Accessibility Compliance Plan

INTRODUCTION

Pikes Peak Library District (PPLD) is committed to providing accessible online services and resources. We want to ensure all community members can interact with and experience Library resources and services regardless of technology or ability.

On June 30, 2021, Colorado HB 21-1110 was enacted to enhance protections against discrimination for persons with disabilities, mandating the accessibility of all digital government information technology. This plan outlines the steps PPLD will take to ensure compliance with HB 21-1110, 8 CCR 1501-11, and the Web Content Accessibility Guidelines (WCAG) 2.1 AA standards by July 1, 2024 and beyond.

This plan outlines PPLD's commitment to be responsible stewards of our resources and provide transparent practices. It is our strategic approach to continuously evaluate and improve the accessibility of our services, resources, and experiences.

OBJECTIVES

PPLD is in the integration stage of accessibility maturity. We have begun to build out our roadmap and timeline to achieve the following objectives:

- Ensure all digital experiences provided by PPLD are accessible to all users, including those with disabilities.
- Achieve compliance with WCAG 2.1 AA standards.
- Implement and maintain an accessibility policy.
- Regularly evaluate and update digital content to maintain accessibility standards.
- Define district-wide approach to planning and implementation.

ACCESSIBILITY POLICY

PPLD welcomes the opportunity to serve people of all abilities. The director of patron experience has been designated as the compliance coordinator for accommodations related to digital accessibility. The compliance coordinator has received training in website and digital accessibility and directs updates on the website in accordance with those best practices.

Our Accessibility Policy is available on ppld.org/accessibility. We encourage users who encounter accessibility barriers or have an accommodation request for any of our services and/or resources to submit a request for support on ppld.org/accessibility. PPLD is committed to confirming receipt of accessibility requests within two business days and providing a resolution or solution within 15 business days.

ACCESSIBILITY AUDIT AND REMEDIATION PLANNING

PPLD has created an inventory of all information and communication technology (ICT). This inventory is being used to perform an initial audit of all current digital content and platforms and develop a remediation plan for areas of non-compliance.

Remediation has been prioritized into three areas:

1. Website and online presence
2. Digital experiences at our Libraries
3. Information and communication technology used by staff

PPLD is actively addressing any non-compliance on ppld.org and associated content, and remediation plans are in development for technology available to patrons visiting Libraries and technology available to staff. If a situation arises where full conformance is not possible, PPLD will investigate reasonable accommodations, modifications, or alternate versions. PPLD will demonstrate evidence of undue resource burden, fundamental alteration of services, or direct threat to safety or security when conformance is unachievable with reasonable accommodations, modifications, or alternate versions.

REMEDIATION MEASURES

Website and Online Presence

ppld.org

At PPLD, we are committed to ensuring our website is accessible to everyone, including individuals with disabilities. We have made significant progress in enhancing our website's accessibility and are dedicated to achieving compliance with the [Web Content Accessibility Guidelines (WCAG) 2.1 AA standards](#) and US Section 508 of the Rehabilitation Act of 1973.

In February 2023, an initial evaluation of our site was performed to check accessibility. We discovered 47 pages on ppld.org that had one or more accessibility problems. Some of these included issues with alternative text on images (otherwise known as alt text), navigation structure, color schemes, and appropriate heading tag usage. By May 2024, we resolved all accessibility issues identified in our initial evaluation.

In January 2025, PPLD launched a redesign of our website. Accessibility needs were factored into the design and development process. Web administrators monitor the site as content is added and address any new accessibility issues.

