Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: LibGuides

Report Date: October 31, 2024

Product Description: Web Application for creating, publishing, and embedding content.

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Notes:

Evaluation Methods Used: Knowledge of the product; SiteImprove, VoiceOver, WAVE; Browser developer tools

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)

Standard/Guideline	Included In Report
	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)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) *AND* EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	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.
- **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.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

1.1.1 Non-text Content (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.1.1 (Web)
   • 10.1.1.1 (Non-web document)
   • 11.1.1.1.1 (Open Functionality Software)
   • 11.1.1.1.2 (Closed Functionality Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports
		Web, Electronic Docs, Authoring Tool: All images other than decorative images are accompanied by alternative text by default. All images from the Image Manager are accompanied by an alt text field to encourage web authors to include this info.

1.2.1 Audio-only and Video-only (Prerecorded) (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.1.2.1 (Web)
   • 10.1.2.1 (Non-web document)
   • 11.1.2.1.1 (Open Functionality Software)
   • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web, Electronic Docs, Authoring Tool: LibGuides does not contain audio- or video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	**Web, Authoring Tool**: LibGuides does not contain audio- or video-only content. **Electronic Docs**: Both short-form and long-form training videos on our training site are captioned.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibGuides and our help docs do not contain synchronized media.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs**: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**Web**: 1. Table cells missing content – Discussion post listing is comprised of td elements without corresponding th elements. 2. Container element is missing – There are empty lists in the multiselect components on the AZ filter section. 3. Our pages generally do not utilize landmark roles (main, aside). **Authoring Tool**: Exceptions are listed below: 1. Some pages skip heading levels. 2. The tab components do not have proper aria roles (tablist and tab). 3. Some td elements are empty like in the Discussions post listing. An internal ticket has been filed for these issues.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: LibGuides pages are structured to provide users with the correct reading sequence.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring tool:** There are no instructive elements in LibGuides which rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** We don't use color to convey meaning in our help documentation. **Authoring Tool:** Color is not generally used as a means of conveying info in our authoring tool. There is an exception where some links within a body of text do not have anything to distinguish themselves other than color. We have an internal ticket filed for this issue.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Authoring Tool**: There are no audio components that play more than 3 seconds in the default LibGuides interface.

Criteria	Conformance Level	Remarks and Explanations
• 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**Electronic Docs:** Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** We fully support keyboard navigation. **Web**: Exceptions are listed below: 1. On a smaller screen, the close icon for the AZ filter pills are not keyboard accessible. We are aiming to resolve this issue around Q2 of 2025. **Authoring Tool**: 1. Some tooltips are not keyboard accessible. 2. Drag and reorder components such as those in the guide box reorder feature are not keyboard accessible. An internal ticket has been filed for these issues.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All functional elements have been tested to ensure there are no keyboard traps, especially in elements like selector menus and modal windows.

Criteria	Conformance Level	Remarks and Explanations

• 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)		

2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    • 9.2.1.4 (Web)
    • 10.2.1.4 (Non-web document)
    • 11.2.1.4.1 (Open Functionality Software)
    • 11.2.1.4.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web, Electronic Docs, Authoring Tool: As LibGuides is all web-based, browser shortcuts apply but are not altered or controlled by LibGuides.

2.2.1 Timing Adjustable (Level A)
Also applies to:
EN 301 549 Criteria
    • 9.2.2.1 (Web)
    • 10.2.2.1 (Non-web document)
    • 11.2.2.1 (Open Functionality Software)
    • 11.2.2.1 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web, Electronic Docs, Authoring Tool: LibGuides does not contain timed elements.

2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria	Web: Not Applicable Electronic Docs: Supports	**Web, Authoring Tool:** LibGuides does not contain native video/audio.

Criteria	Conformance Level	Remarks and Explanations
• 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	**Electronic Docs:** Our recorded documentation can be paused, stopped, and hidden at will.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibGuides does not contain elements that flash.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Does Not Support	**Web:** We do not have a 'Skip to Main Content' link on the new AZ and Blog pages. All other pages have a bypass block link. We are aiming to resolve this issue around Q2 of 2025

