



# OCLC Accessibility Conformance Report

## International Criteria Edition

VPAT® Voluntary Product Assessment Template version 2.4

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Reviewed by: BLC

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## Vendor/Product Information

<b>Vendor Name</b>	OCLC, Inc.
<b>Product Name</b>	WorldCat Discovery
<b>Product Version</b>	Spring 2021
<b>Product Description</b>	WorldCat Discovery helps people navigate their research journeys to find and get resources from your library and libraries worldwide. The service balances technical advances and ongoing research with extensive user input and testing to keep pace with your library's changing needs.
<b>Completion Date</b>	June 30, 2021
<b>Contact Name/Title</b>	OCLC Accessibility Team
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# Table of Contents

<b>User Impact</b> .....	<b>3</b>
<b>Definitions</b> .....	<b>3</b>
Terms.....	3
Evaluation Methods.....	3
Notes .....	4
<b>Key Pages Conformance</b> .....	<b>5</b>
<b>Holistic Conformance</b> .....	<b>5</b>
WCAG 2.1 AA Report.....	6
Revised Section 508 Report.....	15
EN 301 549 Report.....	18
<b>Concluding Remarks</b> .....	<b>19</b>

## User Impact

This report shows impact on users by reporting summary conformance for key pages/views supporting core user workflows, as well as aggregate scores across all pages. Due to the nature of some OCLC products such as My Account, there may be pages or views identified as key that do not apply to a particular institution's subscriptions.

## Definitions

### 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.
- **Partially Supports:** 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.

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> published January 18, 2017 and corrected January 22, 2018	Yes
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V3.1.1 (2019-11)	Yes

### Evaluation Methods

OCLC is committed to supporting use of our services by all users. Accessibility is an important consideration during our product development. Features in active development may be tested using SiteImprove, VoiceOver screen reader on Apple machines and JAWS screen reader on Microsoft Windows machines prior to launch.

Accessibility conformance for this report was audited using the following tools:

- SiteImprove evaluation tool for Chrome browser
- WAVE evaluation tool for Chrome browser
- VoiceOver screen reader on Apple platform with Apple Safari
- WebAim's Contrast Checker
- Manual code review and general product knowledge

## Notes

- All tables in this document present a combined report for WCAG 2.1 success criteria Levels A and AA.
- Items relating to WCAG 2.1 success criteria Level AAA were removed.
- Not applicable sections relating to the United States 508 guidelines and the European Union EN301-549 guidelines were removed.
- WCAG 2.1 Principle 1 also documents conformance with:
  - EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
  - Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
- When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Key Pages Conformance

The following table identifies key pages or views supporting core user workflows. These page or views were evaluated against 50 criteria under WCAG 2.1 Level AA. Each row represents the conformance for that specific page or view.

Page/View	Supports	Partially Supports	Does Not Support	Does Not Apply
Search Results	30	11	0	8
Single Result	34	8	0	8
Place Hold Form	34	7	1	8
WSILL Request Form	33	8	1	8
A to Z Results	31	10	1	8

## Holistic Conformance

This service's interface was evaluated against 50 criteria under WCAG 2.1 Level AA. This table represents the average conformance across all pages and views within the service.

Product	Supports	Partially Supports	Does Not Support	Does Not Apply
WorldCat Discovery	24	14	4	8

