



Reviewed by: BLC

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# OCLC Accessibility Conformance Report

## International Criteria Edition

VPAT® Voluntary Product Assessment Template version 2.4

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## Vendor/Product Information

<b>Vendor Name</b>	OCLC, Inc.
<b>Product Name</b>	FirstSearch
<b>Product Version</b>	2020
<b>Product Description</b>	FirstSearch empowers users to find the authoritative content they need in every format from worldwide library collections. FirstSearch delivers the precise, full-featured WorldCat searching that library staff and researchers value.
<b>Completion Date</b>	May 1, 2020
<b>Contact Name/Title</b>	OCLC Accessibility Team
<b>Contact Email/Phone</b>	<a href="mailto:accessibility@oclc.org">accessibility@oclc.org</a>

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## User Impact

This report shows impact on users by reporting summary conformance for key pages/views supporting core user workflows, as well as aggregate scores across all pages. Due to the nature of some OCLC products such as My Account, there may be pages or views identified as key that do not apply to a particular institution's subscriptions.

## Definitions

### Terms

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

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

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards</a> published January 18, 2017 and corrected January 22, 2018	Yes
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe</a> , - V3.1.1 (2019-11)	Yes

### Evaluation Methods

OCLC is committed to supporting use of our services by all users. Accessibility is an important consideration during our product development. Features in active development may be tested using SiteImprove, VoiceOver screen reader on Apple machines and JAWS screen reader on Microsoft Windows machines prior to launch.

Accessibility conformance for this report was audited using the following tools:

- SiteImprove evaluation tool for Chrome browser
- WAVE evaluation tool for Chrome browser
- VoiceOver screen reader on Apple platform with Apple Safari
- WebAim's Contrast Checker
- Manual code review and general product knowledge

## Notes

- All tables in this document present a combined report for WCAG 2.1 success criteria Levels A and AA.
- Items relating to WCAG 2.1 success criteria Level AAA were removed.
- Not applicable sections relating to the United States 508 guidelines and the European Union EN301-549 guidelines were removed.
- WCAG 2.1 Principle 1 also documents 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.
- When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Key Pages Conformance

The following table identifies key pages supporting core user workflows. These pages were evaluated against WCAG 2.1 AA criteria.

Page/View	Supports	Partially Supports	Does Not Support	Does Not Apply
Basic Search	31	6	1	11
Advanced Search	30	7	1	11
List of Records	33	4	1	11
Detailed Record	33	4	1	11
Patron Resource Sharing	30	5	3	11

## Aggregate Conformance

The following table summarizes the aggregate conformance across all pages. This product was evaluated against WCAG 2.1 AA criteria.

Product	Supports	Partially Supports	Does Not Support	Does Not Apply
FirstSearch	14	25	3	11

## WCAG 2.1 AA Report

Criteria	Level	Conformance	Remarks and Explanations
<p><b><u>1.1.1 Non-text Content</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed some issues with the presence of text alternatives for non-text content.</p> <ul style="list-style-type: none"> <li>Images tagged with alt text that is redundant or not as clear as it could be.</li> </ul>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: FirstSearch does not use pre-recorded audio or video.
<p><b><u>1.2.2 Captions (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: FirstSearch does not use pre-recorded audio.
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: FirstSearch does not use pre-recorded audio or media.
<p><b><u>1.2.4 Captions (Live)</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: FirstSearch does not use live audio or media.
<p><b><u>1.2.5 Audio Description (Prerecorded)</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: FirstSearch does not use video content.
<p><b><u>1.3.1 Info and Relationships</u></b>  <b>EN 301 549 Criteria:</b> 9.1.3.1 (Web), 10.1.3.1 (Non-web document), 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)</p>	A	Web: Partially Supports	Web: FirstSearch accessibility testing revealed partial support for programmatic determination of information, structure, and relationships conveyed through presentation.

