



hoopla Digital Accessibility Conformance Report

VPAT® Version 2.1 – August, 2024

Name of Product/Version:

hoopla Digital, ver. 4.32.1

Product Description:

hoopla is an all-in-one digital library service of Midwest Tape, offering more than 675,000 titles on-demand and with no late fees. Patrons have access to eBooks, audiobooks, comics, music, movies, and television—all from an easy-to-use website or via mobile app, where they can stream or download their borrowed titles. hoopla is also available on Roku, Chromecast, Apple TV, Android TV, Amazon Fire TV and Alexa devices.

Date:

August 29, 2024

Contact information:

Attention: Michael Holton
Vice president of Product Development
PO Box 820
Holland, OH 43528
ClosedCaptions@hoopladigital.com

Notes:

Evaluation Methods Used:

Site evaluated using WAVE and Axe automated evaluation tools, JAWS screen reader with IE, and NVDA screen reader with Firefox, as well as manual and visual tests where appropriate.

Applicable Standards/Guidelines:

WCAG 2.0 Level A and AA.

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes (incorporated in WCAG report as Criteria)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	No

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The Hoopla website provides alt text for the covers of any content which includes text. Any user can read this alt text, either visually or via screen reader and can understand what the content references.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Does Not Support	Web: All Hoopla audio and video content is provided by 3 rd party vendors who do not provide transcripts.
<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All Hoopla video content is provided by 3 rd party vendors. Most of the videos contain a captioning option. Most foreign films (non-English content) contain sub-titles.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Does Not Support	Web: All Hoopla video content is provided by 3 rd party vendors who may not provide audio description or other media alternatives.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p>	Web: Supports	Web: Information and relationships on the website are reported to

Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 		screen readers in a parallel way to their visual representation.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Pages are constructed with adequate and logical information flows, including correct heading structures.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: No section or element of the website relies solely on a sensory characteristic for complete use.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Entire site is designed so that color alone is not used to convey purpose or information.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All audio controls are operable by user to either pause, stop or regulate the sound level.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Elements are constructed so that a keyboard-only user can navigate through the site and activate appropriate elements.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: There are no keyboard traps found in the website.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Site does not have built in time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: There are no elements which move, blink, scroll or update where user needs to pause or stop them. The carousels which display selected content would benefit some users if they could be paused but this is not a violation of the guideline.

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: No flashing sections on any of Hoopla pages.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Skip links are available to allow user to move directly to page content.
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All pages have distinct and descriptive titles.
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Pages can all be navigated sequentially. Focus order preserves meaning.
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Link text is designed to provide unique information that allows user to determine what content will be available when clicking the link.
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All pages have a lang="en" attribute
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Most of the page elements, when receiving focus, are can then be implemented or not, per user choice.
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports with Exceptions	Web: When user changes the setting of any interface component there is not an automatic change in context.

Criteria	Conformance Level	Remarks and Explanations
		Exception is the Search text field. Auto-complete begins to fill in the search box when user begins to type. Results appear beneath the search box replacing the current content on the page. This can be confusing for people with cognitive disabilities as well as for those relying on the page to persist in its previous configuration.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: "Create New Account" wizard error generation is the primary input section where errors can occur. This was tested and passed.
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All form fields have labels with unique IDs.
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All IDs are unique. Remediation is ongoing.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Custom controls using <div> and also include correct roles.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web:</p> <p>Not applicable</p>	<p>Web: Hoopla hosts pre-recorded, not live, content.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web:</p> <p>Does Not Support</p>	<p>Web: All Hoopla video content is provided by 3rd party vendors who do not provide audio description.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web: Supports</p>	<p>Web: Text and background color choices meet the 4.5:1 contrast ratio.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web: Supports</p>	<p>Web: All pages can be resized without assistive technology to 200% without loss of content or functionality.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web: Supports</p>	<p>Web: Most of the text images included in this guideline are on the covers of the various content (Movies, Books, Comics, etc.).</p> <p>The entire cover can be enlarged for viewing by low vision users.</p> <p>The title for each content item is also available adjacent to the cover in clear and available text so that people with cognitive issues or screen reader users can understand the text.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	<p>Web: Supports</p>	<p>Web: There are multiple ways to locate the various Hoopla web pages via menu items, filters and search.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	<p>Web: Headings are descriptive so that user can easily understand what content is available in that page section.</p> <p>The same, simply worded headings are used consistently throughout the site.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The keyboard focus indicator is visible to users.
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: The entire Hoopla site is in English and has attributes that support that language.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: All header and footer elements are consistent in name and location from one page to another throughout the site.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Consistent page design allows users to learn and remember where the page elements are and how to use them.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Error suggestions are made during the sign on process form.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web) 	Web: Supports	Web: Hoopla doesn't have implications for legal, financial or data commitments.