

# Gale Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4Rev)

**Name of Product/Version:** Gale Literature Products including Gale Literary Sources, Literature Criticism Online, Contemporary Authors Online, Literature Resource Center, Scribner Writers Online, Twayne Author Series, Dictionary of Literary Biography Complete Online, Litfinder

**Report Date:** August 2022

**Product Description:**

**Contact Information:** [accessibility.gale@cengage.com](mailto:accessibility.gale@cengage.com)

**Notes:**

**Evaluation Methods Used:** Testing was conducted using Deque System's automated AXE tool and manually tested using Non-Visual Desktop Access (NVDA) screen reader software.

Third party testing with a non-sighted user was conducted using the following OS/Browser/Screen Reader combinations: Win 10/IE 11/Jaws 2018, Win 10/ Chrome 74/ JAWS 2018, Win 10/FF/ NVDA, Mac OS/Safari/VoiceOver iPhone 14.2/Safari

13/VoiceOver Android 10/Chrome 87/Talkback Android Tab10/Chrome 87/Talkback iPad  
14.2/Safari/VoiceOver

## Applicable Standards/Guidelines

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

| Standard/Guideline   | Included In Report   |
|--|--|
| <a href="#">Web Content Accessibility Guidelines 2.0</a>   | Level A (Yes / No )<br>Level AA (Yes / No )<br>Level AAA (Yes / No ) |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>   | Level A (Yes / No )<br>Level AA (Yes / No )<br>Level AAA (Yes / No ) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>  | (Yes / No )  |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND<br><a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a> | (Yes / 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.
- **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.

## WCAG 2.x Report

Tables 1 and 2 also document 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.

Note: When reporting on conformance with the WCAG 2.x 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><b>1.1.1 Non-text Content</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                             | <p>Web: Supports</p> <p>Electronic Docs:<br/>Partially supports</p> | <p>Web: Form controls without visible labels use aria-labels to communicate purpose and those with visible labels use aria to associate label and input. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: 3rd party charts, graphs and images don't always have alt or descriptive text, depending on the source.</p> |
| <p><b>1.2.1 Audio-only and Video-only (Prerecorded)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Does not support</p>       | <p>Web: Web components do not include any audio-only or video-only content.</p> <p>Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript. Video content includes 3rd party content and does not include audio description.</p>  |
| <p><b>1.2.2 Captions (Prerecorded)</b> (Level A)</p>   | <p>Web: Supports</p>  | <p>Web: No web components include video</p>  |

| Criteria  | Conformance Level  | Remarks and Explanations  |
|---|--|---|
| <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | <p>Electronic Docs:<br/>Partially supports</p>               | <p>Electronic Docs:3rd party hosted audio and video content can't guarantee captions. However, many videos hosted by Gale have closed captioning.</p>   |
| <p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports<br/>Electronic Docs: Does not support</p>   | <p>Web: No web components include video or audio</p> <p>Electronic Docs: Audio only content (podcasts) are hosted by 3rd parties and cannot guarantee a transcript. Video content includes 3rd party content and cannot guarantee an audio description.</p> |
| <p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> </ul>   | <p>Web: Supports<br/>Electronic Docs: Partially Supports</p> | <p>Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and</p>                                     |

| Criteria  | Conformance Level                                       | Remarks and Explanations  |
|---|---|---|
| <ul style="list-style-type: none"> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |   | associated. Topic finder and highlights & notes don't work properly with all assistive technology<br>Electronic Docs: Plain text is available for document scans but some images, tables and charts are omitted. Tables and graphs do not have proper row/column associations. Some third party content doesn't have properly tagged headers. |
| <p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs:<br>Partially supports | Web: Product uses tab order and page structure to ensure the content is encountered in a meaningful sequence.<br><br>Electronic Docs: Documents are presented in meaningful sequence, but there is not always markup allowing it to be navigated based on that sequence.  |
| <p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> </ul>   | Web: Supports<br>Electronic Docs:<br>Supports           | Web: When product uses shape or size to convey meaning, it also uses labels to describe that element.   |

| Criteria   | Conformance Level                                       | Remarks and Explanations   |
|--|---|--|
| <ul style="list-style-type: none"> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |   | Electronic Docs: Documents in the product do not use size or shape to convey meaning.  |
| <p><b>1.4.1 Use of Color</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs:<br>Partially supports | Web: When product uses color to convey meaning, it also uses labels to describe that element.<br><br>Electronic Docs: Documents in the product do not use color to convey meaning, except some 3 <sup>rd</sup> party publisher's tables, charts and graphs may communicate using only color. |
| <p><b>1.4.2 Audio Control</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>   | Web: Supports<br>Electronic Docs:<br>Supports           | Web: Product does not include any auto-playing audio<br><br>Electronic Docs: Product does not include any auto-playing audio   |