Criteria	Level	Conformance	Remarks and Explanations
<b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			<ul style="list-style-type: none"> <li>Access keys with the same ID</li> <li>Input fields did not have proper descriptions</li> <li>Form control (search) is missing text label.</li> <li>Some headings but were not tagged as &lt;H&gt; headings.</li> </ul> Some labels were not connected to form controls.
<b><u>1.3.2 Meaningful Sequence</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: FirstSearch accessibility testing revealed partial support for programmatic determination of meaningful reading sequences. Two issues where CSS was used to create reading orders that were not programmatically present.
<b><u>1.3.3 Sensory Characteristics</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	Web: FirstSearch accessibility testing revealed full support for accessing instructions being reliant on sensory characteristics. FirstSearch accessibility testing revealed no issues with accessing instructions being reliant on sensory characteristics.
<b><u>1.3.4 Orientation</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	Web: FirstSearch accessibility testing revealed full support for non-restrictive orientation.
<b><u>1.3.5 Identify Input Purpose</u></b> <b>EN 301 549 Criteria:</b> 9.1.3.5 (Web), 10.1.3.5 (Non-web document), 11.1.3.5 (Open Functionality Software), 11.1.3.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Not Applicable	Web: FirstSearch does not use programmatically identifying input fields. <ul style="list-style-type: none"> <li>Note: None of the form fields in FirstSearch collect attributes for <a href="#">existing autocomplete detail tokens</a>.</li> </ul>
<b><u>1.4.1 Use of Color</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	Web: FirstSearch accessibility testing revealed full support for color not being used as a means of conveying information.
<b><u>1.4.2 Audio Control</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.2 (Web), 10.1.4.2 (Non-web document), 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)	A	Web: Not Applicable	Web: FirstSearch does not use audio.

Criteria	Level	Conformance	Remarks and Explanations
<b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			
<b><u>1.4.3 Contrast (Minimum)</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Does Not Support	Web: FirstSearch accessibility testing revealed no support for visual contrast. <ul style="list-style-type: none"> <li>Majority of color contrast ratios were below acceptable criteria.</li> </ul>
<b><u>1.4.4 Resize text</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: FirstSearch accessibility testing revealed full support for enlarging text.
<b><u>1.4.5 Images of Text</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: FirstSearch accessibility testing revealed full support for not conveying text as an image except where it was customizable or essential.
<b><u>1.4.10 Reflow</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.10 (Web), 10.1.4.10 (Non-web document), 11.1.4.10.1 (Open Functionality Software), 11.1.4.10.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Partially Supports	Web: FirstSearch accessibility testing revealed partial support for text reflow without loss of information or functionality. <ul style="list-style-type: none"> <li>Content formatted in table will not reflow</li> </ul>
<b><u>1.4.11 Non-text Contrast</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Does Not Support	Web: FirstSearch accessibility testing revealed no support for images having at least a 3:1 contrast ratio. <ul style="list-style-type: none"> <li>Majority of color contrast ratios were below acceptable criteria.</li> </ul>
<b><u>1.4.12 Text Spacing</u></b> <b>EN 301 549 Criteria:</b> 9.1.4.12 (Web), 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Does Not Support	Web: FirstSearch accessibility testing revealed no support for ability to increase line and letter spacing.
<b><u>1.4.13 Content on Hover or Focus</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Not Applicable	Web: FirstSearch does not have any hover content.

