Creating an On Demand Digital Remediation Workflow

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IU context

Indiana University spans 7 campuses and 2 regional centers across Indiana

Core campuses

- IU Bloomington
- IU Indianapolis

Regional campuses

- IU East (Richmond), IU Kokomo, IU Northwest (Gary), IU South Bend, IU Southeast (New Albany)

Regional centers

- IU Columbus, IU Fort Wayne

Background/Timeline

2023
Digital Strategy Initiative launched

All university web pages must meet the Level A and Level AA Success Criteria of the Web Content Accessibility Guidelines (WCAG) 2.1.

2024
IU Libraries 2030 Strategic Plan

WCC 1.5. Improve accessibility of digital content and collections in all formats, in line with university and federal practices and requirements.

2024
Accessible remediation "working group" charged

Original implementation deadline July 1 2024

2025
Accessible Team final approval

Awaiting for approval from appropriate offices within the University

Original Charge

Define and implement a workflow for on-demand accessibility remediation of online library collections content, both locally held and licensed.

Who this applies to and why

Decision:

- All students, faculty and staff can request remediation for digital items.
- For digital items that are made available to the public, we will be obligated to that audience as well to provide reasonable accessible versions.

Rational:

- Implementing workflow that will be required in 2026 early so as to not have to change our process
- Difficulty for Libraries to verify who does and does not have a disability
- IU Libraries wished to remove barriers for students with undocumented disabilities

Workflow Project Team

Project Team - Remediation Workflow Project

- Led by Assistant Dean for Library Technologies
- Representatives from IU Bloomington departments involved in digital/online library collections:
  - Digital Collections Services, Discovery & User Experience, Electronic Resources Acquisitions,Scholarly Communication, Scholar's Commons (reference), University Archives
- Representative from IU Indianapolis Content Services
- Responsible for creating a remediation workflow that could work across all Libraries and online collection types.

Workflow Creation Process

- Attempt 1: Create workflow for every collection service (e-resources, IU Scholarworks, etc)

- Attempt 2:Create workflow for every digital format type

- Attempt 3: Create a standard workflow for all but 1-2 specialized formats/collections

The Library Accessibility Remediation Charge

Is responsible for handling patron requests for accessible versions of online library collections content, including content in digital repositories, digitized archival and special collections, library publishing platforms, digital exhibits, and licensed electronic resources.

Remediation Operations Team

Operations Team - "Library Accessibility Remediation Team"

- Initiated by Assistant Dean of Library Technologies
- IUB: 2 permanent members, 3 members with 2 year terms (staggered)
  - DUX, Electronic Resources, Teaching & Learning, Digital Collection Services, Scholarly Communication
- IUI: 1 member from IU Indianapolis
  - Content Services

Documentation: Team Needs

- Committee charge & structure
- Remediation queue coverage schedule
  - On call monitor
  - Backup monitor
  - Campus holidays and working hours
- Collaborative workspaces
  - Documentation space
  - Communication space
  - Queue space

Documentation: Remediation Work

- General remediation workflow
  - Format-specific workflow variances
- Style guide for remediated documents
- Queue materials
  - How to use queue software
  - Ticket checklist
  - Ticket hand off
- Storing remediated content

Documentation: Training Resources

- Training/how-to guides
- Free web resources on accessibility
- Relevant accessibility policies

Documentation: Gaps

- Vendor criteria
- Subject "experts" and how we can use them
- Other non-standard format remediation we may run into

Future Accessibility Compliance Needs

- Developing accessibility requirements for new digital collections
- Ongoing remediation of existing digital collections
- Planning for proactive electronic resources accessibility

Questions!