

# Accessibility Conformance Report

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VPAT® Version 2.0 – October 2017

Product

**POLARIS POWERPAC** Version 6.0

## Description

Library catalog system that can be used to search for library resources and requesting specific resources.

## Report Date

January 19, 2018

## Contact Information

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## Scope

This Conformance Report is based upon an evaluation of specific components and is not necessarily exhaustive of all issues.

The following pages were reviewed and represent the main templates and workflows used throughout the website: Login, Account Details, modal dialogs, search results, resource details, and support information. The evaluation of each web page included the common elements (Header, Footer, Back to top link, and Search) as well as the main content.

## Evaluation Methods Used

[Interactive Accessibility](#), a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product. 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 18.0.4532 / IE 11 / Windows 10
- NVDA 2017.4 / FF 56.0.2 / Windows 10
- Chrome 62 – Keyboard only

## 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 <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A – Yes Level AA – Yes Level AAA – No
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	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: Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"><li>501 (Web)(Software)</li></ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Active images, such as the “logo” images in the header on all pages, have incorrect alternative text defined. All links that open in a new window use a background image with no text alternative to indicate this information. Decorative images, such as each image in each content carousel on the homepage, either have no alt attribute or are described in page content have alt-text that repeats the page text. The icon fonts, such as the “checkmark” in the messages tables on the My Account page, use the CSS content property with no text alternative for screen reader users. Information Images, such as the “Periodical” image in the “Select Volume” dialog, contain important content information with no text equivalents.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No audio-only or video-only content on the pages reviewed.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Table data cells, such as the table data in the “information” dialog, are not associated with appropriate headers. Tables, such as the tables on the Log In page, are used for layout. Formatting elements, as seen in the “Account Information” on the My Account page, are used rather than HTML table markup to present tabular data. Tables with headers, such as the tables in the “Estimate Overdue Fines” dialog, do not have appropriate scope attributes.</p> <p>The headings on pages, such as “Advanced Search” on the Advanced search page, do not use the relevant &lt;h1&gt; to &lt;h6&gt; elements to indicate page headings. Most pages reviewed had an h1 heading to indicate the start of the main content. All modal dialogs were missing headings.</p> <p>Groups of related content, such as the search results on the “Search Results” page are not programmatically defined as lists in the HTML code.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Content on most screens is read in the correct reading sequence.</p> <p>Some content that is available for sighted users is not available for screen reader users. For example, the content in the modal dialogs uses aria-hidden="true" to hide content from screen reader users that is visible for sighted users and accessible using the keyboard.</p> <p>Content is available for screen reader users what is not available to sighted users. For example, in the responsive view the main navigation is announced by screen reading software, but is not visible.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Instructions for content do not rely on sensory characteristics.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The links, such as the link in the “Resource details” content on the “Full display” page for a library resource, use color alone to indicate the presence of a link.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No audio content is present.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Most user interface controls can be used with they keyboard. The “Main” navigation button, do not use standard keyboard operations that users expect. The “Submit Search” on the home page, cannot be used with the keyboard.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No keyboard trap found on the pages reviewed.</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>On all pages, the session times out without a prompt and without providing a way for users to extend the session. Users with cognitive or reading disabilities, low vision, or motor-control disabilities may be unable to respond to the time-out and may lose work.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No moving, blinks, scrolling, or auto-updating content found on the pages reviewed.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The pages reviewed have no flashing content that flashes more than three times in any one second period.</p>
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The skip-to-main-content link is available only to screen reader users. The skip link is provided but due to an IE bug the skip link does not work. Some of the page sections are defined. The navigation regions are missing a label to tell users differentiate between the navigation regions.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>The HTML page title elements are the same across all pages. All iframes in the modal dialogs are missing title attributes.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Most of the user interface controls are accessed in a logical order. On some pages the tab order will be confusing:</p> <p>The tab order is incorrect on the Log In page</p> <p>The main navigation links in the responsive view, are in the tab order, but are not visible.</p> <p>When users exit all modal dialogs, focus does not return to the active element that launched the dialog.</p> <p>Non-interactive elements are in the tab order, for example, each of the “Content Carousel” items currently in view are in the tab order, but activating them does nothing.</p>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Some links, such as the “Saved Title Lists” links present on multiple pages are missing some key information. Links’ purpose, such as the “Pagination” links on the search results page, cannot be determined from the link text and the page context.</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>All pages do not specify the default language when switching the page from English to another language. Screen readers may not read the content with the correct pronunciation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>When a control gets focus, the focus does not change until a user initiates an action.</p>
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A change of context is not initiated when elements on the pages reviewed receive input.</p>
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Errors are provided to the users in text on the pages reviewed.</p>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>All user input controls have labels and instructions on the pages reviewed.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The pages contain some coding errors that may prevent assistive technologies (AT) from interpreting content correctly.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Some controls provide information on the name, role and states. In some controls the ARIA and HTML roles, attributes, states, and properties are used incorrectly. For example, most “Expandable/Collapsible” sections are not coded to appropriately convey their state. Form fields, such as the “Quick Search” field on the home page, are not labelled. Content on the screen, such as the “Content Carousel” slides on the Home page, changes dynamically and the new content may not be apparent to a screen reader user. Instructions, such as the “Password” instructions on the My Account page, are not associated programmatically with form fields. Error messages, such as the errors for the fields in the “Estimate Overdue Fines” dialog, use dynamically-added inline form error messages that are not associated with the form control. All iframes the modal dialogs are missing title attributes so the iframe purpose is not communicated clearly to screen reader users.</p>