Criteria	Level	Conformance	Remarks and Explanations
<p><b><u>2.1.1 Keyboard</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for accessing content through a keyboard interface.</p> <ul style="list-style-type: none"> <li>• Two instances of a skipnav being present but not working correctly.</li> <li>• One page where Help icons were skipped in tab order.</li> </ul> <p>External documentation site had issues with keyboard access.</p>
<p><b><u>2.1.2 No Keyboard Trap</u></b>  <b>EN 301 549 Criteria:</b> 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), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for keyboard traps.</p> <ul style="list-style-type: none"> <li>• Issues with some external links not opening in their own tabs and not being able to get back to FirstSearch.</li> </ul>
<p><b><u>2.1.4 Character Key Shortcuts</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508</b> – Does not apply</p>	AA 2.1 only	Web: Not Applicable	<p>Web: FirstSearch does not have any character key shortcuts.</p>
<p><b><u>2.2.1 Timing Adjustable</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Does Not Support	<p>Web: FirstSearch accessibility testing revealed no support for adjustable time limits.</p>
<p><b><u>2.2.2 Pause, Stop, Hide</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	<p>Web: FirstSearch accessibility testing revealed full support for auto-updated information not containing moving/ blinking/ scrolling text.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	<p>Web: FirstSearch accessibility testing revealed full support for not containing flashing content.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b>  <b>EN 301 549 Criteria:</b> 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, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for the ability to bypass blocks of content.</p> <ul style="list-style-type: none"> <li>• Two issues uncovered where skipnav was used but did not work properly.</li> </ul>

Criteria	Level	Conformance	Remarks and Explanations
<p><b>Revised Section 508:</b> 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</p>			<ul style="list-style-type: none"> <li>Linked external site had bypass blocks missing for bottom navigation.</li> </ul>
<p><b>2.4.2 Page Titled</b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for pages having meaningful, unique page titles.</p> <ul style="list-style-type: none"> <li>“Help” is being used as title for all help documentation. Each page needs to be uniquely titled.</li> <li>One issue where URL was used as page title.</li> </ul>
<p><b>2.4.3 Focus Order</b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for focus order.</p> <ul style="list-style-type: none"> <li>Info icons were skipped on one page.</li> <li>External link had issues with visible focus, and so focus order.</li> </ul>
<p><b>2.4.4 Link Purpose (In Context)</b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for a link's purpose being determined from the link text.</p> <ul style="list-style-type: none"> <li>Examples News links were broken.</li> <li>“Hide Tips” link title was ambiguous.</li> </ul>
<p><b>2.4.5 Multiple Ways</b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 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</p>	AA	Web: Supports	<p>Web: FirstSearch accessibility testing revealed partial support for having multiple ways to locate a webpage, except in step/ wizard pages.</p>
<p><b>2.4.6 Headings and Labels</b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for descriptive headings and labels. Also recorded in 1.3.1</p> <ul style="list-style-type: none"> <li>Form control (search) is missing text label.</li> <li>Some pages had headings but were not tagged as &lt;H&gt; headings.</li> <li>Some labels were not connected to form controls.</li> </ul>
<p><b>2.4.7 Focus Visible</b>  <b>EN 301 549 Criteria:</b> 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)</p>	AA	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for visible keyboard focus indicators.</p>

Criteria	Level	Conformance	Remarks and Explanations
<b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			<ul style="list-style-type: none"> <li>External documentation site had issues with visible focus.</li> </ul>
<b><u>2.5.1 Pointer Gestures</u></b> <b>EN 301 549 Criteria:</b> 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), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	Web: FirstSearch accessibility testing revealed full support with being operable with a single point of contact.
<b><u>2.5.2 Pointer Cancellation</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Supports	Web: FirstSearch accessibility testing revealed full support with testing mobile button states.
<b><u>2.5.3 Label in Name</u></b> <b>EN 301 549 Criteria:</b> 9.2.5.3 (Web), 10.2.5.3 (Non-web document), 11.2.5.3 (Open Functionality Software), 11.2.5.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Does Not Support	Web: FirstSearch accessibility testing revealed no support images with text and/or use of glyphs.
<b><u>2.5.4 Motion Actuation</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508</b> – Does not apply	AA 2.1 only	Web: Not Applicable	Web: FirstSearch does not use motion.
<b><u>3.1.1 Language of Page</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: FirstSearch accessibility testing revealed partial support for the default human language of each Web page being programmatically determined. <ul style="list-style-type: none"> <li>Pre-login pages “Terms and Conditions and “Recommended browsers” did not specify English.</li> </ul>
<b><u>3.1.2 Language of Parts</u></b> <b>EN 301 549 Criteria:</b> 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) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Partially Supports	Web: FirstSearch accessibility testing revealed partial support for the human language of a passage or phrase in the content of a page being programmatically determined.
<b><u>3.2.1 On Focus</u></b> <b>EN 301 549 Criteria:</b> 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), 12.1.2 (Product Docs), 12.2.4 (Support Docs) <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	Web: FirstSearch accessibility testing revealed full support for components receiving focus to initiate a change of context.

