

# Museums

## Website Accessibility Assessment

Prepared by Calderdale Council Webteam  
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# SUMMARY

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## Introduction

People may not have a choice when using a public sector website or app, so it's important they work for everyone. The people who need them the most are often the people who find them hardest to use.

New regulations came into force for public sector bodies on 23 September 2018. They say you must make your website or mobile app more accessible by making it 'perceivable, operable, understandable and robust'. The full name of the regulations is the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

## Purpose

The purpose of this document is to record the findings from an accessibility assessment of the Calderdale Museums website. We will use these findings to undertake remedial work to ensure this system complies with the United Kingdom accessibility requirement.

# SYSTEM OVERVIEW

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The Calderdale Museums website has **153 total pages** based on Google Analytics page views between **30/04/19** and **05/07/2019**.

The Calderdale Museums website has **59 total pages** based on SiteImprove page inventory taken on **05/07/2019**. **Our starting SiteImprove accessibility score is 73/100**.

Google Analytics provide a wider insight into how our page numbers evolve since site launch, it includes pages that are no longer published and may miss pages that have received no views. SiteImprove shows a more realistic number of pages that are published and accessible at present.

The Calderdale Museums website is made up of **3 core page types** (*amount in brackets*):

- Events (**34**)
- Venues (**5**)
- Basic pages (**17**)

**4 unique pages** that have their own layouts:

- Home
- Search
- What's on
- Visit

**9 different component** types:

- Header
- Footer
- Social media carousel
- Event carousel
- Venue carousel
- Panel
- Content teaser
- Gallery
- Contact

Components are small pieces of self-contained design and functionality. They are managed in one place but used across multiple pages. This is beneficial as we can test smaller samples and apply fixes in one central location which updates all instances.

# SAMPLE

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## Sample criteria

We use a representative sample of pages and features to test how accessible our websites are.

Our sample is based on the following principles:

- **10% (max 10, min 2)** varied examples of each page template
- **2** varied examples of each reusable component/widget
- Any unique pages/features that use bespoke functionality to complete tasks.
- Popular user journeys based on google analytics.

We believe this is the most productive approach to test our systems as it allows us to test the widest range of layouts and functionality without having to run extensive tests on multiple comparable pages.

## Selected sample

Feature	Feature type	Sample
Venue feed	Page	Visit
Venue single	Page	Shibden
Venue single	Page	Duke of wellington
Event feed	Page	Whats on
Event single	Page	Gentleman Jack costumes
Event single	Page	Heritage Open Days - Shibden
Basic page	Page	School trips
Basic page	Page	Exhibitions
Basic page	Page	Anne Lister
Homepage	Unique	Homepage
Search page	Unique	Search page
Header	Component	Global
Footer	Component	Global
Social Carousel	Component	Homepage twitter widget
Social Carousel	Component	Homepage facebook widget
Event Carousel	Component	Whats on event carousel
Event Carousel	Component	Shibden hall event carousel
Venue Carousel	Component	Homepage venue carousel
Panel	Component	Bankfield venue facility panels
Panel	Component	Exhibition page panels
Content teaser	Component	Famous figures - Anne & Ed
Gallery	Component	Shibden hall - images
Gallery	Component	Anne Lister -Digitizing the diaries
Contact	Component	Shibden - phone
Contact	Component	Shibden - Facebook
Contact	Component	Shibden - Email
Dates	Component	Bankfield - Opening hours

# ASSESSMENT

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## Overview

All pages and components tested followed the same testing process. They are first scanned using the Wave web accessibility evaluation tool. This quickly finds common problems that are automatically detectable by reading the pages source code. After the automated scan, we run through a comprehensive 23 step manual checklist using the Accessibility Insights for Web chrome extension.

## Findings

Across a sample of 11 pages and 16 components a total of **74 violations** were automatically detected. Additionally, our manual tests found that the website failed 65 areas in total. After testing each page or feature, the issues found were resolved to reduce errors found in subsequent tests. Errors progressively reduced, which in turn decreased time to complete tests.

Common failings were missing alt text attributes on images and insufficient colour contrast. Custom widgets such as sliders and accordions also needed adjusting to meet WCAG guidelines and WAI-ARIA authoring practices.

