



Accessibility — easy-read tested and the portal framework points

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Equal access to the collections · fictional document

Fictional document — demonstration example

This document is produced by the Blue Lemon Agent website to illustrate what an AI agent hands to its users. The companies, matters, amounts and people in it are invented. It has no legal, accounting or commercial value.

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

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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