Criteria	Level	Conformance	Remarks and Explanations
<p><b><u>3.2.2 On Input</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for causing a change of context if a component's setting is changed.</p> <ul style="list-style-type: none"> <li>Some buttons were not connected to form inputs.</li> <li>Issues of missing external icons and programmatically alerting user to change in context</li> </ul>
<p><b><u>3.2.3 Consistent Navigation</u></b>  <b>EN 301 549 Criteria:</b> 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, 11.3.2.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)  <b>Revised Section 508:</b> 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</p>	AA	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for the consistency of repeated navigation.</p> <ul style="list-style-type: none"> <li>Also recorded in 1.3.1</li> </ul>
<p><b><u>3.2.4 Consistent Identification</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 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</p>	AA	Web: Supports	<p>Web: FirstSearch accessibility testing revealed full support for the consistent identification of components.</p>
<p><b><u>3.3.1 Error Identification</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for errors being automatically detected, textually described.</p> <ul style="list-style-type: none"> <li>Two issues on WAI-ARIA being present when page loads.</li> </ul>
<p><b><u>3.3.2 Labels or Instructions</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for labels or instructions being provided for user input.</p> <ul style="list-style-type: none"> <li>Some errors covered in 1.3.1</li> </ul>
<p><b><u>3.3.3 Error Suggestion</u></b>  <b>EN 301 549 Criteria:</b> 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)  <b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for suggestions for correcting detected user errors.</p> <ul style="list-style-type: none"> <li>Two issues on WAI-ARIA being present when page loads.</li> </ul>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b></p>	AA	Web: Not Applicable	<p>Web: FirstSearch does not deal in legal commitments or financial transactions.</p>

Criteria	Level	Conformance	Remarks and Explanations
<p><b>EN 301 549 Criteria:</b> 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)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>			
<p><b><u>4.1.1 Parsing</u></b></p> <p><b>EN 301 549 Criteria:</b> 9.4.1.1 (Web), 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)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for elements having complete start and end tags, being nested according to their specifications, not containing duplicate attributes, and any IDs being unique, except where the specifications allow these features.</p> <ul style="list-style-type: none"> <li>• Broken links for News</li> </ul>
<p><b><u>4.1.2 Name, Role, Value</u></b></p> <p><b>EN 301 549 Criteria:</b> 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) – Not required, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: FirstSearch accessibility testing revealed partial support for the programmatic specification of names and roles for user interface components or the states, properties and values of those that can be set by the user.</p> <ul style="list-style-type: none"> <li>• Some errors covered in 1.3.1</li> <li>• Input fields did not have proper descriptions</li> <li>• Form control (search) is missing text label.</li> <li>• Some pages had headings but were not tagged as &lt;H&gt; headings.</li> <li>• Some labels were not connected to form controls.</li> </ul>
<p><b><u>4.1.3 Status Messages</u></b></p> <p><b>EN 301 549 Criteria:</b> 9.4.1.3 (Web), 10.4.1.3 (Non-web document) – Does not apply, 11.4.1.3 (Open Functionality Software) – Does not apply, 11.4.1.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p><b>Revised Section 508:</b> Does not apply</p>	AA 2.1 only	Web: Does Not Support	<p>Web: FirstSearch accessibility testing revealed full support for status messaging.</p> <ul style="list-style-type: none"> <li>• All status messages are missing ARIA role of status</li> </ul>

