitions matching what she envisioned what they should sound like.

11:38:42 >> All right. The second question, when a library resource tool has been found to have accessibility issues what does UW do to insure the student can access the contents provided by the tool. What do you do when you find there are accessibility issues?

11:39:35 >> ANDY ANDREWS: So, there is no good answer. Basically. Some vendors like EBSCO, if we find a problem we notify them. And they usually address it fairly quickly. We have had a few vendors where we are like, I think, so the first vendor that we tested was the ABC Chleo e-books and they had the mouse that was a hover over and not an on click.

11:40:11 So they failed everything when we first tested them and we reached out to them and let them know. So if we see things that are quick fixes we might reach out to a vendor before we have done other types of communication. Hey we noticed this thing can you fix it. So we have had times like that, where they did address it and that is great but at this time we can't insure access to all of the tools we have.

11:40:44 Hopefully the work with the site will help foster that. My hope is by having the information out there and also with what the big ten has that when you all are dealing with, if you are at conferencing you can bring light to this with vendors. Ask them, so hey big ten did the testing and they had this problem or the University of Washington did testing and they noticed these issues. Have you addressed them?

11:41:01 We can't get them all addressed. And it is going to take the Army of libraries to I think address that. (Mic cutting out) all of the accessibility problems.

11:41:28 >> This is Wendy I am the one that asked the question. If you find that the tool is inaccessible and you are still using it but a student needs to have access to the content, is there a process they can go to in the library to get access? Someone they work with? What do they do?

11:42:01 >> ANDY ANDREWS: So there are different ways a student can approach that. They could, we have had students work with, doing research and there is a tool they are

using and they are working with the subject librarian already so that librarian might set up time to work with them to help them with the tool. We have quite a few research librarians that made themselves familiar with the product and what needs to happen.

11:42:26 And a lot of students go to the DRS. Because that is their accommodations provider. A lot of times they go to that. But is a burden we don't want to put on them. But we are glad the students have the resource which is why we are doing the testing and trying to push for the change and take the burden off the DRS.

11:42:57 Unfortunately that is 99% of the time what a student does. They have the DRS or a friend or family member help them and that is not an acceptable answer but unfortunately it is the answer right now. So we are just trying to do as much as we can behind the scenes and we let put students know when we are working with the research librarian -- if the student says I have a disability, if that person does not know how to fix it

11:43:15 or how to help them, they will contact me and we will try to work something out and use our brains to come up a plan to help the student. I try to make myself as open as possible to the students when I am notified of an issue.

11:43:16 >> Great thank you.

11:43:34 >> Next I have questions for Hilary. The first is do you anticipate gallery resources for accessibility tool kits or feedbacks?

11:43:57 >> HILARY ROBBELOTH: Yes if Emily is on the call she can talk about where the tool kit is -- what kind of things are going to be gathered for it. Likely gathering things into a tool kit.

11:44:47 >> The slide Hilary showed is a good idea of it. But looking at the repositively of accessibility policy out of the libraries and FAQ and a guide and self tests. Andy is part of the group. So he is a good lead on that. And an FAQ section and an overview of accessibility and since it is part of DUX it is very focused on the web presence as library and not looking at physical accessibility. So we are trying to be limited in that regard. If that answers the question. Let me know if there i

11:45:23 >> All right the next question for Hilary, you mentioned moving the tool kit from conference, to DUX documentation on the website, are you concerned about losing some of the features? And also it looks like the alliance is looking for a new CMS for the website. So do you have insights on that?

11:45:39 >> HILARY ROBBELOTH: That is why this -- there are multiple reasons, but that is kind of an impotus to this. I have been talking to Brian about what we might need for that.

11:45:56 >> Okay. One more question here. Do you have any plans to coordinate collaborative accessibility testing cross the alliance?

11:46:23 >> HILARY ROBBELOTH: So at this point it is not part of the accessibility group's charge. Right now we are focused on empowering people with the tool kit and giving them their own resources. But I think that we also have the listed that we can communicate to each

other and build that community and see where it goes in the future.

11:48:50 >> ANDY ANDREWS: So I think it goes back to the question, back to the question, the working group for the alliance testing. If you end up doing your own testing and you are going to publish that, please let us know at the University of Washington because we are going to link out to other testing. So the table will leak out to us.

11:49:10 So if you have done work we want to share that. So everyone knows what everyone has done and that way we can all contribute to it also.

11:49:24 >> I have a quick question. So you already have resources that you link to? Can you share that with us too?

11:49:56 >> ANDY ANDREWS: The resources for -- for the testing? I have to move some stuff to make it public. If you want that e-mail me and I will set up another public folder and put stuff in there. Anything that we have in progress that is with a vendor we would want, not that to be out in the public at this point. Because we are in a relationship with them and we don't want them to feel like a trade.

11:50:05 So anything, some of that stuff I can share and I will give a folder. E-mail me. And I will share that.

11:50:17 >> That is only shared with each individual, this would not be something that you could contribute to the DUX's accessibility tool kit right?

11:50:33 >> ANDY ANDREWS: Good question. Maybe when I meet with the rest of the DUX people we can talk about a t and see if they want it up there. Some stuff can be out there with the public.

11:50:54 >> One area I left out was having a place where we can say here is what the big ten tested. Here are the type of testing they have done. Here is, just linking out to the different places but keeping track that this place did keyboard testing in August 2018 so it might not be up to date but it is something to start with.

11:51:05 So as you are trying to figure out a certain database or testing you want to do, you can get a sense of what has been done so DUX can be a part of that too.

11:51:37 >> And I think Ohio link as well, they do their testing. That is what I was thinking in the beginning. The Ohio link libraries divide different testing among themselves so not everyone is reinventing the wheel. So in case something similar like that we can do within the alliance.

11:52:01 >> So after the webinar we will send out surveys to everyone and also, we will post the recording on the website. NWHEAT.org. Thank you everyone for participating and thank you Andy and Hilary for presenting in the webinar today. Thank you we will see you soon in our next installment of the webinar.