

Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version:

Gale Directory Library

Report Date:

September 4, 2025

Contact Information:

For any questions about the accessibility of this application, please contact accessibility@cengage.com.

Evaluation Methods Used:

[Qualitest](#), an independent quality assurance testing company, was contracted by Cengage to test the product and document their findings in this VPAT. [Qualitest](#) thoroughly reviewed the Gale eBooks application for conformance to the Web Content Accessibility Guidelines 2.2 Level A and Level AA using the following testing techniques:

Automated Testing: Axe automated plugin has been used for the initial scanning of different pages present in the application.

Manual Testing: This report has been generated based on the tests conducted via accessibility experts. The tools which have been used for testing are JAWS 2025, NVDA 2025, and Voiceover on Windows 11/Mac Platforms. Apart from these screen readers below assistive tools are used to validate the accessibility success criteria:

- Keyboard Controls
- Steve Faulkner Text Spacing Bookmarklet
- Color Contrast Analyzer
- Browser Zoom
- Dragon

Compatibility Matrix and Testing Scope:

Platform	Edge Latest	Chrome Latest	Safari
Win 11	NVDA 2025 Smoke QA	JAWS 2025 Full QA	
MAC 15.X			VoiceOver Full QA

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (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 only be used in WCAG Level AAA criteria.

WCAG 2.2 Report

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 2.2 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	This success criterion supports the application as most of the informative images and icons are provided with appropriate text alternatives.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	There is no audio-only or video-only content available in the application.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No pre-recorded video information is available in the application.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No pre-recorded video information is available in the application.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most elements in the application are correctly marked up with HTML semantics, enabling assistive technologies like screen readers to recognize their structure and relationships. However, there are a few exceptions where screen reader users encounter challenges in understanding the information, structure, and relationships of certain elements that rely on visual representation.
1.3.2 Meaningful Sequence (Level A)	Supports	Screen readers read content available in the application in a logical sequence using arrow keys or

Criteria	Conformance Level	Remarks and Explanations
		other reading methods that perceive their meaning and context for visually impaired users.
1.3.3 Sensory Characteristics (Level A)	Supports	There are several visual cues/symbols used in the application that convey specific meaning, and all these visual cues are provided with equivalent text alternatives for screen reader users.
1.4.1 Use of Color (Level A)	Partially Supports	The application mostly provides text alternatives for information conveyed by color. However, there is an exception on the Home/ Search page, where the link is not distinguishable from the surrounding text.
1.4.2 Audio Control (Level A)	Not Applicable	There is no such audio available in the application that plays automatically as soon as any page is launched.
2.1.1 Keyboard (Level A)	Partially Supports	The application has many interactive user interface components like buttons and links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few exceptions where it is difficult for screen reader/keyboard-only users to access some of the interactive elements using a keyboard.
2.1.2 No Keyboard Trap (Level A)	Supports	The application ensures that both screen reader users and keyboard users can navigate freely without encountering focus traps. No element restricts users from moving forward or backward through the

Criteria	Conformance Level	Remarks and Explanations
		content using keyboard controls or screen reader navigation.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	Single key character shortcuts are not used anywhere in the application.
2.2.1 Timing Adjustable (Level A)	Not Applicable	The application does not include any time-based functionality/activity that requires user interaction within a set time limit (e.g., session timeouts, quizzes, or auto-submissions).
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The application does not feature any moving, blinking, or auto-updating content that would need to be paused or stopped for individuals with certain disabilities.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	There is no flashing/blinking content available anywhere in the application.
2.4.1 Bypass Blocks (Level A)	Supports	“Skip to main Content” link is available at the top of web pages that helps screen reader users and keyboard users to bypass the repetitive block of header content in a single activation to locate the page main content.
2.4.2 Page Titled (Level A)	Supports	All pages in the application have meaningful, descriptive titles that clearly convey purpose and

Criteria	Conformance Level	Remarks and Explanations
		assist users with navigation, including those using assistive technologies.
2.4.3 Focus Order (Level A)	Partially Supports	Focus order is logical for most of the interactive elements/widgets available in the application using the keyboard and keyboard interfaces. However, there is an exception on the Advanced Search page, where focus doesn't move inside the tab panel on tab item activation.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	The links available in the application are provided with sufficient link text that clearly describes the purpose/target destination of these elements. However, an exception is observed where the pagination links lack meaningful descriptions that do not convey the purpose of the link effectively.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	All the user interface controls available in the application activate a UP event. Even if the user accidentally clicks on a control, s/he can move away from its target area and lift up the pointer to abort the action.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The visible text labels of all interactive controls accurately match their accessible names. This alignment enables motor-impaired users to reliably activate these controls by speaking their visible text labels using speech recognition tools such as 'Dragon'.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
3.1.1 Language of Page (Level A)	Supports	Application content is available in English language, and this language is programmatically defined using the lang = "en" attribute in the <html> tag on all the web pages.
3.2.1 On Focus (Level A)	Supports	The application does not have any feature/functionality that initiates a change of context on receiving keyboard focus.
3.2.2 On Input (Level A)	Supports	Application does not have any such feature / functionality that initiates a change of context on changing the setting of any user interface component.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The application provides a Help link in the footer section, which is consistently available across all

Criteria	Conformance Level	Remarks and Explanations
		pages. This ensures users can reliably locate help when needed.
3.3.1 Error Identification (Level A)	Supports	The product identifies input errors and provides clear, descriptive error messages when user input fails validation. For example, required fields are marked, and if left empty or filled incorrectly, an error message is displayed adjacent to the field, indicating the nature of the error.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Most form fields in the application are properly labeled with meaningful text labels, and relevant instructions are provided to assist users in completing them. However, there are some exceptions where labels or instructions are missing or not clearly associated with the corresponding fields, which may impact users relying on assistive technologies.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The application avoids using repeated form fields that would require users to re-enter information unnecessarily.
4.1.1 Parsing (Level A) WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply	Supports	For WCAG 2.0 and 2.1, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata .