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

Criteria	Conformance	Remarks and Explanations
302.1 Without Vision	Partially Supports	FirstSearch provides at least one mode of operation that does not require user vision.
302.2 With Limited Vision	Supports	FirstSearch provides least one mode of operation that enables users to make use of limited vision.
302.3 Without Perception of Color	Supports	FirstSearch provides at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Not Applicable	FirstSearch provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Not Applicable	FirstSearch provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	FirstSearch provides at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Partially Supports	FirstSearch provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Not Applicable	Customized shortcuts are not used.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	FirstSearch meets many of the requirements for an accessible interface in order to make it easier to use for people with cognitive disabilities.

### Chapter 4: [Hardware](#)

This section is removed as OCLC does not create hardware.

### Chapter 5: [Software](#)

Applications may be web-based or client-side software. Examples of applications are email clients, word processors, help desk systems, content management systems, e-learning courseware, and terminal emulation.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to WCAG 2.1 conformance report in this document.	Web applications that conform to all Level A and Level AA Success Criteria and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.

#### [502 Interoperability with Assistive Technology](#)

Platforms and their software toolkits shall provide a documented set of accessibility services that support a mode of operation for applications running on the platform to interoperate with assistive technology and shall conform to 502.2. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.

Criteria	Conformance Level	Remarks and Explanations
<b>Platforms are defined as defined as desktop, embedded operating systems (including mobile), web browser, or plug-in for a web browser which renders a particular media, format, or set of components that allow other applications to execute.</b>		
502.2.1 User Control of Accessibility Features	Partially Supports	FirstSearch does not interfere with accessibility controls of browser platform.
502.2.2 No Disruption of Accessibility Features	Partially Supports	FirstSearch does not interfere with accessibility controls of browser platform.
<b>502.3 Accessibility Services</b>		
502.3.1 Object Information	Not Applicable	FirstSearch is not platform software.
502.3.2 Modification of Object Information	Not Applicable	FirstSearch is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	FirstSearch is not platform software.
502.3.4 Values	Not Applicable	FirstSearch is not platform software.
502.3.5 Modification of Values	Not Applicable	FirstSearch is not platform software.
502.3.6 Label Relationships	Not Applicable	FirstSearch is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	FirstSearch is not platform software.
502.3.8 Text	Not Applicable	FirstSearch is not platform software.
502.3.9 Modification of Text	Not Applicable	FirstSearch is not platform software.
502.3.10 List of Actions	Not Applicable	FirstSearch is not platform software.
502.3.11 Actions on Objects	Not Applicable	FirstSearch is not platform software.
502.3.12 Focus Cursor	Not Applicable	FirstSearch is not platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	FirstSearch is not platform software.
502.3.14 Event Notification	Not Applicable	FirstSearch is not platform software.
502.4 Platform Accessibility Features	Not Applicable	FirstSearch is not platform software.
<b>503 Applications</b>		
Applications that are designed to be isolated from their underlying platforms, including web applications, shall not be required to conform to 503.2.		
503.2 User Preferences	Not Applicable	Web applications are not required to conform to 503.2
503.3 Alternative User Interfaces	Supports	FirstSearch is consistent across devices.
<b>503.4 User Controls for Captions and Audio Description</b>		
503.4.1 Caption Controls	Not Applicable	FirstSearch does not use audio. OR FirstSearch provides user controls for the selection of captions at the same menu level as the user controls for volume or program selection.
503.4.2 Audio Description Controls	Not Applicable	FirstSearch does not use audio. OR FirstSearch provides user controls for the selection of audio descriptions at the same menu level as the user controls for volume or program selection.
<b>504 Authoring Tools</b>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	--	Refer to WCAG 2.1 conformance report in this document.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	FirstSearch is not authoring software.
504.2.2 PDF Export	Not Applicable	FirstSearch is not authoring software.
504.3 Prompts	Not Applicable	FirstSearch is not authoring software.
504.4 Templates	Not Applicable	FirstSearch is not authoring software.