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		**Electronic Docs:** Our web interface contain a skip to main content link to help users bypass repeated page navigation menus. **Authoring Tool**: We do not have a 'Skip to Main Content' link for all authoring tool pages that allows users to skip the top navigation. We have a ticket filed for these issues.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All pages have meaningful page titles.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Content is presented in a meaningful sequential way using appropriate html headers.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Supports, Electronic Docs:** The purpose of links presented in LibGuides can generally be determined from the link text alone. When images are used (as in the case of font awesome icons), we include accessible text so their purpose can be understood. **Authoring Tool**: SiteImprove is flagging the top navbar's user account and logout buttons incorrectly on smaller screens as violating this criterion. We have tested keyboard navigation with screenreaders and verified that the user account and the word logout are announced when focused. 1. There is an issue with the dismiss button on the "Needs your attention" section of the LibGuides' homepage. Screenreader is reading the dismiss buttons as "X". 2. There are some action icons such as the ones on the API and Discussions page that are missing screenreader alternative texts. An internal tickets has been filed for these issues.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	**Electronic Docs:** Label names contain the same text that is presented visually. **Web:** The following issues were found: 1. In the "Social Media – Follow Us" section, the "X" button icon has the aria-label of Twitter (instead of X). 2. We have included an unnecessary aria-label for the "Filter by month" link on the Blogs page. We have filed internal tickets for these issues. **Authoring Tool**: There is a small exception with the username in the top navbar. The aria-label indicates the purpose of the username but does not explicitly include the actual username.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** There are no features that contain functionality that relies on device motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: The default language of each page is declared in the appropriate html lang attribute.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: There are no elements that change context on focus in LibGuides.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
[3.2.2 On Input](#) (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change.
[3.2.6 Consistent Help](#) (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web**: There is a consistent help or "Report a problem" link in the footer. All instructions are consistently in the same section of the pages.
[3.3.1 Error Identification](#) (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** Errors in form submissions are described to the user on screen in text beneath the relevant fields. **Web**: 1. For the blog posts comments, the required fields error messages are not announced through screenreaders.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		2. For the poll assets/content in blogs, the required field error message is not announced through the screenreader. **Authoring Tool:** 1. Some error messages are not announced using the screenreader. An internal ticket has been filed for these issues.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web:** LibGuides includes appropriate labels when content requires input. **Electronic Docs**: All forms on our help site contains appropriate labels when content requires input. **Authoring Tool**: 1. Some input fields have incorrect label 'for' association values. An internal ticket has been filed for these issues.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Does not support	**Web**: The blog comments form fields do not have any autocomplete attributes for Name and Email.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, 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
• 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** In cases where we have created our own, non-native HTML elements, the name and role of those elements can be programmatically determined as described in the guidelines. **Web:** 1. On guide pages, the info tooltip icons are missing aria-labels. 2. Active guide tabs do not have aria-current='page' attribute. 3. Every content under the side nav for guides using the side-nav templates will be marked as part of role='navigation' We are aiming to resolve these issues around Q2 of 2025. **Authoring Tool**:

Criteria	Conformance Level	Remarks and Explanations
		1. Some input fields are missing accessible labels (see 3.3.2 Labels or Instructions section). 2. Tabs do not have the proper roles of tablist and tab. They are missing WAI-ARIA tags of aria-selected. 3. Tooltip icons are missing alternative texts for screenreaders. 4. The portal homepage's "Needs Your Attention" section contains the dismiss button that incorrectly has the aria-hidden='true' attribute. 5. Some input fields are missing screenreader-friendly labels. An internal has been filed for these issues.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable Electronic Docs: Partially Supports Authoring Tool: Not Applicable	**Web, Authoring Tool**: LibGuides does not natively contain videos or support video uploads. **Electronic Docs**: We provide captions for our shorter documentation videos but we do not provide concomitant closed captioning for our live webinar sessions.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		

1.2.5 Audio Description (Prerecorded) (Level AA)
Also applies to:
EN 301 549 Criteria
    • 9.1.2.5 (Web)
    • 10.1.2.5 (Non-web document)
    • 11.1.2.5 (Open Functionality Software)
    • 11.1.2.5 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Web: Not Applicable
	Electronic Docs: Not Applicable
	Authoring Tool: Not Applicable
		Web, Electronic Docs, Authoring Tool: LibGuides does not contain prerecorded video/synchronized media.

1.3.4 Orientation (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    • 9.1.3.4 (Web)
    • 10.1.3.4 (Non-web document)
    • 11.1.3.4 (Open Functionality Software)
    • 11.1.3.4 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports
		Web, Electronic Docs, Authoring Tool: LibGuides does not restrict users to viewing content in portrait or landscape mode, and functions in either view.