## Result breakdown: Pages

### Venue listing

Sample: Visit us

URL: <https://museums.calderdale.gov.uk/visit>

Automated discoveries	Manual discoveries
2 Contrast errors	7.2 Links – Venue logo links all called ‘logo’ x5
5 <i>Redundant links</i>	7.2 links – Venue CTA’s all called ‘Plan your visit’ x5
	13.1 Parsing – Style inside Div
	14.1 Images – All venue images missing alts x5
	14.2 Images – Bad alt text for all venue logos x5

### Venue Single

Sample: Shibden Hall

URL: <https://museums.calderdale.gov.uk/visit/shibden-hall>

Automated discoveries	Manual discoveries
2 Contrast errors	1 Automated – Frame title missing x3
5 <i>Redundant links</i>	7.2 Links – Link purpose unclear – icon alt not required x6
	13.1 Parsing - Bad value revision for attribute rel on element link
	14.1 Images – Image missing alt – implied decorative x5
	19.1 Multimedia – No subtitles / captions on videos
	19.2 Multimedia – Auto generated sub titles block video
	19.3 Multimedia – No audio description on videos

## Event Feed

Sample: What's on

URL: <https://museums.calderdale.gov.uk/whats-on>

Automated discoveries	Manual discoveries
1 Missing form label	2.1 – Keyboard – Filter by type options not reachable
10 Contrast Errors	2.1 – Keyboard – Filter by site options not reachable
20 Missing alt texts	2.4 – Keyboard – Changing form options reloads page
2 <i>Missing fieldset</i>	3.5 – Focus - User has to navigate through all filter options before they can browse the event listing
2 <i>Redundant links</i>	4.3 Landmarks – Event carousel is included in main but repeats on other pages.
	5.1 – headings – Headings should be form labels x3
	5.3 – Headings – Event headings coded as h2 styled as h3 x21
	6.1 – Repetitive content – Cannot skip carousel which appears on other pages
	7.1 – Links – 2 instances of link function hashtag links that do nothing.
	7.2 – Links – Link purpose unclear for view and book buttons
	7.2 – Links – Link purpose unclear for view more dates
	8.3 – Native Widgets – Select list doesn't have label or instructions
	13 – Parsing – Empty id on select list
	14 – Images – Images of text
	14 – Images – Images missing alt texts
	22 – Semantics – Bold text that isn't in strong tags.

## Event Single

Sample: Gentleman Jack costumes

URL: <https://museums.calderdale.gov.uk/whats-on/exhibitions/gentleman-jack-costumes>

Automated discoveries	Manual discoveries
No errors	<i>12 – Page navigation – Page title is descriptive – but can be improved by adding 'event' or 'exhibition' text in after title.</i>
	<i>13.1 – Parsing – Bad value revision in link tag</i>
	<i>13.1 – Parsing – style tag not allowed inside div</i>
	<i>22.4 – Semantics – Emphasis bold text not within correct container</i>

## Basic page

Sample: School trips

URL: <https://museums.calderdale.gov.uk/school-trips>

Automated discoveries	Manual discoveries
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No errors

No errors

Sample: Exhibitions

URL: <https://museums.calderdale.gov.uk/exhibitions>

Automated discoveries	Manual discoveries
No errors	16.2 – Sensory – Instructions rely on visual cue

Sample: Anne Lister

URL: <https://museums.calderdale.gov.uk/exhibitions>

Automated discoveries	Manual discoveries
No errors	5.2 – headings – Text that looks like should be a heading is not a h tag 7.2 – Links – Some links not clear purpose based on link text alone 16.2 – Sensory – Use of ‘here’ in links

Unique page

Sample: Homepage

URL: <https://museums.calderdale.gov.uk>

Automated discoveries	Manual discoveries
2 Broken skip links	No errors

Sample: Search

URL: <https://museums.calderdale.gov.uk/search>

Automated discoveries	Manual discoveries
7x empty link	13 – parsing – Style inside div not allowed. 14 – One background pattern is detected as a meaningful image.

Result breakdown: Components

Header

Sample: Homepage

URL: <https://museums.calderdale.gov.uk>

Automated discoveries	Manual discoveries
1 Missing form label 1 Empty button	7.1 Links – Anchors that don’t function as links x2 8.3 - Native widgets – Children button doesn’t explain function



3 Empty link  
1 Redundant link

8.3 - Native widgets – Explore button doesn't explain function  
13.1 Parsing – Google fonts href bad value '|'  
13.1 Parsing – Bad value for name on anchor x2  
13.1 Parsing – arial-label not allowed on element ul at this point.  
13.1 Parsing – Bad value widget for attribute role on element form.  
14.2 Images – Bad alt text for logo  
17.5 Text legibility reflow – Menu cuts off with no scroll option at 400% zoom.