## WCAG 2.1 AA Report

Criteria	Level	Conformance	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b>  <b>EN 301 549 Criteria:</b> 9.1.1.1 (Web), 10.1.1.1 (Non-web document), 11.1.1.1.1 (Open Functionality Software), 11.1.1.1.2 (Closed Functionality Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed one instance with the presence of text alternatives for non-text content.</p> <ul style="list-style-type: none"> <li>WAI-ARIA image is missing alternative text</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 9.1.2.1 (Web), 10.1.2.1 (Non-web document), 11.1.2.1.1 (Open Functionality Software), 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: WorldCat Discovery does not use pre-recorded audio or video.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 9.1.2.2 (Web), 10.1.2.2 (Non-web document), 11.1.2.2 (Open Functionality Software), 11.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: WorldCat Discovery does not use pre-recorded audio.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 9.1.2.3 (Web), 10.1.2.3 (Non-web document), 11.1.2.3.1 (Open Functionality Software), 11.1.2.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: WorldCat Discovery does not use pre-recorded audio or media.
<p><b><u>1.2.4 Captions (Live)</u></b>  <b>EN 301 549 Criteria:</b> 9.1.2.4 (Web), 10.1.2.4 (Non-web document), 11.1.2.4 (Open Functionality Software), 11.1.2.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: WorldCat Discovery does not use live audio or media.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 9.1.2.5 (Web), 10.1.2.5 (Non-web document), 11.1.2.5 (Open Functionality Software), 11.1.2.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: WorldCat Discovery does not use video content.
<p><b><u>1.3.1 Info and Relationships</u></b>  <b>EN 301 549 Criteria:</b> 9.1.3.1 (Web), 10.1.3.1 (Non-web document), 11.1.3.1.1 (Open Functionality Software), 11.1.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Partially Supports	Web: WorldCat Discovery accessibility testing revealed some issues with programmatic determination of information, structure, and relationships conveyed through presentation.

Criteria	Level	Conformance	Remarks and Explanations
<b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			<ul style="list-style-type: none"> <li>Some forms fields are missing text</li> <li>Some labels are not connected to form elements</li> <li>Some form elements are missing descriptions</li> <li>Some headings are not encoded properly as &lt;H&gt; tags</li> <li>Landmarks are not distinguishable on page</li> <li>Some IDs are not unique</li> <li>&lt;i&gt; tag used to format</li> <li>ARIA has incorrect reference</li> </ul>
<u><b>1.3.2 Meaningful Sequence</b></u> <b>EN 301 549 Criteria:</b> 9.1.3.2 (Web), 10.1.3.2 (Non-web document), 11.1.3.2.1 (Open Functionality Software), 11.1.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Does Not Support	Web: WorldCat Discovery accessibility testing revealed issues with programmatic determination of meaningful reading sequences. <ul style="list-style-type: none"> <li>When CSS styles are removed, sections are frequently out of order and would be read as such by screen readers without CSS capacity.</li> </ul>
<u><b>1.3.3 Sensory Characteristics</b></u> <b>EN 301 549 Criteria:</b> 9.1.3.3 (Web), 10.1.3.3 (Non-web document), 11.1.3.3 (Open Functionality Software), 11.1.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	
<u><b>1.3.4 Orientation</b></u> <b>EN 301 549 Criteria:</b> 9.1.3.4 (Web), 10.1.3.4 (Non-web document), 11.1.3.4 (Open Functionality Software), 11.1.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<u><b>1.3.5 Identify Input Purpose</b></u> <b>EN 301 549 Criteria:</b> 9.1.3.5 (Web), 10.1.3.5 (Non-web document), 11.1.3.5 (Open Functionality Software), 11.1.3.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<u><b>1.4.1 Use of Color</b></u> <b>EN 301 549 Criteria:</b> 9.1.4.1 (Web), 10.1.4.1 (Non-web document), 11.1.4.1 (Open Functionality Software), 11.1.4.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	Web: WorldCat Discovery accessibility testing revealed some issues with visual contrast.
<u><b>1.4.2 Audio Control</b></u>	A	Web: Not Applicable	Web: WorldCat Discovery does not use audio.

Criteria	Level	Conformance	Remarks and Explanations
<b>EN 301 549 Criteria:</b> 9.1.4.2 (Web), 10.1.4.2 (Non-web document), 11.1.4.2 (Open Functionality Software), 11.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			
<b><u>1.4.3 Contrast (Minimum)</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.3 (Web), 10.1.4.3 (Non-web document), 11.1.4.3 (Open Functionality Software), 11.1.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Partially Supports	Web: WorldCat Discovery accessibility testing revealed some issues with visual contrast. <ul style="list-style-type: none"> <li>A to Z results have low color contrast for Journal Title labels</li> <li>A to Z page has low color contrast on Clear and Search buttons.</li> </ul>
<b><u>1.4.4 Resize text</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.4 (Web), 10.1.4.4 (Non-web document), 11.1.4.4.1 (Open Functionality Software), 11.1.4.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	
<b><u>1.4.5 Images of Text</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.5 (Web), 10.1.4.5 (Non-web document), 11.1.4.5.1 (Open Functionality Software), 11.1.4.5.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	
<b><u>1.4.10 Reflow</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.10 (Web), 10.1.4.10 (Non-web document), 11.1.4.10.1 (Open Functionality Software), 11.1.4.10.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<b><u>1.4.11 Non-text Contrast</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.11 (Web), 10.1.4.11 (Non-web document), 11.1.4.11 (Open Functionality Software), 11.1.4.11 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<b><u>1.4.12 Text Spacing</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.12 (Web), 10.1.4.12 (Non-web document), 11.1.4.12 (Open Functionality Software), 11.1.4.12 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<b><u>1.4.13 Content on Hover or Focus</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.13 (Web), 10.1.4.13 (Non-web document), 11.1.4.13 (Open Functionality Software), 11.1.4.13 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)	AA 2.1 only	Web: Supports	