| Criteria   | Conformance Level                             | Remarks and Explanations  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |   |   |
| <p><b>2.1.1 Keyboard</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>     | Web: Supports<br>Electronic Docs:<br>Supports | Web: This product can be navigated using only keyboard commands, except for the Topic Finder and Highlights & Notes feature.<br><br>Electronic Docs: Documents support keyboard commands, though a minority of backfile videos using an older embedded player are difficult to use with keyboard commands |
| <p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs:<br>Support  | Web: Product does not include any keyboard traps<br><br>Electronic Docs: Documents in product do not include any keyboard traps   |



| Criteria   | Conformance Level                                     | Remarks and Explanations   |
|--|---|--|
| <p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>   | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product does not include any character key shortcuts</p> <p>Electronic Docs: Documents do not include any character key shortcuts</p>  |
| <p><b><u>2.2.1 Timing Adjustable</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: No time limits are set for content</p> <p>Electronic Docs: No time limits are set for documents</p>  |
| <p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>  | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product contains no moving, blinking, scrolling or auto-updating information.</p> <p>Electronic Docs: Documents contain no moving, blinking, scrolling or auto-updating information.</p> |

| Criteria  | Conformance Level   | Remarks and Explanations   |
|---|---|--|
| <ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |   |  |
| <p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                      | <p>Web: Supports</p> <p>Electronic Docs: Supports</p>           | <p>Web: Product does not contain anything that flashes</p> <p>Electronic Docs: Documents do not contain anything that flashes</p>  |
| <p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Partially supports</p> | <p>Web: Product features a logically nested header structure and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page and allow the user to bypass blocks. Product also features as “Skip to main content” link</p> <p>Electronic Docs: Documents do not always have structure that allows for intra-document navigation using headers. Gale reference</p> |

| Criteria  | Conformance Level                                     | Remarks and Explanations   |
|---|---|--|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |   | content has exposed table of contents with embedded headers, but 3rd party content generally does not.   |
| <p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product uses page titles following the schema of &lt;Product Name&gt; - &lt;Page type&gt; - &lt;detail&gt;</p> <p>Electronic Docs: Document titles are reflected in the page HTML and on various parts of the document details page.</p> |
| <p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                   | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Elements can be navigated sequentially and receive visual focus except for Topic Finder and Highlights &amp; Notes.</p> <p>Electronic Docs: Documents can be navigated sequentially and receive properly focus.</p>                      |
| <p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p>   | <p>Web: Supports</p>                                  | <p>Web: Links have a description of their</p>  |

| Criteria   | Conformance Level                                  | Remarks and Explanations  |
|--|--|---|
| <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Electronic Docs:<br/>Supports</p>               | <p>purpose or target destination</p> <p>Electronic Docs: Interlinking within documents is accompanied by text explaining that it is a list of related articles.</p>   |
| <p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>  | <p>Web: Supports<br/>Electronic Docs: Supports</p> | <p>Web: Product does not include pointer gesture functionality</p> <p>Electronic Docs: Documents do not include pointer gesture functionality</p>   |
| <p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>   | <p>Web: Supports<br/>Electronic Docs: Supports</p> | <p>Web: Functionality triggered by a single pointer executes the event on an up-event and can be aborted</p> <p>Electronic Docs: All functionality triggered by a single pointer executes the event on an up-event and can be aborted</p> |

| Criteria  | Conformance Level                          | Remarks and Explanations   |
|---|--|--|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  |  |  |
| <p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br>Electronic Docs: Supports | Web: Components with visible labels use the same language for the programmatic component name<br><br>Electronic Docs: Components with visible labels use the same language for the programmatic component name |
| <p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  | Web: Supports<br>Electronic Docs: Supports | Web: The product includes no functionality triggered by motion inputs<br>Electronic Docs: The documents include no functionality triggered by motion inputs  |
| <p><b>3.1.1 Language of Page</b> (Level A)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>   | Web: Supports<br>Electronic Docs: Supports | Web: The language is set in the header of each page.<br><br>Electronic Docs: Language Translate feature specifies what language content is switched into   |

