Accessibility — easy-read tested and the portal framework points

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Equal access to the collections · fictional document

> **Fictional document — demonstration example**
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> **Fictional document**, produced for the demonstration. **It is the publics least at ease with writing and with digital tools who decide whether the media library really belongs to everyone** — and they are the first to give up.

The fourteen answers, in all their versions

Version	What changes	Who chooses
Plain language	The network's usual wording	The user
Easy-read	**Short sentences, one message per sentence, everyday words rather than administrative ones**	**The user — never a member of staff on their behalf**
Comprehension test	**The 28 versions read aloud to 18 volunteer users; 11 sentences out of 96 rewritten**	The network — it is the one that puts the version online

Easy-read means « easy to read and understand ». **The test does not come from a bought panel:** it comes from your supported-reading group. **A neighbouring media library would not have the same eleven sentences.**

The portal — what is a matter of wording

Point reworked	What was done	Effect
Link labels	**Explicit out of context**	**A screen reader announces « place a hold on this document », not « click here »**
Heading hierarchy	Put back in order	The page can be navigated by keyboard
Alternative text	**Covers and posters described**	**The portal's images stop being mute**
What is a matter of the portal's code	**11 points listed for the supplier**	**Contrast, forms, navigation — each with its page, its criterion and the correction expected**

The French public accessibility framework is the reference framework for accessibility improvement, which applies to public websites. **The media library has nothing to write: the supplier receives fault sheets ready to work on.**

Support on the portal — where giving up happens

What the agent does	What stays with the user
It states what to have ready BEFORE starting	—
It guides screen by screen: placing a hold, renewing a loan, opening a digital resource, renewing a child's membership	—
It sets the screen up in front of the person from what they say	**They type their own login and confirm — their credentials are never given to the agent**

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What it gave over a quarter

Measure	Value	Reading
Supported sessions on the portal	**214**	—
of which taken through to the end	**197**	**The other 17 were waiting for a document, flagged in the first minute rather than at the last screen**
Online membership renewal	**14 min → 5 min**	**62 people who gave up each year now finish it**
Saturday morning digital drop-in	**31 people received**	One hour a week
of which never came in other than to return a document	**19**	**That one cannot be counted in hours**

> **The Saturday drop-in is run by the agent, with a member of staff on call** for anything outside the fourteen subjects. **It adds no opening hour to fund and takes none away from the public.**

For the media library to decide

Weekly slot for the digital drop-in: _____

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