Criteria	Level	Conformance	Remarks and Explanations
<b>Revised Section 508</b> – Does not apply			
<b><u>2.1.1 Keyboard</u></b> <b>EN 301 549 Criteria:</b> 9.2.1.1 (Web), 10.2.1.1 (Non-web document), 11.2.1.1.1 (Open Functionality Software), 11.2.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	
<b><u>2.1.2 No Keyboard Trap</u></b> <b>EN 301 549 Criteria:</b> 9.2.1.2 (Web), 10.2.1.2 (Non-web document), 11.2.1.2 (Open Functionality Software), 11.2.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	
<b><u>2.1.4 Character Key Shortcuts</u></b> <b>EN 301 549 Criteria:</b> 9.2.1.4 (Web), 10.2.1.4 (Non-web document), 11.2.1.4.1 (Open Functionality Software), 11.2.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	
<b><u>2.2.1 Timing Adjustable</u></b> <b>EN 301 549 Criteria:</b> 9.2.2.1 (Web), 10.2.2.1 (Non-web document), 11.2.2.1 (Open Functionality Software), 11.2.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: WorldCat Discovery accessibility testing revealed issues with adjustable time limits. <ul style="list-style-type: none"> <li>On pages where users log in, most pages do not allow users to extend their time.</li> </ul>
<b><u>2.2.2 Pause, Stop, Hide</u></b> <b>EN 301 549 Criteria:</b> 9.2.2.2 (Web), 10.2.2.2 (Non-web document), 11.2.2.2 (Open Functionality Software), 11.2.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	
<b><u>2.3.1 Three Flashes or Below Threshold</u></b> <b>EN 301 549 Criteria:</b> 9.2.3.1 (Web), 10.2.3.1 (Non-web document), 11.2.3.1 (Open Functionality Software), 11.2.3.1(Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	
<b><u>2.4.1 Bypass Blocks</u></b> <b>EN 301 549 Criteria:</b> 9.2.4.1 (Web), 10.2.4.1 (Non-web document) – Does not apply, 11.2.4.1 (Open Functionality Software) – Does not apply, 11.2.4.1 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs	A	Web: Does Not Support	Web: WorldCat Discovery accessibility testing revealed issues with the ability to bypass blocks of content. <ul style="list-style-type: none"> <li>Bypasses are not provided for top, bottom, or occasional side navigation.</li> </ul>