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

Criteria	Conformance Level	Remarks and Explanations
<b><a href="#">602 Support Documentation</a></b>		
Documentation that supports the use of ICT shall conform to 602.		
602.2 Accessibility and Compatibility Features	Partially Supports	FirstSearch documentation does not include accessibility features that are built-in, but does include accessibility features that provide compatibility with assistive technology.
602.3 Electronic Support Documentation	--	Refer to WCAG 2.1 conformance report in this document.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All documentation is available in HTML format.
<b><a href="#">603 Support Services</a></b>		
603.2 Information on Accessibility and Compatibility Features	Supports	OCLC's accessibility statement is available for review at: <a href="https://www.oclc.org/en/policies/accessibility.html">https://www.oclc.org/en/policies/accessibility.html</a>
603.3 Accommodation of Communication Needs	Partially Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.

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

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	FirstSearch provides at least one mode of operation that does not require user vision.
4.2.2 Usage with limited vision	Supports	FirstSearch provides at least one mode of operation that enables users to make use of limited vision.
4.2.3 Usage without perception of color	Supports	FirstSearch provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Not Applicable	
4.2.5 Usage with limited hearing	Not Applicable	
4.2.6 Usage without vocal capability	Not Applicable	FirstSearch provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Partially Supports	FirstSearch provides partial support for at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Not applicable	FirstSearch provides full support for at least one mode of operation that is operable with limited reach and limited strength. Customized shortcuts are limited to two keystrokes.  OR Customized shortcuts are not used.
4.2.9 Minimize photosensitive seizure triggers	Supports	FirstSearch accessibility testing revealed full support for minimizing photosensitive seizure triggers.
4.2.10 Usage with limited cognition	Partially Support	FirstSearch partially supports an accessible interface in order to make it easier to use for people with cognitive disabilities
4.2.11 Privacy	Does Not Support	FirstSearch contains masked entry for privacy. Privacy information is not read aloud.

## Chapter 5: [Generic Requirements](#)

This section is removed as this product is not a closed system, defined as a self-contained system that precludes the user from adding peripherals or assistive software. Examples of closed systems include self-service machines, information kiosks, set-top boxes, and devices like printers, copiers, fax machines, and calculators.

## Chapter 6: [ICT with Two-Way Voice Communication](#)

This section is removed as this software does not provide two-way voice communication.

## Chapter 7: [ICT with Video Capabilities](#)

This section is removed as this software does not provide video capabilities.

## Chapter 9: [Web](#)

Refer to WCAG 2.1 conformance report in this document.

## Chapter 10: [Non-web Documents](#)

This section is removed as this software does not provide audio or video capabilities.

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

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>		
12.1.1 Accessibility and compatibility features	Partially Supports	Accessibility and compatibility features, when they exist, are explained in separate documentation. OCLC's Accessibility statement is available for review at: <a href="https://www.oclc.org/en/policies/accessibility.html">https://www.oclc.org/en/policies/accessibility.html</a>
12.1.2 Accessible documentation	--	Refer to WCAG 2.1 conformance report in this document.
<b>12.2 Support Services</b>		
12.2.2 Information on accessibility and compatibility features	Supports	OCLC Support Services provide accessibility help and available workarounds as defined in product documentation.
12.2.3 Effective communication	Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.
12.2.4 Accessible documentation	Partially Supports	Refer to WCAG 2.1 conformance report in this document.

## Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

OCLC does not provide relay or emergency services.

## Concluding Remarks

OCLC is committed to enabling use of the FirstSearch service by all users. Accessibility is an important consideration during our product development. Future enhancements to FirstSearch will include considerations for building new features that comply with accessibility guidelines and refining the existing interface to fill current gaps. When the timeline for our next FirstSearch enhancement has been confirmed, we will share this information with the FirstSearch community. We appreciate receiving feedback from member libraries about this issue, and anything members can share about priorities for future enhancements is always welcome.