Ongoing Website Accessibility

To keep our website compliant using the best accessibility practices, we conduct, at minimum, monthly accessibility evaluations on ppld.org to ensure any new site content is accessible using the following scanning tools:

- [Lighthouse](#)
- [CheckMyDistrict](#)

Linked Documents

PPLD identified more than 2,000 PDFs and linked documents available on the website in early 2024. In Q1 and Q2 2025, over 200 PDFs with invalid, outdated content have been removed from the website. The remaining PDFs are being evaluated for remediation, archival or to be converted to another format such as a web page. All documents posted on or after July 1, 2024, will be made accessible or an alternate version will be provided. Remaining PDFs actively in use or referenced will be prioritized for accessibility remediation. Prioritization will be based on legal requirements, user impact, usage, or popularity and importance to Library service and program access. Accessible templates are being created by PPLD's Communications Department for regularly posted documents, including job postings. The remediation of PDFs actively in use or referenced is ongoing. PDFs uploaded prior to July 1, 2024 that are not in active use will be considered archived. Users may request accessible versions of archived PDFs or active PDFs that have not yet been remediated to be remediated ahead of schedule at ppld.org/accessibility.

Note: Given the nature of some of our online collections, there may be documents that we are unable to make accessible due to their age or because they were created by a third party. However, we are committed to working with patrons needing this content.

Third-Party Websites

Please note that this site may link to third-party websites that do not have accessible content. PPLD is not responsible for, nor does it endorse the content of non-PPLD websites. While we cannot control the accessibility of content provided by third parties, we are happy to assist any member of the public to the extent possible with reading and accessing content referenced on our site.

Software-as-a-Service Vendors or Third-Party Digital Systems

PPLD works with a variety of software-as-a-service vendors that provide products that enhance our digital experience. These products are linked to on our website and include our reference databases and events calendar. We are auditing those systems and contacting vendors to validate compliance. If a vendor is not able to meet compliance standards, we will work to provide reasonable accommodations or modifications. The audit of these systems is ongoing and will be completed by the end of 2025 and will include an updated timeline for identification of accommodations, alternate versions, and modifications.

Mobile App

PPLD has a mobile app that provides patrons with an additional, easy to use method for accessing a variety of our services and resources. Some of the available functions include account management, access to eLibrary items, and access to our events calendar. The vendor has recognized that the app is partially compliant, and PDF documents linked to the mobile app may not be fully accessible unless they are provided in an accessible format. The vendor is working to mitigate compliance issues and has a feedback process for addressing user concerns. Patrons experiencing accessibility barriers with our app may also use our website, which offers the same access to our services and resources and is designed to be responsive to mobile devices.

Social Media

PPLD maintains pages on multiple social media platforms. Content is overseen by the PR and marketing manager. To ensure compliance, the PR and marketing manager has developed guidelines and best practices to ensure content is accessible.

Accessibility expectations include:

- Using alt tags and adding image/video descriptions at the end of posts.
- Enabling or adding captions in videos, ensuring text does not move too fast and minimal text is on the screen. Using proper spelling and grammar. Choosing font styles that are easy to read throughout the video.
- Using accessible color contrast.
- Minimal or careful use of emojis.
- Capitalizing or "Title Casing" words in hashtags.

Videos

PPLD produces video content and maintains a collection of Library content. Autogenerated closed captioning is available on all videos available on YouTube and Vimeo. The user must select or enable captions. Videos created after July 1, 2024, will have verified closed captioning. Patrons may request transcripts or verified closed captioning on older video content, if needed.

DIGITAL EXPERIENCES AT OUR LIBRARIES

The compliance of digital technologies accessible to patrons only while visiting Libraries is now under evaluation. Our Libraries offer a diverse selection of technology, including computers, peripheral devices, information kiosks, transactional machines, as well as equipment found in our makerspaces and studios. PPLD offers assistive technology tools that are accessible to both Library staff and patrons. Our staff is ready to assist patrons who need additional support.

INFORMATION AND COMMUNICATION TECHNOLOGY FOR STAFF USE

PPLD is committed to creating an inclusive and accessible working environment. Compliance with digital technologies accessible to staff will be prioritized based on staff audience. Technologies used by all staff being prioritized first, followed by technologies used by departments or workgroups, and then technologies that are position-based and may be used by one or two individuals. Staff with additional accessibility requirements are encouraged to work with their supervisor and Human Resources.