Criteria	Level	Conformance	Remarks and Explanations
<p><b>2.4.2 Page Titled</b>  <b>EN 301 549 Criteria:</b> 9.2.4.2 (Web), 10.2.4.2 (Non-web document), 11.2.4.2 (Open Functionality Software) - Does not apply, 11.2.4.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed issues regarding pages having meaningful, unique page titles.</p> <ul style="list-style-type: none"> <li>Occasional issues where page titles are repeated or are not specific enough.</li> </ul>
<p><b>2.4.3 Focus Order</b>  <b>EN 301 549 Criteria:</b> 9.2.4.3 (Web), 10.2.4.3 (Non-web document), 11.2.4.3 (Open Functionality Software), 11.2.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	
<p><b>2.4.4 Link Purpose (In Context)</b>  <b>EN 301 549 Criteria:</b> 9.2.4.4 (Web), 10.2.4.4 (Non-web document), 11.2.4.4 (Open Functionality Software), 11.2.4.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed some issues with a link's purpose being determined from the link text.</p> <ul style="list-style-type: none"> <li>Some ambiguous hidden links and buttons were uncovered by screen reader.</li> <li>Instances where buttons open new browser windows, but screen readers are not informed.</li> </ul>
<p><b>2.4.5 Multiple Ways</b>  <b>EN 301 549 Criteria:</b> 9.2.4.5 (Web), 10.2.4.5 (Non-web document) – Does not apply, 11.2.4.5 (Open Functionality Software) – Does not apply, 11.2.4.5 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs</p>	AA	Web: Does Not Support	<p>Web: WorldCat Discovery accessibility testing revealed some issues with more than one way to access a page.</p> <ul style="list-style-type: none"> <li>Can only get to Library, Sign-In, Course Reserves, Chat with a Librarian, and My List web pages one way: Via links at the top of each page.</li> </ul>
<p><b>2.4.6 Headings and Labels</b>  <b>EN 301 549 Criteria:</b> 9.2.4.6 (Web), 10.2.4.6 (Non-web document), 11.2.4.6 (Open Functionality Software), 11.2.4.6 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed some issues with descriptive headings and labels.</p> <ul style="list-style-type: none"> <li>Some headings were not correctly coded as &lt;H&gt; tags.</li> </ul>
<p><b>2.4.7 Focus Visible</b>  <b>EN 301 549 Criteria:</b> 9.2.4.7 (Web), 10.2.4.7 (Non-web document), 11.2.4.7 (Open Functionality Software), 11.2.4.7 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Does Not Support	<p>Web: WorldCat Discovery accessibility testing revealed some issues with visible keyboard focus indicators.</p> <ul style="list-style-type: none"> <li>Search button does not receive focus highlights</li> <li>Active tab in Advanced Search does not receive highlight on focus.</li> <li>Focus disappears after Place Hold button.</li> </ul>

Criteria	Level	Conformance	Remarks and Explanations
<p><b><u>2.5.1 Pointer Gestures</u></b>  <b>EN 301 549 Criteria:</b> 9.2.5.1 (Web), 10.2.5.1 (Non-web document), 11.2.5.1 (Open Functionality Software), 11.2.5.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508</b> – Does not apply</p>	AA 2.1 only	Web: Supports	
<p><b><u>2.5.2 Pointer Cancellation</u></b>  <b>EN 301 549 Criteria:</b> 9.2.5.2 (Web), 10.2.5.2 (Non-web document), 11.2.5.2 (Open Functionality Software), 11.2.5.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508</b> – Does not apply</p>	AA 2.1 only	Web: Supports	
<p><b><u>2.5.3 Label in Name</u></b>  <b>EN 301 549 Criteria:</b> 9.2.5.3 (Web), 10.2.5.3 (Non-web document), 11.2.5.3 (Open Functionality Software), 11.2.5.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508</b> – Does not apply</p>	AA 2.1 only	Web: Supports	
<p><b><u>2.5.4 Motion Actuation</u></b>  <b>EN 301 549 Criteria:</b> 9.2.5.4 (Web), 10.2.5.4 (Non-web document), 11.2.5.4 (Open Functionality Software), 11.2.5.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508</b> – Does not apply</p>	AA 2.1 only	Web: Not Applicable	Web: WorldCat Discovery does not use motion.
<p><b><u>3.1.1 Language of Page</u></b>  <b>EN 301 549 Criteria:</b> 9.3.1.1 (Web), 10.3.1.1 (Non-web document), 11.3.1.1.1 (Open Functionality Software), 11.3.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	
<p><b><u>3.1.2 Language of Parts</u></b>  <b>EN 301 549 Criteria:</b> 9.3.1.2 (Web), 10.3.1.2 (Non-web document), 11.3.1.2 (Open Functionality Software) – Does not apply, 11.3.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports	
<p><b><u>3.2.1 On Focus</u></b>  <b>EN 301 549 Criteria:</b> 9.3.2.1 (Web), 10.3.2.1 (Non-web document), 11.3.2.1 (Open Functionality Software), 11.3.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	
<p><b><u>3.2.2 On Input</u></b>  <b>EN 301 549 Criteria:</b> 9.3.2.2 (Web), 10.3.2.2 (Non-web document), 11.3.2.2 (Open Functionality Software), 11.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed some issues with causing a change of context if a component's setting is changed.</p> <ul style="list-style-type: none"> <li>Some external links are not programmatically and visually identified.</li> </ul>

