

EBSCO NoveList Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template®) Version 2.1

Name of Product/Version: EBSCO NoveList

Product Description: NoveList is the premier online database for reading recommendations, available through libraries around the world. Helping readers of all ages find just the right book to read, this comprehensive source of popular and professional book information includes expert recommendations, reviews, articles, lists and more.

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Evaluation Methods Used:

[Interactive Accessibility](#), a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product in July 2018. Evaluations were done for: Landing, Search, Title Detail, Awards Detail, Keeping Up, Recommended Reads, Genre Browse, Appeal Mixer, Browse Audiobooks, and Advanced Search pages. This VPAT may not reflect all the fixes and enhancements made to date as we continue to improve our interface.

The [W3C Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) was followed for conducting the accessibility product review. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following assistive technologies, browsers and platforms were used for testing:

- JAWS 2018.1805.33 / IE 11 / Windows 10
- NVDA 2018.1.1 / FF 61.0.1 / Windows 10

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, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: Conformance with the WCAG 2.0 Success Criteria, 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
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Supports with Exceptions	Web: Some images on the pages reviewed lacked text alternatives such as the social media linked images in the website footer, the thumbs up/down linked images in the book jacket hover dialog, some of the linked book cover images, and the previous and next images used for the image/content carousels.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Not Applicable	Web: There was no Audio-only or Video-only content on the pages reviewed.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: On the pages reviewed, some of the headings and lists were not defined in the HTML. On some of the pages reviewed, tables were used for layout and were not properly defined to be ignored by screen readers.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: On some of the pages reviewed there is content that is hidden visually but is in the reading order for screen readers when it should be hidden for all users. For example, on the Landing page there are sub-menus in the Fiction/Nonfiction tab panels that are in the reading order when the menus are collapsed. In the category section of the Search Results page, the collapsed sub-menus are in the reading order.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: The pages reviewed do not rely on sensory characteristics.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Color alone is not used to convey information on the pages reviewed.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: There was no multimedia content on the pages reviewed.</p>
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: Some of the content, such as the main navigation elements and the book cover hover dialog cannot be used with the keyboard. Some elements, such as the Search autocomplete control, Publication Date slider, and the tab interfaces do not work with the keyboard as users expect.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: There were no keyboard traps found on the pages reviewed.</p>
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: There was no session timeout observed on the pages reviewed.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: There was no moving content on the pages reviewed.</p>
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: There was no flashing content on the pages reviewed.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports with Exceptions</p>	<p>Web: No skip link is provided to skip to the main page content. The banner, main navigation, main page content, and footer are not defined as landmarks to allow screen reader users to easily skip to these sections of the page. Most of the pages reviewed had an h1 heading defined but it was in the search area instead of the start of the main page content.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: The page titles are defined on the pages reviewed but the Genre, Appeal Mixer and Audiobook browse pages are missing the page name in the title.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: On the pages reviewed, hidden content is in the tab order so keyboard users cannot see where they are on the page and keyboard and screen reader users are forced to navigate through hidden content. On the image/content carousels, content that is not in view is in the tab order but does not consistently advance into view.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: Links that are repeated on the pages reviewed (e.g. "More", "See More") do not have sufficient context.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: The default language is defined on the pages reviewed.</p>
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: No changes on focus on the pages reviewed.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: No changes on input on the pages reviewed.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: The search term error message is provided in text and matches the form label.</p>
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: The search instructions are provided as placeholder text and are not part of the form label.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: Validation errors such as duplicate id values, invalid attributes on elements, and invalid attribute values were found on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Some of the UI Controls on the pages reviewed such as the main navigation, Search autocomplete, select lists (e.g. Search by, Select a Field, Join Operator), Dialog windows and Tab controls are not defined properly to communicate the name, role, and state of the controls. Group labels in the Search for More section, Landing page, Search Result page, and Advanced Search page are not defined. Some form fields, such as those on the Genre browse and Appeal Mixer pages, have no labels defined. Controls that expand and collapse content or controls that are disabled do not have the state programmatically defined.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>There was no multimedia content on the pages reviewed.</p>
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>There was no multimedia content on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: On the pages reviewed, some of the text elements had insufficient color contrast between the text color and the background color. For example, text elements using colors such as white on orange or purple backgrounds, light blue on white or cream backgrounds, and light grey on white background.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: On the pages reviewed, some of the content runs off the page with no horizontal scrollbar and some content wraps in a manner that impacts the structure and relationship of the content as the text size increases.</p>
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports</p>	<p>Web: Images of text are not used on the pages reviewed.</p>
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software 	<p>Web: Supports</p>	<p>Web: Multiple ways are provided to navigate on the pages reviewed.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Supports with Exceptions</p>	<p>Web: The Search textbox form field uses only placeholder text to convey information that is not part of the form field label. Most of the form fields on the Advanced Search page use both the label element and title attribute to label the form fields.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Does Not Support</p>	<p>Web: None of the active elements on the pages reviewed have visible focus indicators.</p>
<p><u>3.1.2 Language of Parts</u> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	<p>Web: Not Applicable</p>	<p>Web: No change in language on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Web: Supports	Web: Navigation on the pages reviewed is consistent.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 	Web: Supports with Exceptions	Web: On the Landing page, the audience level components are the same visually in the Recommended Reads and in the main page content, but they are defined differently and do not function the same.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Supports	Web: Suggestions to correct errors are provided in text.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Web: Not Applicable	Web: No legal, financial data on the pages reviewed.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with form controls, keyboard access, interactive controls, and some images.
302.2 With Limited Vision	Supports with Exceptions	Some of the content has insufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
		None of the active elements have focus indicators. Some of the page content does not resize properly to 200% because not all the page content is displayed.
302.3 Without Perception of Color	Supports with Exceptions	Some of the content has insufficient color contrast. None of the active elements have focus indicators.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.
302.7 With Limited Manipulation	Supports with Exceptions	Some interactions on the pages, such as the select controls, tab controls, and the main navigation are not defined correctly so users will not know how to interact with them. Some of the active elements cannot be accessed with the keyboard. Some of the pages contain inactive elements that are reachable with the keyboard.
302.8 With Limited Reach and Strength	Supports with Exceptions	Some interactions on the pages, such as the select controls, tab controls, and the main navigation are not defined correctly so users will not know how to interact with them. Some of the active elements cannot be accessed with the keyboard. Some of the

Criteria	Conformance Level	Remarks and Explanations
		pages contain inactive elements that are reachable with the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Some of the form fields have no labels defined and some have duplicate or non-descriptive labels. Some of the buttons have multiple labels defined or labels that do not describe their purpose. Some of the active elements cannot be accessed with the keyboard. Some of the active elements use ASCII characters to convey information which may not be understood.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	No documentation was evaluated
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No documentation was evaluated
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	No services were evaluated
603.3 Accommodation of Communication Needs	Not Applicable	No services were evaluated

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