

Facilitating Access: Remediating Accessibility in the Carolina Digital Repository

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Hi everyone. I'm Rebekah Kati, Institutional Repository Librarian at UNC and I'm here with Deseree Stukes, Repository Content Technician. We are going to talk briefly about an accessibility remediation request service that we launched last year for the Carolina Digital Repository.

What is the service?

Goals

Create screen reader friendly PDF

Staffing



The goal of the service is to increase accessibility of CDR content for people with disabilities.

We started with PDF remediation, since the vast majority of CDR's content is in PDF format.

However, due to staffing constraints we are only able to provide the remediation service upon request and we are only remediating PDFs for screen readers.

The staffing for this service consists of me and Deseree. I review requests as they come in and communicate with users, and Deseree does the remediation work.

Workflow

Users click “request accessible version” button and fill out this form →

IR Librarian vets request

Remediation process

Email user with remediated PDF

Accessibility Remediation Request

The CDR accepts many file formats created by a wide range of campus groups. Therefore, not all files in the repository will be fully accessible to persons with disabilities. The University Libraries can provide remediated, accessible versions of CDR content upon request.

To request a remediated version of CDR content that is accessible to persons with disabilities, fill out the form below. Please note that the CDR team can only accommodate requests for content in the CDR. Remediation requests will generally be completed within one work week. However, requests for multiple files or formats may take longer.

If you have other needs, please use our [Contact Us form](#).

Accessibility Request

First Name *

Last Name *

Email *

Link to content *

Please include a link to the content that you would like the CDR team to remediate.

Remediation Request *

Screen reader friendly PDF

Select a type of remediation that you would like the CDR team to perform. If selecting “Other”, please provide specifics in the “Other Information” box below.

Other Information

Users start the process by navigating to a work page and clicking on the “Request Accessible Version” button which you saw on the previous slide.

They will then be directed to a webform, which you can see on the right. They’ll be prompted to provide their contact information so that we can send them a message when the work is completed. They also need to provide us a link to the content that they’d like remediated

Under “Remediation Request”, they have the option to select “screen reader friendly PDF” or “Other”. If they select “Other”, they’ll be encouraged to provide additional information about their request so we know if we can accommodate it

When they click “Submit”, the form is sent to our CDR email address.

I look over each request that gets sent in. Oftentimes, users will use the form to report problems downloading the existing file or opening it with adobe reader, so I’ll work with them if that’s the case. I also keep an eye out for anyone who writes in the “Other information” box.

I create a JIRA ticket for each request with the title of the work and a link and assign it to Deseree. After she completes the remediation steps, she'll close the ticket and I'll email the user with a link to the remediated version.

Now I will turn it over to Deseree to talk about the remediation process.

PDF Remediation

- **Tools:** Foxit PhantomPDF Business / Adobe Acrobat
- **Document Types:**
 - Dissertations
 - Masters Papers
 - Honors Theses
- **Document Length:** 32 to 369 pages
- **Turnaround Time:** Maximum 5 business days

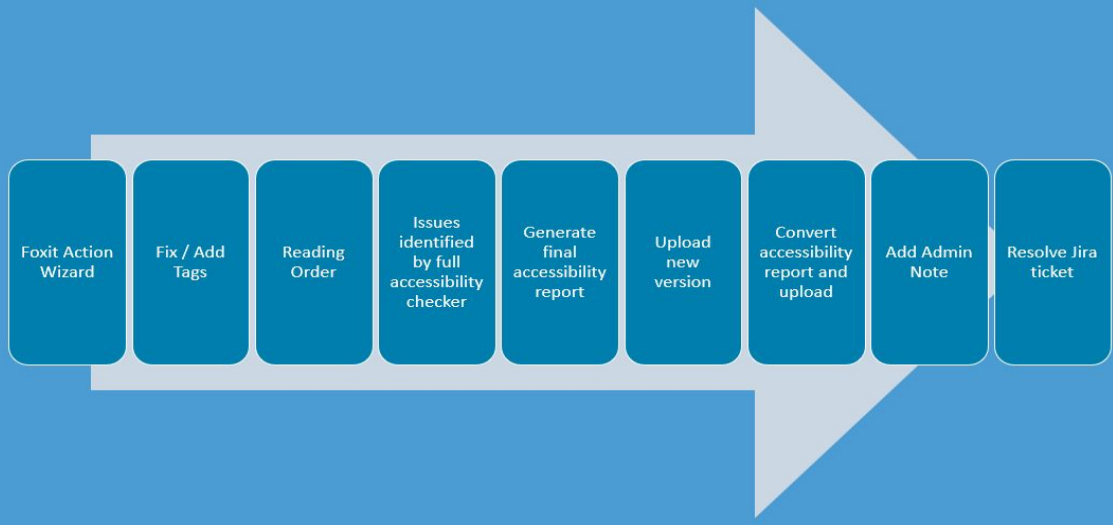
Thanks Rebekah, There are 2 tools that I've used for PDF Remediation. My preferred tool is Foxit PhantomPDF for Business. While both Adobe and Foxit have an Action Wizard to start addressing accessibility issues, I prefer working in Foxit's tagging because it's easier to understand and navigate. I've remediated 3 different document types, dissertations, Masters Papers and Honors Theses that range from 32 to 369 pages. Our turnaround time for completion is a maximum of 5 business days.

Content

- Headings
- Table of Contents / List of Figures and Tables
- Block Quotes
- Footnotes
- Lists
- Tables (labor intensive)
- Figures / Images
- Appendices (e.g., surveys)
- Bibliography

On this slide are the several elements that are found in our PDFs that require tagging. Tables are the most labor intensive due to their complexity. Oftentimes we have cells that span columns and rows, as well as empty cells. These usually require fixing or adding tags on a cell by cell basis.

Process



The first thing I do when remediating PDFs, is run Foxit's action wizard which will set the properties, language, and auto tag content, among other things. The second step is to open the tags pane and fix or add tags. Next reading order for the screen reader is verified or fixed. I then run the full accessibility checker to find any additional issues and fix or skip those items. A final accessibility report is then generated. The new accessible PDF is uploaded as a new version to the CDR and the final accessibility report is converted from HTML to PDF and uploaded as a supporting file. An administrative note indicating the date the upload was completed is added to the file. Finally, the Jira ticket is resolved, which notifies Rebekah to contact the original requester that their file is ready.

Conclusion/Lessons Learned

- SAVE and save often (create backups)
- Trial and error techniques

One of the biggest takeaways is to save your PDF often and create multiple back-ups for larger documents. You can't rely on the Undo feature like you do with Microsoft Office products. Also, because tagging can differ within and between different PDF documents, don't be afraid to try different techniques to add or fix tagging. What works in one PDF may not necessary work in another. Again, it's important to Save before trying out these different techniques.

Questions?

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In summary, that was a overview of UNC's Request Accessible Version services. If you have any questions about this service, feel free to email myself or Rebekah. Thank you for your time today.