Footer

Sample: Homepage

URL: <https://museums.calderdale.gov.uk>

#### Automated discoveries

9 Contrast errors

#### Manual discoveries

5.3 Headings – Incorrect heading level used for regions  
7.2 links – Newsletter CTA not clearly labelled  
7.2 links – Link to Calderdale Council not clearly labelled  
13.1 Parsing – Bad value width on council logo

Social media carousel

Sample: Twitter and Facebook on Shibden Hall page

URL: <https://museums.calderdale.gov.uk/visit/shibden-hall>

#### Automated discoveries

1 contrast error (twitter blue/white)

#### Manual discoveries

1 Automated – Facebook carousel – aria values invalid x3  
1 Automated – Missing aria-required x2  
*1 Automated – Aria-allowed values x4 (False positives)*  
3.2 Focus – focus not passed to active slide on navigation x2  
7.2 Links – Link purpose not clear x2 (each carousel linking to profiles)  
9.1 Custom Widgets – Incorrectly labelled as sliders x2  
9.3 Custom Widgets – Missing label x2  
9.4 Custom Widgets – Missing required role state property values

Panel

Sample: Facilities panel on Shibden Hall page

URL: <https://museums.calderdale.gov.uk/visit/shibden-hall>

#### Automated discoveries

No errors

#### Manual discoveries

2.1 Keyboard – Unable to focus on panels  
2.1 Keyboard – Hidden content inside panels receive focus  
3.2 Focus – Unable to reveal panel content as focus not achievable  
3.4 Focus – Unable to close panels  
22.1 Semantics – Panel close button displayed using CSS element

Sample: Panel on exhibitions page

URL: <https://museums.calderdale.gov.uk/visit/shibden-hall>

Automated discoveries	Manual discoveries
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No errors	9.4 – Custom widgets – need to follow the design pattern for accordions.
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Contact

Sample: Contact entries on Shibden Hall page

URL: <https://museums.calderdale.gov.uk/visit/shibden-hall>

Automated discoveries	Manual discoveries
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	7.2 Link - Link purpose not clear x4 13.1 Parsing - Bad value tel:01422 352246 (Space not allowed) 22.3 Semantics – Contact methods should be list items
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Event Carousel

Sample: Carousel at the top of what's on

URL: <https://museums.calderdale.gov.uk/whats-on>

Automated discoveries	Manual discoveries
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1 Contrast error 1 Empty link 3 Missing alt texts <i>1 Skipped heading level</i> <i>2 redundant links</i>	2.1 – Keyboard – Unable to reach carousel nav buttons 7.2 – Links – Link purpose unclear for view and book buttons 7.2 – Links – Link purpose unclear for view more dates 7.2 – Links – Link purpose unclear for broken link (content issue) 9.1 – Custom widgets – Event carousel doesn't follow widget design pattern 9.3 – Custom widgets – No label or instructions 9.3 – Custom widgets – doesn't following role state property of design pattern 9.3 – Custom widgets – doesn't follow keyboard interaction 10 – Timed events – Auto plays no means of pausing 13 – Parsing – Bad Value broken link contains html tags 22 – Semantics – Bold text that isn't in strong tags
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Image gallery

Sample: Anne lister digitizing the diaries

URL: <https://museums.calderdale.gov.uk/famous-figures/anne-lister>

Automated discoveries	Manual discoveries
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No errors	14.1 – images – Images contain no alt text
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## Venue Carousel

Sample: homepage venue carousel

URL: <https://museums.calderdale.gov.uk>

Automated discoveries	Manual discoveries
4x empty button	1 – Automated – Buttons must have discernible text
1x contrast error	9.1 – Custom Widgets – doesn't follow carousel design pattern
8x img missing alt text	10.3 – Time events – No means of pausing auto rotating carousel
	14.2 – images – 8 images missing alt text

## Content teaser

Sample: Anne lister and Edward akroyd

URL: <https://museums.calderdale.gov.uk/famous-figures>

Automated discoveries	Manual discoveries
No errors	14.2 – images – images missing alt attributes

## THIRD PARTIES

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Calderdale Museums incorporates the following third party systems.

- Shopify
- Browse Aloud

These systems have not been assessed for compliance with the accessibility regulation. If assessed, they will be assessed as a standalone system.

## CONCLUSION

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After fixing all the issues that have been reported on, our SiteImprove score has increased from 73/100 to 98/100. SiteImprove reports all pages are free from A and AA level errors.