

APRIL 2025

Digital Accessibility Report



Jefferson County
PUBLIC LIBRARY



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Background

In a groundbreaking move, the State of Colorado took the lead as the first state in the U.S. to legally mandate website and digital service accessibility for state and local governments. In our vibrant community of Jefferson County, digital accessibility isn't just a concept, it's a commitment to inclusivity. At Jefferson County Public Library (JCPL), we strive to be an essential destination for everyone, no matter their abilities. As part of our ongoing efforts to meet our community where they are, we are committed to making library digital resources as accessible as possible, from our buildings and programs to our digital services. The catalyst for further change was Colorado House Bill 21-1110 (HB21-1110), passed in July 2021. This legislation mandates that state and local public agencies establish accessibility standards for their websites and digital services, emphasizes reasonable accommodation for people with disabilities, and ensures equal access to government websites and other digital services.

Summary of Efforts - Enhancing Accessibility

Because a user-friendly experience benefits everyone, regardless of ability, our library is actively evaluating and implementing accessibility enhancements across our digital platforms. As of April 1, 2025, JCPL has achieved several milestones:

1. Program Management
 - a. The Digital Accessibility Program was added to the JCPL 2024 Portfolio, Building Inclusive Community. The Digital Accessibility Program work continues in 2025.
 - b. Formation of an Accessibility Working Group. This cross-functional team oversees and implements accessibility improvements.
2. Accessibility Statement
 - a. Adopted a clear digital accessibility statement which was deployed on our internal and external websites.



3. Pathways for Inquiries

- a. Provided quarterly accessibility progress updates to leadership and on JCPL's public website, in alignment with HB24-1454 requirements, to ensure transparency and demonstrate ongoing good faith efforts toward compliance. Provided multiple pathways to facilitate digital accessibility requests or concerns from staff and patrons, including a dedicated telephone number, email address and online form.
- b. Created an Inquiry Response Team and identified processes for addressing requests.

4. Provided interim accommodation upon request while content remediation is underway to ensure all patrons have access to necessary information and services during the update process.

Specific content updates:

- a. Completed initial assessments of internal and external content for compliance with Web Content Accessibility Guidelines (WCAG) version 2.1, level AA criteria.
- b. Evaluated content areas of high impact and priority, namely high-use public-facing web content.
- c. Completed initial updates to Web Content Strategy, with attention to designing and testing for accessibility.
- d. Completed initial web improvements to select pages to ensure better ease of use for all users.
- e. Expanded access to MS Windows Ease of Access settings by adding a Desktop Shortcut, helping patrons with vision, hearing, mobility, or cognitive needs more easily customize their computer experience.
- f. Ongoing discussions and evaluation of next steps to further integrate best practices across content platforms.

5. Staff Training and Awareness

- a. Identified priority training requirements and resources for staff to ensure they're well-versed in accessibility matters.
- b. Created a draft training and development plan, with a scaffolded approach to digital accessibility for staff and content creators.
- c. Assigned mandatory accessibility training to all JCPL staff.
- d. Created a landing page of resources and further reading about digital accessibility and HB21-1110 for all staff and internal content creators.
- e. Provided talking points and FAQs to assist staff in navigating questions and conversations surrounding HB21-1110.

6. Communication and Branding



- a. Created a communication plan with ongoing deliverables for internal and external engagement and awareness.
 - b. Launched an internal awareness campaign including presentations to Executive Leadership Team and Combined Management Teams, staff-facing updates and internal landing pages.
 - c. Evaluated current branding guidelines with attention to accessibility standards regarding images and graphics, font sizes and colors, and color contrast.
 - d. Updated initial Digital Accessibility Guidelines for content creators.
 - e. Completed informational briefing to Library Board of Trustees.
7. Audit and Evaluation
- a. Conducted a comprehensive inventory of all digital services and software and documented current compliance status where available and applicable.
 - b. Conducted a review of all internal and externally posted PDFs to track remediation needs.
 - c. Created an audit rubric to measure compliance for external-facing webpages.
 - d. Identified key areas for further assessment.
8. Preparation for Future Work
- a. Prioritize remediation efforts based on inventory assessments, focusing first on high-use and high-impact content. JCPL will follow a phased roadmap with ongoing updates through 2025 and quarterly reviews of the full timeline. Submitted 2026 Budget Requests to support ongoing Digital Accessibility efforts.
 - b. Created draft list of deliverables and projects in support of the Digital Accessibility Program.
 - c. Created a statement of work for additional support resources.
9. Monitoring
- a. Accessibility metrics are reviewed in project meetings, and progress reports are updated quarterly on the public site.
10. Provide quarterly updates on accessibility progress—both internally to leadership and externally on JCPL’s public website—to ensure transparency and demonstrate ongoing good faith efforts toward compliance with HB24-1454.

Accessibility Maturity

JCPL currently self-assesses at Accessibility Maturity Level 2: Launching. This reflects our early-state efforts toward sustainable accessibility practices, including foundational



policies, inventorying digital assets, and initial content updates. This maturity level aligns with eligibility for the HB24-1454 compliance grace period.

Current Statuses and Benchmarks

As this Program evolves, so will the data we are able to report on and collect. As of April 1, 2025:

- Number of Inquiries: 9
 - o Accommodation Actions Taken: 0

Note: None of these inquiries required formal accommodation.
- Inventory of Digital Platforms Impacted: 138
- Web Page Audits Completed: 158 out of 193 completed (82% Complete)
- Identified PDFs Requiring Remediation:
 - o Internal: 1107
 - o External (Original Total): 1,287
 - Archived: 702
 - Remaining as of April 17, 2025: 585
- Hired a new contractor dedicated to digital accessibility
- Completed Staff Trainings: 397
- Staff Guidance Documents Created or Updated:
 - o Digital Accessibility Quick Reference Guide
- Documents may be made available in alternative or modified formats [by request](#).
- Further questions on JCPL's approach to digital accessibility or accommodations requests may be made online at Accessibility at JCPL.

Conclusion

At JCPL, digital accessibility isn't an afterthought; it's woven into our digital fabric. We have made significant progress in improving the digital accessibility of our digital services. While our efforts are ongoing, our commitment to continuous improvement is paving the way for a more inclusive and accessible digital experience. We will continue to prioritize accessibility in all our web-related activities and continue to work on ensuring our digital presence is accessible to all users. Together, let's continue building an environment where all generations connect, discover and create.



For further information or to provide feedback, please contact our Digital Accessibility team at digital.accessibility@jeffcolibrary.org or by calling 303-275-2209.

Approval on 05/01/2025