## Table 2: Success Criteria, Level AA

Notes: Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>Live audio content is not present on the pages reviewed.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>Pre-recorded video content is not present on the pages reviewed.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Most text content has sufficient color contrast. The text element, such as the “My Record” link in the My Account Navigation used on multiple pages, have insufficient contrast between the text color and background colors.</p>
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The text on all reviewed pages could be enlarged to 200% without issues.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>Except for logos, no images of text were used on the pages reviewed.</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>There was more than one way to locate a web page on the pages reviewed.</p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Some form fields, such as the checkboxes in the messages section of the My Account page, are empty providing no label for the form field. The heading elements for each modal dialog are empty.</p>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Some controls such as “Select All Fines &amp; Fees” element on the Fines &amp; Fees page have no visible focus indicator.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>The language settings link text in the footer changes to a different language but the lang attribute is not specified for the new language. Screen readers may not read the content with the correct pronunciation.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Navigation methods used are defined consistently on the pages reviewed.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Components with the same functionality are defined consistently.</p>
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Suggestions for correcting errors are provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>▪ 501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No legal or financial data present on the page reviewed.</p>



# 2017 Section 508 Report

Notes: None

## Chapter 3: Functional Performance Criteria (FPC)

Notes: None

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, images, and data tables.
302.2 With Limited Vision	Supports with Exceptions	Users with limited vision may have difficulty reading and interacting with the site. Some of the content has insufficient color contrast. Some of the focus indicators are difficult to see. When logged in, the session times out without a prompt or method to extend the time.
302.3 Without Perception of Color	Supports	Users without perception of color may have difficulty finding some of the links. For example, the link in the “Resource details” content on the “Full display” page for a library resource, use color only to indicate the presence of a link.
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.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.
302.7 With Limited Manipulation	Supports with Exceptions	Users with limited manipulation may not be able to use some controls. The interactions on the pages, such as such as the “Submit Search” <label> element on the home page, require mouse action and cannot be used with the keyboard. When logged in, the session times out without a prompt or method to extend the time.
302.8 With Limited Reach and Strength	Supports with Exceptions	Users with limited reach and strength may not be able to use some controls. The interactions on the pages, such as such as the “Submit Search” <label> element on the home page, require mouse action and cannot be used with the keyboard. When logged in, the session times out without a prompt or method to extend the time.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Users with limited language, cognitive and learning abilities may have a difficult time on the site. The lack of text labels for some controls and headings will make it more difficult to understand. When logged in, the session times out without a prompt or method to extend the time.

## 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>602 Support Documentation</b>	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
<b>603 Support Services</b>	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

### Legal Disclaimer

Assessment of compliance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. The consultant shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.