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the components present in the application have proper name/label/role/state and value, which helps screen reader users to know the actual purpose and nature of these components. However, there are a few exceptions where name, role, and value attributes are inappropriate for web elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	There is no live multimedia content available in the application.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	There is no pre-recorded multimedia content available in the application.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Not Applicable	Accessibility testing for this application has been conducted primarily on desktop platforms. Mobile device testing, including assessments on iOS and Android platforms, was not part of the current audit scope.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Not Applicable	There are no such input form fields available in the application which collect the user's personal

Criteria	Conformance Level	Remarks and Explanations
		information such as First Name, Last Name, Phone Number, Address etc.
1.4.3 Contrast (Minimum) (Level AA)	Supports	Application has a sufficient contrast ratio i.e., 4.5:1 (For regular text) and 3:1 (For large text) for all the color combinations used in the web pages.
1.4.4 Resize text (Level AA)	Partially Supports	Most of the page content remains operable and accessible when the text is resized up to 200% using browser zoom, aiding users with mild or low vision in viewing the application at an enlarged scale. However, there is an exception on the Advanced Search page, where the content is not visible at 200% magnification.
1.4.5 Images of Text (Level AA)	Not Applicable	The application does not use images of text; instead, regular text, HTML, and CSS are employed to present all meaningful content visually. There is a logo in the header, but logos are exempt from this success criterion.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	Most web pages in the application properly reflow into a single vertical column when the viewport width is reduced to 320px, supporting users on small screens. However, there are few exceptions, where the content becomes truncated or cut off when zoomed up to 400%, which may impact users with low vision who rely on high magnification.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The application provides sufficient contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields, etc. have a contrast ratio of at least 3:1 to their adjacent colors.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	This success criteria have been validated for persons with low vision and reading disabilities using Steve Faulkner’s Text Spacing Bookmarklet, and most of the application content is easily readable and accessible after adjusting the text spacing using this tool. However, for the Advanced Search page, the layout or content does not fully adapt to the adjusted text spacing, potentially causing minor accessibility issues.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Partially Supports	Most of the additional content that appears on keyboard focus or mouse hover is hoverable, dismissible, and persistent. However, there are few exceptions, where tooltips or additional information appear on mouse hover only and do not appear on keyboard focus, making the content inaccessible to keyboard-only users.
2.4.5 Multiple Ways (Level AA)	Supports	This application provides multiple ways to locate content, including a consistent navigation menu and a search functionality, allowing users to efficiently find information through different methods.

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2.4.6 Headings and Labels (Level AA)	Partially Supports	All of the headings and labels available on various pages of the application are descriptive enough to understand their context and purpose. Sufficient labels are available for all of the user interface components. However, there is an exception on the Home/ Search page.
2.4.7 Focus Visible (Level AA)	Supports	A visible focus indicator is consistently present as users navigate through interactive elements using the keyboard. This ensures that users relying on keyboard navigation can clearly identify which element currently has focus, supporting efficient and accessible interaction throughout the interface.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The platform ensures that when a component receives keyboard focus, the focus indicator is not hidden or obscured by other content. Visual focus is consistently visible as users navigate through interactive elements.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	Application does not have any author created draggable components.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Supports	Most interactive elements meet the required 24x24 CSS pixel size, but some controls in dense layouts are smaller, which may hinder usability for touch or low dexterity users. However, on the Advanced Search

Criteria	Conformance Level	Remarks and Explanations
		Page, the "Search" icon does not meet the minimum target size requirement.
3.1.2 Language of Parts (Level AA)	Not Applicable	Application uses only one language “English” throughout web pages. There is no passage or phrase available in another language where the language of that content needs to be defined.
3.2.3 Consistent Navigation (Level AA)	Supports	Repeated components like navigation bars are occurring in the same order on every page of the application that helps users predict the location of these user interface elements after navigating to a new web page.
3.2.4 Consistent Identification (Level AA)	Supports	Elements that have the same functionality across multiple pages in the application have the same labels or the same accessible name.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages available in form fields are descriptive enough for users to understand and resolve the problem.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion is related to legal commitment, financial data, etc. which involves serious risk, if no option is provided for the user to review or revert to the data before submission. However, this application does not have any such forms, where such risk is associated.

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3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Not Applicable	This test pass does not include any screens or workflows that require user authentication. As no login, CAPTCHA, or other authentication mechanisms are present in the evaluated scope.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	Dynamic changes and alerts are automatically identified by assistive technology (Screen readers).

Legal Disclaimer

The information provided in this document is in good faith based on the Gale database at the time of the review and does not represent a legally binding claim. Please contact us to report any accessibility errors or for re-evaluation and correction, if necessary.