| Criteria   | Conformance Level                                       | Remarks and Explanations  |
|--|---|---|
| <ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  |   |   |
| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs:<br>Supports           | Web: Product uses activate rather than focus to initiate changes of context<br><br>Electronic Docs: No items in documents initiate a change of context on focus   |
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Partially Supports<br>Electronic Docs:<br>Supports | Web: When a change of context is made on input, the user is informed of the state change (expanded, collapsed, etc). Exceptions include some multi-select form elements on the search page, and text searchable filters on search results pages<br><br>Electronic Docs: Documents do not allow for any changing of settings |

| Criteria  | Conformance Level                                     | Remarks and Explanations  |
|---|---|---|
| <p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: When the product generates an error message, it uses aria-live to make sure the message is communicated to assistive technology</p> <p>Electronic Docs: Adequate error messages are given when content is unable to be retrieved.</p> |
| <p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Forms and controls have proper labeling, fieldsets and grouping. Some date range filters do not include sample data (ie. mm/dd/yy)</p> <p>Electronic Docs: none of the content in product includes user inputs.</p>                   |
| <p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> </ul>  | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: some form elements contain duplicate ID's but otherwise product has complete element tagging, nesting and unique IDs.</p> <p>Electronic Docs: Documents have complete element</p>   |

| Criteria   | Conformance Level                                     | Remarks and Explanations   |
|--|---|--|
| <ul style="list-style-type: none"> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |   | tagging, nesting and unique IDs.   |
| <p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Forms and controls are labeled using a combination of HTML and ARIA attributes. Some date range filters do not include sample data. &lt;role&gt; is used to identify various components</p> <p>Electronic Docs: Components with documents can be programmatically determined</p> |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                | Conformance Level | Remarks and Explanations                         |
|---|-------------------|--|
| <b>1.2.4 Captions (Live)</b> (Level AA) | Web: Supports     | Web: Product does not contain live audio content |



| Criteria  | Conformance Level   | Remarks and Explanations  |
|---|---|---|
| <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Electronic Docs: Supports                                     | Electronic Docs: Documents do not contain live audio content  |
| <p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Does not support</p> | <p>Web: Product UI does not contain any video content.</p> <p>Electronic Docs: Video content includes 3<sup>rd</sup> party content and cannot guarantee an audio description.</p>   |
| <p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:<br/>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> </ul>  | <p>Web: Supports</p> <p>Electronic Docs: Supports</p>         | <p>Web: The product is designed to support portrait and landscape display orientations on all pages.</p> <p>Electronic Docs: The product is designed to support portrait and landscape display orientations with all documents.</p> |

| Criteria   | Conformance Level                                    | Remarks and Explanations   |
|--|--|--|
| <ul style="list-style-type: none"> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   |  |  |
| <p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   | Web: Partially Supports<br>Electronic Docs: Supports | Web: The product’s input fields are mainly text inputs for searching and are labeled as such. There are a few inputs related to email while are not properly labeled as type=email, using type=text instead.<br><br>Electronic Docs: Documents do not feature any input fields |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Partially Supports | Web: Color contrast on all elements is 4.5:1 or greater<br><br>Electronic Docs: Documents from 3rd party publishers may include images of tables,charts and graphs that don’t meet minimum contrast standards  |
| <p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria  | Web: Supports<br><br>Electronic Docs: Supports       | Web: Product uses CSS in a way that allows for text to easily be resized   |

| Criteria  | Conformance Level  | Remarks and Explanations   |
|---|--|--|
| <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |  | Electronic Docs: Documents use CSS in a way that allows for text to easily be resized. Document text size can be adjusted by the text resizing tool at the top of each document. PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version |
| <p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Electronic Docs: Partially Supports | Web: Does not include any images of text<br><br>Electronic Docs: PDF scans of document do not offer the OCR text but all PDF scans have an accessible HTML version. Some articles may have images of tables/charts/graphs without proper plain text labeling.                      |
| <p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> </ul>  | Web: Supports<br>Electronic Docs: Supports               | Web: The product can be used without loss of information or functionality with a viewport of 256px height, and 320px width.<br><br>Electronic Docs: Documents can be used without loss of information or functionality with a viewport of 256px height, and 320px width.           |