Criteria	Level	Conformance	Remarks and Explanations
			On Library Account page (logged-in users only), after choosing a tab, the page refreshes and places user at top of the page with a loss of context. This experience was replaced by the new My Account experience in June 2020. Refer to a separate report for compliance.
<b><u>3.2.3 Consistent Navigation</u></b> <b>EN 301 549 Criteria:</b> 9.3.2.3 (Web), 10.3.2.3 (Non-web document) – Does not apply, 11.3.2.3 (Open Functionality Software) – Does not apply, 11.3.2.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs	AA	Web: Supports	
<b><u>3.2.4 Consistent Identification</u></b> <b>EN 301 549 Criteria:</b> 9.3.2.4 (Web), 10.3.2.4 (Non-web document) – Does not apply, 11.3.2.4 (Open Functionality Software) – Does not apply, 11.3.2.4 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs	AA	Web: Supports	
<b><u>3.3.1 Error Identification</u></b> <b>EN 301 549 Criteria:</b> 9.3.3.1 (Web), 10.3.3.1 (Non-web document), 11.3.3.1.1 (Open Functionality Software), 11.3.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: WorldCat Discovery accessibility testing revealed some issues with errors being automatically detected, textually described. <ul style="list-style-type: none"> <li>Some issues with ARIA displaying on initial page load.</li> </ul>
<b><u>3.3.2 Labels or Instructions</u></b> <b>EN 301 549 Criteria:</b> 9.3.3.2 (Web), 10.3.3.2 (Non-web document), 11.3.3.2 (Open Functionality Software), 11.3.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: WorldCat Discovery accessibility testing revealed some issues with labels or instructions being provided for user input. Some also noted in 1.3.1 <ul style="list-style-type: none"> <li>Some form fields are missing text</li> <li>Some labels are not connected to form elements</li> <li>Some form elements are missing descriptions</li> <li>Some headings are not encoded properly as &lt;H&gt; tags</li> <li>In some cases, users are not told that asterisks equate to required fields – key must be used.</li> </ul>
<b><u>3.3.3 Error Suggestion</u></b>	AA	Web: Supports	

Criteria	Level	Conformance	Remarks and Explanations
<p><b>EN 301 549 Criteria:</b> 9.3.3.3 (Web), 10.3.3.3 (Non-web document), 11.3.3.3 (Open Functionality Software), 11.3.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>			
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b></p> <p><b>EN 301 549 Criteria:</b> 9.3.3.4 (Web), 10.3.3.4 (Non-web document), 11.3.3.4 (Open Functionality Software), 11.3.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: WorldCat Discovery does not deal in legal commitments or financial transactions.
<p><b><u>4.1.1 Parsing</u></b></p> <p><b>EN 301 549 Criteria:</b> 9.4.1.1 (Web), 10.4.1.1 (Non-web document), 11.4.1.1.1 (Open Functionality Software), 11.4.1.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed some issues with elements having complete start and end tags, being nested according to their specifications, not containing duplicate attributes, and any IDs being unique, except where the specifications allow these features.</p> <p>Also noted in WCAG 1.3.1</p> <ul style="list-style-type: none"> <li>• Some form fields are missing text</li> <li>• Some labels are not connected to form elements</li> <li>• Some form elements are missing descriptions</li> <li>• Some headings are not encoded properly as &lt;H&gt; tags</li> <li>• Element ID is not unique</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b></p> <p><b>EN 301 549 Criteria:</b> 9.4.1.2 (Web), 10.4.1.2 (Non-web document), 11.4.1.2.1 (Open Functionality Software), 11.4.1.2.2 (Closed Software) – Not required, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: WorldCat Discovery accessibility testing revealed some issues with the programmatic specification of names and roles for user interface components or the states, properties and values of those that can be set by the user.</p> <p>Also noted in WCAG 1.3.1</p> <ul style="list-style-type: none"> <li>• Some form fields are missing text</li> <li>• Some labels are not connected to form elements</li> <li>• Some form elements are missing descriptions</li> <li>• Some headings are not encoded properly as &lt;H&gt; tags</li> </ul>

Criteria	Level	Conformance	Remarks and Explanations
<p><b>4.1.3 Status Messages</b></p> <p><b>EN 301 549 Criteria:</b> 9.4.1.3 (Web), 10.4.1.3 (Non-web document) – Does not apply, 11.4.1.3 (Open Functionality Software) – Does not apply, 11.4.1.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> Does not apply</p>	AA 2.1 only	Not Applicable	Web: WorldCat Discovery does not deal in legal commitments or financial transactions.

