

December 20, 2019

The Institute of Museum and Library Services Response to Section 3 of the 21st Century Integrated Digital Experience Act

The Institute of Museum and Library Services provides five websites in the delivery of digital services to the public which are essential to effective public engagement (listed in priority order):

1. <https://www.ims.gov/>: Agency’s main website. Assessing requirements to meet elements 6-8.
2. <https://grants.ims.gov/>: Agency’s secure grants management system used by all grantees.
3. <https://submitpls.ims.gov/>: Data collection portal for the Public Library Survey. Assessing for potential consolidation.
4. <https://ims-spr.ims.gov/>: Data collection portal for the Grants to State Program Report. Assessing for potential consolidation.
5. <https://submitslaa.ims.gov/>: Data collection portal for the State Library Administrative Agency Survey. Assessing for potential consolidation.

Primary services include general public transparency, data collection, information sharing, and secure online management of grants. The status of each against the eight elements is provided below:

#	Element	IMLS websites, all ending in “.ims.gov”					Cost Estimate	Schedule if funded
		Imls	Grants	Submitpls	Imls-spr	Submitslaa		
1	508 Accessible	✓	✓	✓	✓	✓	\$0	
2	Consistent appearance	✓	✓	✓	✓	✓	\$0	
3	Not duplicative	✓	✓	-	-	-	Yes	12 months
4	Has search function	✓	✓	N/A	N/A	N/A	\$0	
5	Secure connection	✓	✓	✓	✓	✓	\$0	
6	User needs-based design	~	✓	~	~	~	Yes	2 months
7	Customizable digital experience	~	✓	~	~	~	Yes	12 months
8	Supports mobile devices	✓	N/A	N/A	N/A	N/A		

- : Two opportunities exist for potential consolidation 1) IMLS-spr and Grants and 2) Submitpls and Submitslaa.

N/A: Not applicable. The use cases for these sites do not lend themselves to mobile device use.

~ : Partially meets element. Full compliance would require redesign and redevelopment.

✓ : Meets element.

For reference, the 8 Elements as written in the 21st Century Integrated Digital Experience Act (Public Law 115-336):

- 1) is accessible to individuals with disabilities in accordance with section 508 of the Rehabilitation Act of 1973 (29 U.S.C. 794d);
- 2) has a consistent appearance;
- 3) does not overlap with or duplicate any legacy websites and, if applicable, ensure that legacy websites are regularly reviewed, eliminated, and consolidated;
- 4) contains a search function that allows users to easily search content intended for public use;
- 5) is provided through an industry standard secure connection;
- 6) is designed around user needs with data-driven analysis influencing management and development decisions, using qualitative and quantitative data to determine user goals, needs, and behaviors, and continually test the website, web-based form, web-based application, or digital service to ensure that user needs are addressed;
- 7) based form, web-based application, or digital service to ensure that user needs are addressed;

- 8) provides users of the new or redesigned website, web-based form, web-based application, or digital service with the option for a more customized digital experience that allows users to complete digital transactions in an efficient and accurate manner; and
- 9) is fully functional and usable on common mobile devices