| Criteria  | Conformance Level                                    | Remarks and Explanations  |
|---|--|---|
| <ul style="list-style-type: none"> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply   |  |   |
| <p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br>Electronic Docs: Partially Supports | Web: All UI components have a contrast of at least 3:1 against their surroundings. The topic finder's color patterns may not always meet this standard.<br><br>Electronic Docs: Documents have a contrast of at least 3:1 against their surroundings. Exceptions include 3 <sup>rd</sup> party tables, charts and graphs which may not conform to this standard.  |
| <p><b>1.4.12 Text Spacing</b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply      | Web: Supports<br>Electronic Docs: Partially Supports | Web: The product supports minimum text spacing standards as follows (ratios are compared to font size):<br>Line height: 1.5:1, Spacing following paragraphs: 2:1, Letter spacing: .12:1, Word spacing: .16:1<br><br>Electronic Docs: HTML documents support the minimum spacing references in the Web section above. Exceptions include 3 <sup>rd</sup> party tables, charts and graphs which may not conform to this standard. |
| <p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> </ul>   | Web: Supports<br>Electronic Docs: Supports           | Web: When the product uses hover/focus to display additional content, that content is dismissible/hoverable/persistent<br><br>Electronic Docs: When documents use hover/focus to display additional content, that content is dismissible/hoverable/persistent   |

| Criteria  | Conformance Level  | Remarks and Explanations   |
|---|--|--|
| <ul style="list-style-type: none"> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  |  |  |
| <p><b>2.4.5 Multiple Ways</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Web: Supports<br><br>Electronic Docs: Supports           | Web: Product includes multiple navigational workflows, including a search function capable of returning all content.<br><br>Electronic Docs: Documents are the result of the process of searching.   |
| <p><b>2.4.6 Headings and Labels</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>  | Web: Supports<br><br>Electronic Docs: Partially Supports | Web: Product features a logically nested header structure, and uses a combination of HTML and ARIA semantic elements to communicate the structure of the page. Form labels and controls are properly labeled and associated, except for Document Type on Advanced Search<br><br>Electronic Docs: Documents have headings within the text, which are not always labeled as such in the HTML for 3 <sup>rd</sup> party documents. Gale reference content generally has a table of contents and embedded headers. |

| Criteria   | Conformance Level                                     | Remarks and Explanations   |
|--|---|--|
| <p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                       | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product shows visual focus on all elements. The exceptions are Topic Finder and Share, which don't always show visual focus properly.</p> <p>Electronic Docs: Documents show focus on all elements</p>                         |
| <p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Product updates &lt;lang&gt; tags to reflect the translation of UI.</p> <p>Electronic Docs: Product updates &lt;lang&gt; tags to reflect the translation of a document.</p>  |
| <p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> </ul>  | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> | <p>Web: Main navigational header is consistent across the product, as are the search filters and document tools</p> <p>Electronic Docs: There are no navigational mechanisms within documents aside from the table of contents for</p> |

| Criteria  | Conformance Level                              | Remarks and Explanations  |
|---|--|---|
| <ul style="list-style-type: none"> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>   |  | Gale reference material. The table of contents is consistently formatted across documents.  |
| <p><b>3.2.4 Consistent Identification</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Web: Supports<br><br>Electronic Docs: Supports | Web: All components that share functionality within the product are consistently identified<br><br>Electronic Docs: Documents are identified consistently                         |
| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>   | Web: Supports<br><br>Electronic Docs: Supports | Web: Error messages use aria-live to alert the user when there is an error, and what needs to be done to correct it.<br><br>Electronic Docs: No error messages exist in documents |

| Criteria  | Conformance Level                                    | Remarks and Explanations  |
|---|--|---|
| Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>   |  |   |
| <b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | Web: Supports<br><br>Electronic Docs: Supports       | Web: Product does not contain any of the applicable conditions<br><br>Electronic Docs: documents do not contain any of the applicable conditions  |
| <b><u>4.1.3 Status Messages</u></b> (Level AA 2.1 only)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply  | Web: Partially Supports<br>Electronic Docs: Supports | Web: Some, but not all, changes in content not given focus are announced with a status message. The product makes wide use of aria-live for this, but exceptions include: the text input within a search filter list, some advanced search input error messages, email button in “Send To...” menu, citation format tabs in Citation Tools<br><br>Electronic Docs: Documents do not generate any status messages. |



# Revised Section 508 Report

Notes:

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

Notes:

| Criteria                  | Conformance Level                                    | Remarks and Explanations   |
|---------------------------|--|--|
| 302.1 Without Vision      | Web: Supports<br>Electronic Docs: Partially Supports | <p>Web: This product uses aria-labels to communicate purpose of inputs and controls. Headers, ARIA roles and regions are used to communicate information about the page's structure. All non-text UI elements use either title, alt or aria to communicate purpose/describe.</p> <p>Electronic Docs: While the content is broadly accessible to users without vision, the formatting of tables isn't conducive to assistive technology. Charts, graphs and infographics are generally images without sufficient alt or descriptive text.</p> |
| 302.2 With Limited Vision | Web: Supports<br>Electronic Docs: Supports           | <p>Web: The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the interface.</p> <p>Electronic Docs: The product does not interfere with the user's ability to resize text, zoom, disable css, insert fonts or change contrast of the documents. Additionally, a text resizing tool is available</p>  |