The staff Intranet page is currently being audited for accessibility, with the primary focus of evaluating and updating documents and PDFs. Content is being archived, and an inventory is being taken of document type. Once the inventory is complete, a plan can be developed by the end of 2025 to either turn documents into Intranet pages or remediate them.

AVAILABLE ASSISTIVE TECHNOLOGY

The definition of PPLD's assistive technology is "systems, equipment, and products that enhance learning for people with disabilities." The assistive technology ranges from low-tech devices like automated door openers that comply with ADA regulations to high-tech computers and software that can help with voice-activated apps like Dragon speech recognition and keyboard shortcuts. Large keyboards, adjustable computer mouses, and magnifying glasses are available at PPLD. Three equipped assistive technology rooms are available at Library 21c, East Library, and Penrose Library so people with hearing, vision, and sensory disabilities will have even more options.

TRAINING AND AWARENESS

PPLD employees have varying levels of interaction and responsibility with digital accessibility based on their position and therefore will have varying levels of required training. We are committed to providing employees at

all levels with the resources and tools needed to effectively do their job. Having a basic understanding of accessibility is a necessary foundation for all employees. All employees received **Title II of the ADA, Effective Communication, and Digital Accessibility** training provided by the Rocky Mountain ADA Center at the end of Q3 2024. This training will be included in the onboarding process for new staff. Human Resources will develop learning programs for staff responsible for creating or sharing content. This will include accessible documents, graphic design, and web best practices.

In Q2 2025, all staff completed a **Microsoft Office Accessibility for Beginners** course. It introduced them to features in Microsoft Office products that will help them create accessible documents, as well as consume accessible content.

Accessibility brand guidelines have been drafted and are in review. By the end of 2025, staff will receive training on how to apply the Perceivable, Operable, Understandable, Robust (POUR) principles with PPLD's accessibility brand guidelines.

HYBRID COMPLIANCE TESTING

PPLD will use the hybrid approach which provides both automated and manual compliance testing. This is best used for a high volume of electronic content and for ensuring a completely accessible website. On an already accessible website, the hybrid model typically works by using automated tools to scan large amounts of electronic content regularly and periodically running individual tests on newly published content. A manual testing routine will be set up in 2025. Automated testing occurs monthly.

MONITORING

PPLD has established a multi-departmental workgroup to develop our accessibility transition plan, support remediation, prioritize compliance, and develop a monitoring plan. This workgroup has representatives from Communications, Information Technology, Human Resources, and Finance.

With constant advancements in technology and evolving standards, staying compliant will be challenging. In response to this challenge, this workgroup will stay abreast of the latest developments in accessibility compliance, ensuring our website and digital technologies stay up-to-date and accessible to all users.

This workgroup will meet monthly as needed to review compliance standards, feedback from testing, and digital technology evaluations to provide remediation and prioritization recommendations. Meetings will be scheduled as needed for urgent items occurring outside of the normal meeting schedule that need to be addressed immediately. This workgroup will post a quarterly update, with pressing or time-sensitive updates posted as needed, on compliance progress on ppld.org/accessibility.

The workgroup has been on hiatus while there has been a focus on developing a process and training on document remediation. The team will restart meeting in Q3 2025.

PROCUREMENT

To support meeting our goal of providing accessible online services and resources while responsibly stewarding our resources, PPLD is currently evaluating how our procurement procedures can support compliance with HB21-1110. This includes developing a plan to integrate accessibility criteria into our solicitation, evaluation, and contract processes. Additionally, procedures will be developed or modified that will direct procurement and provide reasonable accommodations if needed for the information and communication technology that best meets the required technical standards and PPLD's operational needs. Considerations may include patron needs, capacity, reliability, interoperability, organizational needs, privacy, and security.

CONCLUSION

By following this plan, Pikes Peak Library District will ensure compliance with HB21-1110 and provide an accessible digital experience for all users. We are committed to maintaining high accessibility standards and continuously improving our digital platforms.

For any questions or further information, please contact our compliance coordinator, Abby Warren Director of Patron Experience at (719) 531-6333, x6101 or awarren@ppld.org.