## Revised Section 508 Report

### Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance	Remarks and Explanations
302.1 Without Vision	Partially Supports	WorldCat Discovery partially supports at least one mode of operation that does not require user vision.
302.2 With Limited Vision	Partially Supports	WorldCat Discovery partially supports at least one mode of operation that enables users to make use of limited vision.
302.3 Without Perception of Color	Partially Supports	WorldCat Discovery partially supports at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Not Applicable	WorldCat Discovery provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Not Applicable	WorldCat Discovery provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	WorldCat Discovery does not use speech input.
302.7 With Limited Manipulation	Partially Supports	WorldCat Discovery provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Not applicable	WorldCat Discovery uses only standard keystrokes.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	WorldCat Discovery meets many of the requirements for an accessible interface in order to make it easier to use for people with cognitive disabilities.

### Chapter 4: [Hardware](#)

This section is removed as OCLC does not create hardware.

### Chapter 5: [Software](#)

Applications may be web-based or client-side software. Examples of applications are email clients, word processors, help desk systems, content management systems, e-learning courseware, and terminal emulation.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to WCAG 2.1 conformance report in this document.	Web applications that conform to all Level A and Level AA Success Criteria and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.
<b><a href="#">502 Interoperability with Assistive Technology</a></b> Platforms and their software toolkits shall provide a documented set of accessibility services that support a mode of operation for applications running on the platform to interoperate with assistive technology and shall conform to 502.2. Applications that are also platforms shall expose the underlying platform		<b>Platforms are defined as defined as desktop, embedded operating systems (including mobile), web browser, or plug-in for a web browser which renders a particular media, format, or set of components that allow other applications to execute.</b>

Criteria	Conformance Level	Remarks and Explanations
accessibility services or implement other documented accessibility services.		
502.2.1 User Control of Accessibility Features	Partially Supports	WorldCat Discovery does not interfere with accessibility controls of browser platform.
502.2.2 No Disruption of Accessibility Features	Partially Supports	WorldCat Discovery does not interfere with accessibility controls of browser platform.
<b>502.3 Accessibility Services</b>		
502.3.1 Object Information	Not Applicable	WorldCat Discovery is not platform software.
502.3.2 Modification of Object Information	Not Applicable	WorldCat Discovery is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	WorldCat Discovery is not platform software.
502.3.4 Values	Not Applicable	WorldCat Discovery is not platform software.
502.3.5 Modification of Values	Not Applicable	WorldCat Discovery is not platform software.
502.3.6 Label Relationships	Not Applicable	WorldCat Discovery is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	WorldCat Discovery is not platform software.
502.3.8 Text	Not Applicable	WorldCat Discovery is not platform software.
502.3.9 Modification of Text	Not Applicable	WorldCat Discovery is not platform software.
502.3.10 List of Actions	Not Applicable	WorldCat Discovery is not platform software.
502.3.11 Actions on Objects	Not Applicable	WorldCat Discovery is not platform software.
502.3.12 Focus Cursor	Not Applicable	WorldCat Discovery is not platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	WorldCat Discovery is not platform software.
502.3.14 Event Notification	Not Applicable	WorldCat Discovery is not platform software.
502.4 Platform Accessibility Features	Not Applicable	WorldCat Discovery is not platform software.
<b>503 Applications</b>		Applications that are designed to be isolated from their underlying platforms, including web applications, shall not be required to conform to 503.2.
503.2 User Preferences	Not Applicable	Web applications are not required to conform to 503.2
503.3 Alternative User Interfaces	Partially Supports	
<b>503.4 User Controls for Captions and Audio Description</b>		
503.4.1 Caption Controls	Not Applicable	WorldCat Discovery is not authoring software
503.4.2 Audio Description Controls	Not Applicable	WorldCat Discovery is not authoring software
<b>504 Authoring Tools</b>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	Refer to WCAG 2.1 conformance report in this document.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	WorldCat Discovery is not authoring software
504.2.2 PDF Export	Not Applicable	WorldCat Discovery is not authoring software
504.3 Prompts	Not Applicable	WorldCat Discovery is not authoring software.