| Criteria                          | Conformance Level                                    | Remarks and Explanations   |
|-----------------------------------|--|--|
|                                   |  | that can increase the font size of just the document without distorting the UI.  |
| 302.3 Without Perception of Color | Web: Supports<br>Electronic Docs: Supports           | Web: The product does not convey information or meaning using color only. Whenever color is used to convey information, it is paired with an alternative method of conveyance.<br><br>Electronic Docs: Broadly, documents do not convey information or meaning using color only. There exists some exceptions within charts, graphs and infographics embedded within articles that may convey information with color only. |
| 302.4 Without Hearing             | Web: Supports<br>Electronic Docs: Partially supports | Web: The product does not include any elements that require hearing to use.<br><br>Electronic Docs: Product contains videos and podcasts, many of which are hosted on 3 <sup>rd</sup> party sites. We can't guarantee captions or transcripts for all videos, though many include closed captioning.   |
| 302.5 With Limited Hearing        | Web: Supports<br>Electronic Docs: Partially supports | Web: The product does not include any elements that require hearing to use.<br><br>Electronic Docs: Product contains podcasts, many of which are hosted on 3 <sup>rd</sup> party sites. We can't guarantee synchronized transcripts for all podcasts, though many include transcripts.   |
| 302.6 Without Speech              | Web: Supports<br>Electronic Docs: Supports           | Web: The product does not include any element that requires speech to use  |

| Criteria   | Conformance Level                          | Remarks and Explanations  |
|--|--|---|
|  |  | Electronic Docs: The documents do not include any element that requires speech to use   |
| 302.7 With Limited Manipulation                                | Web: Supports<br>Electronic Docs: Supports | Web: Nearly all elements are usable with a keyboard only, except for highlights & notes and Topic Finder.<br><br>Electronic Docs: Documents are presented in an AT friendly HTML format.  |
| 302.8 With Limited Reach and Strength                          | Web: Supports<br>Electronic Docs: Supports | Web: Nearly all elements are usable with a keyboard only, except for highlights & notes and Topic Finder.<br><br>Electronic Docs: Documents are presented in an AT friendly HTML format.  |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Web: Supports<br>Electronic Docs: Supports | Web: This product uses concise labels, uncluttered layouts and avoids jargon whenever possible. Text can be resized to assist readers, and uses a sans-serif font for readability and dyslexia.<br><br>Electronic Docs: The documents are written at a variety of levels, and labeled with a Lexile score when available. |

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

Notes:

| Criteria   | Conformance Level                   | Remarks and Explanations            |
|--|-------------------------------------|-------------------------------------|
| <b>601.1 Scope</b>                               | Heading cell – no response required | Heading cell – no response required |
| <b><a href="#">602 Support Documentation</a></b> | Heading cell – no response required | Heading cell – no response required |
| 602.2 Accessibility and Compatibility Features   | Does not support                    | Product does not include any unique |

| Criteria   | Conformance Level                    | Remarks and Explanations  |
|--|--------------------------------------|---|
|  |                                      | <p>accessibility commands outside of the standard cursor keys, tab+shift-tab, enter and spacebar.</p> <p>Other accessibility features include ReadSpeaker and alternative document formats, are not explicitly listed anywhere.</p> |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section   |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Partially supports                   | On request, Gale will attempt to provide support materials in alternative formats.  |
| <b><u><a href="#">603 Support Services</a></u></b>               | Heading cell – no response required  | Heading cell – no response required   |
| 603.2 Information on Accessibility and Compatibility Features    | Does not support                     | Accessibility features are not explicitly listed in any Gale support documentation  |
| 603.3 Accommodation of Communication Needs                       | Supports                             | Gale commonly uses a single direct point of contact for its technical and customer care support services.   |

## Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

## Chapter [12: Documentation and Support Services](#)

Notes:

| Criteria   | Conformance Level                    | Remarks and Explanations            |
|--|--------------------------------------|-------------------------------------|
| <b>12.1 Product documentation</b>                              | Heading cell – no response required  | Heading cell – no response required |
| 12.1.1 Accessibility and compatibility features                |                                      |                                     |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |
| <b>12.2 Support Services</b>                                   | Heading cell – no response required  | Heading cell – no response required |
| 12.2.2 Information on accessibility and compatibility features |                                      |                                     |
| 12.2.3 Effective communication                                 |                                      |                                     |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |

## Legal Disclaimer (Company)

*Include your company legal disclaimer here, if needed.*