1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)
Also applies to:
EN 301 549 Criteria
    • 9.1.3.5 (Web)
    • 10.1.3.5 (Non-web document)
    • 11.1.3.5.1 (Open Functionality Software)
	Web: Does Not Support
	Electronic Docs: Supports
	Authoring Tool: Does not Support
		Web: The name and email fields on the comments section do not have proper autocomplete attributes.
		
		Authoring Tool: New Account Fields do not have the

Criteria	Conformance Level	Remarks and Explanations
• 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		type attributes (email) nor autocomplete attributes. This is a valid exception since we do not want to add autocomplete to the new account email fields. The self-identifiable inputs on the My Account page do not have any autocomplete attributes. An internal ticket has been filed for these issues.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** The 4.5:1 contrast ratio is maintained for all page elements. **Web**: 1. The Post number on the discussion boards have a contrast ratio of 3.89:1 on the gray background. 2. The Post number information on the Blogs page has a contrast ratio of 4.48:1 **Authoring Tool:** Exceptions are listed below: 1. Some multi-select input's "placeholder" text has a contrast ratio lower than 4.5:1. 2. There is a "Support" link at the bottom of the portal pages. This is supposed to be visually hidden since the shortcut for "Support" is on the top navbar, 3. Some datatables use pipe "|" for decorative Purposes It is also possible to customize all CSS in the LibGuides interface, so care needs to be exercised by site administrators to remain in conformance. An internal ticket has been filed for these issues.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports	**Web, Electronic Docs**: Text can be resized without assistive technology without loss of content/function.

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Partially Supports	**Authoring Tool:** The selected single select text values on the AZ admin page are cut off. An internal ticket has been filed for this issue.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Authoring Tool**: We do not use images of text in LibGuides. **Electronic Docs**: Our help docs will sometimes include screenshots which include text to label screenshot elements; these are always accompanied by text information within the same page.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10 (Open Functionality Software) • 11.1.4.10 (Closed Software)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web**: 1. There is a reflow issue with the blog comment captcha on smaller screens. 2. The filter pills on the new AZ interface are not removable via keyboard controls when viewed on a smaller factor form.

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		We are aiming to resolve these issues around Q2 of 2025. **Electronic Docs**: LibGuides documentations are fully responsive. **Authoring Tool:** The modal interface that is displayed when adding new assets to guides is cut off based on screen size. We're working on updating the rich text editor to address this issue and aim to complete this by Q2 of 2025.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Authoring Tool**: The new AZ and Blog admin interface has the toggle component that has a contrast ratio of less that 3:1. **Web**: The Cancel button background on the blog comment section is similar to the blog background color. Users can still find the Cancel button by its context. **Electronic Docs**: Elements in our documentation and authoring tool meet this contrast requirement. An internal ticket has been filed for these issues.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:, Authoring Tool**: Text spacing conforms to these requirements.

Criteria	Conformance Level	Remarks and Explanations
• 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, that content is dismissible, hoverable, and persistent.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: It's possible to access LibGuides public and administrative pages and content in multiple ways, including providing links to navigate to related web pages via breadcrumbs and other related content, providing a full search function, and linking to many pages on the site from the homepage.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Authoring Tool:** Headings and labels describe the topic/purpose of each page/piece of content within the page. **Web, Authoring Tool:** There are some pages where heading levels are skipped. An internal ticket has been filed for these issues.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** Focusable elements are highlighted by the user agent styling outline styling. **Authoring Tool**: The focus ring is not visible around some navigational links on the top navbar.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web:** All focusable elements are visible when keyboard focus is received.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Not Applicable	**Web:** There are no components in LibGuides that required dragging movements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	**Web**: Generally, all action elements (links, buttons) have a sufficient target size. SiteImprove has flagged the following components to have insufficient target space: 1. Breadcrumb links 2. The "more" link on AZ databases 3. The "reply" button on blog posts 4. The "Go" button on Search this Blog section in the Blog page within Guides. We have filed an internal ticket to address these issues. We are aiming to resolve these issues around Q2 of 2025.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: We use the html language attribute to declare the language of each full page. If the language of content changes within the page, content creators can specify these language changes using xml language attributes. This generally does not happen, i.e. pages do not tend to contain more than one language. **Electronic Docs, Authoring Tool:** We use the html language attribute to declare the language of each full page.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Navigational mechanisms that repeat are always presented in the same relative order.