Criteria	Conformance Level	Remarks and Explanations
504.4 Templates	Not Applicable	WorldCat Discovery is not authoring software

## Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">602 Support Documentation</a></b>		Documentation that supports the use of ICT shall conform to 602.
602.2 Accessibility and Compatibility Features	Partially Supports	WorldCat Discovery documentation does not include accessibility features that are built-in, but does include accessibility features that provide compatibility with assistive technology.
602.3 Electronic Support Documentation	--	Refer to WCAG 2.1 conformance report in this document.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation is available in HTML format.
<b><a href="#">603 Support Services</a></b>		
603.2 Information on Accessibility and Compatibility Features	Supports	OCLC's accessibility statement is available for review at: <a href="https://www.oclc.org/en/policies/accessibility.html">https://www.oclc.org/en/policies/accessibility.html</a>
603.3 Accommodation of Communication Needs	Partially Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.

# EN 301 549 Report

## Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	WorldCat Discovery provides at least one mode of operation that does not require user vision.
4.2.2 Usage with limited vision	Supports	WorldCat Discovery provides at least one mode of operation that enables users to make use of limited vision.
4.2.3 Usage without perception of color	Supports	WorldCat Discovery provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	WorldCat Discovery provides at least one visual mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	WorldCat Discovery provides at least one visual mode of operation that does not require user hearing.
4.2.6 Usage without vocal capability	Not Applicable	WorldCat Discovery provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	WorldCat Discovery provides partial support for at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Supports	Customized shortcuts are not used.
4.2.9 Minimize photosensitive seizure triggers	Supports	WorldCat Discovery accessibility testing revealed full support for minimizing photosensitive seizure triggers.
4.2.10 Usage with limited cognition	Partially Supports	WorldCat Discovery partially supports an accessible interface in order to make it easier to use for people with cognitive disabilities
4.2.11 Privacy	Supports	WorldCat Discovery contains masked entry for privacy. Privacy information is not read aloud.

## Chapter 5: [Generic Requirements](#)

This section is removed as this product is not a closed system, defined as a self-contained system that precludes the user from adding peripherals or assistive software. Examples of closed systems include self-service machines, information kiosks, set-top boxes, and devices like printers, copiers, fax machines, and calculators.

## Chapter 6: [ICT with Two-Way Voice Communication](#)

This section is removed as this software does not provide two-way voice communication.

## Chapter 7: [ICT with Video Capabilities](#)

This section is removed as this software does not provide video capabilities.

## Chapter 9: Web

Refer to WCAG 2.1 conformance report in this document.

## Chapter 10: Non-web Documents

This section is removed as this software does not provide audio or video capabilities.

## Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>		
12.1.1 Accessibility and compatibility features	Partially Supports	Accessibility and compatibility features, when they exist, are explained in separate documentation. OCLC's Accessibility statement is available for review at: <a href="https://www.oclc.org/en/policies/accessibility.html">https://www.oclc.org/en/policies/accessibility.html</a>
12.1.2 Accessible documentation	--	Refer to WCAG 2.1 conformance report in this document.
<b>12.2 Support Services</b>		
12.2.2 Information on accessibility and compatibility features	Supports	OCLC Support Services provide accessibility help and available workarounds as defined in product documentation.
12.2.3 Effective communication	Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.
12.2.4 Accessible documentation	Partially Supports	Refer to WCAG 2.1 conformance report in this document.

## Chapter 13: ICT Providing Relay or Emergency Service Access

OCLC does not provide relay or emergency services.

## Concluding Remarks

OCLC is committed to enabling use of the WorldCat Discovery service by all users. Accessibility is an important consideration during our product development. Future enhancements to WorldCat Discovery include considerations for building new features that comply with accessibility guidelines. We aim to provide compliance within all newly modernized pages going forward, focusing on search results, item detail, and user account. We appreciate receiving feedback from member libraries about this issue, and anything members can share about priorities for future enhancements is always welcome.