

Fulcrum Accessibility Conformance and Remediation Roadmap: ACLS Humanities E-Book

Overview

This form serves as means for libraries and auditors to get a better picture of the accessibility gaps associated with Fulcrum and ACLS Humanities E-Book content by documenting known issues and Fulcrum's plans for addressing these issues in the future. It is meant to serve as a supplement to the [ACLS HEB VPAT®](#).

Information about the fields in the table on the following page:

1. **Issue Description:** Lists each major accessibility issue for the product Including the following:
 - Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT®) and EPUB3 Accessibility Guidelines (if applicable)
 - Gaps identified in other product support documentation
 - Gaps identified by a third-party accessibility evaluation report (if available)
2. **Current Status:** Enter one of the following values:
 - Open: The issue has not yet been resolved
 - Closed: The issue has already been resolved
 - I/P: The issue is currently under investigation
 - Other
3. **Disposition:** Enter one of the following values:
 - Planned: The issue will be resolved
 - Deferred: The issue will not be resolved
 - I/P: The issue is currently under investigation
 - Other
4. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
5. **Available Workarounds:** Describes the business processes Fulcrum offers or third-party products that should be considered to work around the issue until full remediation.
6. **Comments:** Provide details/description regarding the issue
7. **Additional Information:** Provide any additional discussion regarding accessibility plans

The list of issues in the following table has been divided into two areas: content issues and platform issues. We separate the accessibility issues into these categories because resolving each requires a different approach from the other.

Vendor/Product Information

Vendor Name	Fulcrum
Product Name	ACLS Humanities E-Book Collection
Product Version	2.71
Completion Date	February 23 2021
Contact Name/Title	Emma DiPasquale
Contact Email/Phone	ejdip@umich.edu

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Content Issues					
EPUB and PDF Content: No alt text for images	Open	Deferred	N/A	Can be added to a specific book on demand via request for remediation	Screen reader violation - WCAG 1.1.1 (A)
EPUB Content: Heading structure accuracy varies	I/P	I/P	Q4 2021	Can be added to a specific book on demand via request for remediation	Screen reader violation - WCAG 1.3.1 (A)
PDF Content: Untagged so information, structure, and relationships cannot be programmatically determined and correct tab, reading order cannot be specified, and keyboard navigation is not supported.	I/P	I/P	Q4 2021	Can be added to a specific book on demand via request for remediation	Screen reader, keyboard violation: WCAG 1.3.1, 1.3.2, 2.1.1 (A), 2.4.6 (AA)
EPUB and PDF Content: Some don't specify language attributes	Open	Deferred	N/A	Can be added to a specific book on demand via request for remediation	Screen reader violation - WCAG 3.1.1 (A)
EPUB and PDF Content: Some scanned books and images in books may have insufficient color contrast	Open	Deferred	N/A	Can be corrected in a specific book on demand via request for remediation	Visual violation - WCAG 1.4.3 (AA)

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
EPUB Content: OCR for scanned books is uncorrected	Open	Deferred	N/A	Can be corrected in a specific book on demand via request for remediation	Screen reader violation – WCAG 1.4.5 (AA)
PDF Content: Images of text (no OCR)	I/P	I/P	Q4 2021	Can be corrected in a specific book on demand via request for remediation	Screen reader violation – WCAG 1.4.5 (AA)
EPUB Content: Quality of link labels varies (may not be descriptive in context)	Open	Deferred	N/A	Can be corrected in a specific book on demand via request for remediation	Screen reader violation – WCAG 2.4.4 (AA)
EPUB Content: Fixed layout EPUB publications (scanned books) do not include headings.	I/P	I/P	Q4 2021	Can be added to a specific book on demand via request for remediation	Screen reader and keyboard violation – WCAG 2.4.6 (AA)
EPUB Content: No language of parts tagging	Open	Deferred	N/A	Can be added to a specific book on demand via request for remediation	Screen reader violation – WCAG 3.1.2 (AA)
EPUB and PDF Content: Publication reading level varies	Open	Deferred	N/A	Can be resolved for a specific book on demand via request for remediation	Cognitive violation – Section 508 302.9
EPUB Content: Tables do not include correct row, column, and header tags in fixed layout publications	I/P	I/P	Q4 2021	Can be corrected or added to a specific book on demand via request for remediation	Screen reader violation – Section 508 502.3.3

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
PDF Content: No descriptive titles	I/P	I/P	Q4 2021	Can be added to a specific book on demand via request for remediation	Screen reader violation – WCAG 2.4.2 (A)
Platform Issues					
On monograph catalog pages, the table of contents is the default tab and it's not immediately obvious to screen reader users based on the listing of headings and links that other tabs exist. The tabs and tab panels however are accessible and functional to screen reader technology and keyboard-only users.	Closed				
Users cannot adjust the interactive usage stats charts on monograph catalog pages with keyboard controls.	Open	Planned	Q4 2021	None	Keyboard violation – WCAG 2.1.1 (A); This is very low priority as it does not impact a user's ability to interact with the content of the book.
When searching inside a book and following a search result to its occurrence in the text, the matched result is only indicated through highlighting of the matched text.	Open	Planned	Q1 2022	None	Visual violation – WCAG 1.4.1 (A); Will be addressed during upcoming e-reader redesign.
When a user tabs into a book, they are taken back to the first link in the chapter, rather than the first link on the currently opened page.	Closed				

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
VoiceOver only: In the Fulcrum E-Reader, not all links in a book chapter read in the rotor (if video or image is selected, only the links for those controls are visible in the rotor). When focus is in the book, reader menu bars and controls (e.g. close reader, preferences, table of contents) no longer show up in links or buttons - users have to cycle through the entire chapter and out of the book to get back to these controls.	Closed				
Font type and font size set through browser extensions affect all text except for the content of books in the Fulcrum EReader. However, the Fulcrum EReader allows users to change the font size but not the type.	I/P	I/P	Q1 2022	Font size of the text can be increased using the E-Reader's preferences menu.	Visual violation – Section 503.2; Because the book content is separated and controlled differently than the e-reader application, this may not be resolvable. The goal to improving usability with this issue is to make the user preferences menu clearer to users, so that they can quickly and easily adjust font size if needed.

Additional Information:

Notes on HEB Content Issues

At the current time, ACLS HEB staff do not plan to perform accessibility remediation upon the entire backlist collection of titles. Our accessibility plan for content going forward involves: 1) performing remediation of backlist content upon request from a user and 2) conducting an investigation over the course of 2021 on the feasibility of re-formatting all backlist content to a more accessible format that better aligns with accessibility standards outlined in WCAG 2.1 AA and 3) working with publishers to ensure front list titles we receive from publishers meet accessibility standards, and when that is not possible, perform basic accessibility improvements to the content before publishing to the collection.

Notes on Fulcrum Platform Issues

The Fulcrum development team regularly audits and performs accessibility focused development work to improve the overall accessibility of the platform that supports the ACLS HEB collection. Of particular note is a planned re-design of the Fulcrum E-Reader app in late-2021/early 2022, based on usability test findings with print-disabled users conducted at the beginning of 2020. The primary goal of the E-Reader re-design is to address known accessibility issues in the E-Reader and to improve the application so that readers have an intuitive and accessible reading experience, as well as to include accessibility metadata for each title on product pages.