Criteria	Conformance Level	Remarks and Explanations
11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: Items such as page breadcrumbs and navigational elements that repeat on multiple pages are consistently labeled/named throughout the LibGuides interface.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs**: We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property. **Authoring Tool**: We generally provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs. Authoring Tool:** LibGuides does not handle legal or financial data.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web**: There may be an authentication component for certain LibGuides pages. The authentication component comes from a 3rd party tool such as CAS or SAML. Although the default LibGuides login page does not have a 2-factor authentication method, we do include proper input types (email and password) on the email and password fields, which can be saved by the user-agent as per the Authentication Approaches section on the WCAG 2.2 Understanding Accessible Authentication documentation.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document)	Web: Partially Support Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs**: Status messages are presented using roles and can be presented without receiving focus.

Criteria	Conformance Level	Remarks and Explanations
11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		**Web**: The following issues were found in the public LibGuides interface: 1. For the Guide Search, Profile Search, E-Reserves Search, Public Discussion Search, and Blog Search, the search results were not announced through screenreaders. 2. For Gallery Boxes, we do not announce when the gallery box content has been changed once user clicks on the "next" or "previous" slides. We are aiming to resolve these issues around Q2 of 2025. **Authoring Tool**: 1. Some forms have editable fields where the changes are saved with no feedback. We have an internal ticket filed to address this issue. 2. On the new edit asset interface, the status message disappears after 2 seconds once you click save. An internal ticket has been filed for these issues.

Table 3: Success Criteria, Level AAA

Notes: LibGuides has not been evaluated against level AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	We have tested all elements of the LibGuides interface using VoiceOver, and regularly test LibGuides using SiteImprove and WAVE. Page content is structured in a meaningful hierarchy and can be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision.
302.2 With Limited Vision	Supports	LibGuides can be used with limited vision.
302.3 Without Perception of Color	Supports	LibGuides generally does not rely on color to convey meaning. In the limited cases where this is the case, an alternative means of understanding the meaning conveyed by color is included.
302.4 Without Hearing	Supports	LibGuides by default does not have any video or audio recordings.
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Not Applicable	LibGuides does not require speech to function.
302.7 With Limited Manipulation	Supports	The public web interface can be navigated using keyboard controls.
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Not applicable to LibGuides.

Chapter 5: Software

Notes: See https://www.section508.gov/buy/determine-ict-standards/#1 504 refers to authoring tool. Our web content is considered a website https://www.section508.gov/content/glossary/

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Applications that are designed to be isolated from their underlying platform system, including Web applications, shall not be required to conform to 503.2.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Supports	
504.3 Prompts	Supports	
504.4 Templates	Supports	

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	Supports	The documentation for LibGuides lists and explains the compatibility features of the product.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Our documentation are all web-based.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Our support team can answer questions about the accessibility of LibGuides through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibGuides through our support channels.

EN 301 549 Report

Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	We have tested all elements of the LibGuides interface using VoiceOver, and regularly test LibGuides using SiteImprove and WAVE. Page content is structured in a meaningful hierarchy and can be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision.
4.2.2 Usage with limited vision	Supports	LibGuides can be used with limited vision.
4.2.3 Usage without perception of colour	Supports	LibGuides generally does not rely on colour to convey meaning. In the limited cases where this is the case, an alternative means of understanding the meaning conveyed by color is included.
4.2.4 Usage without hearing	Supports	LibGuides by default does not have any video or audio recordings.
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Not Applicable	LibGuides does not require speech to function.
4.2.7 Usage with limited manipulation or strength	Not Applicable	
4.2.8 Usage with limited reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	LibGuides does not have any flashing elements.
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: LibGuides does not have closed functionality, and so the scoping of Chapter 5 seems to not apply according to the EN 301 549 V3.2.1.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable to LibGuides.

Chapter 7: ICT with Video Capabilities

Notes: Not applicable to LibGuides.

Chapter 8: Hardware

Notes: LibGuides is not considered a hardware product.

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Documents

Notes: The authoring tool has the Export to CSV functions.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Notes: LibGuides is web-based and not considered software. Requirements in clauses 11.1 to 11.5 do not apply to web pages. See WCAG 2.x section.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	For web content, the underlying platform is the user agent.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	It is possible for the content creators to create content that do not fully meet the accessible criteria from clauses 9 (Web) or 10 (Non-web documents). We do not provide a built-in accessibility checking functionality in the authoring tool.
11.8.5 Templates	Supports	

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	We offer an accessibility statement available on our website as per 12.1.1 Note 3.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Our support team can answer questions about the accessibility of LibGuides through our support channels.
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable to LibGuides.

Legal Disclaimer (Company)

Our Accessibility Statement can be found at https://springshare.com/accessibility.html