EBSCO LibraryAware Accessibility Conformance Report

VPAT® **Version 2.1 – March 2018**

Name of Product/Version: EBSCO LibraryAware

Product Description: EBSCO LibraryAware

The following pages were reviewed July 9-July 13, 2018:

All Promotions, Newsletters, Subscribers, Reports, Edit NextReads Newsletter, Carousel Widget, and Newsletter Widget pages

Date: July 13, 2018

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Evaluation Methods Used:

Interactive Accessibility, a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product.

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

The following assistive technologies, browsers and platforms were used for testing:
- JAWS 2018.1805.33 / IE 11 / Windows 10
- NVDA 2018.1.1 / FF 61.0.1 / Windows 10

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at _http://www.w3.org/TR/2008/REC-WCAG20-20081211/_	Level A - Yes Level AA - Yes Level AAA - No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017	Yes

Terms

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

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

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: Conformance with the WCAG 2.0 Success Criteria, are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Some images on the pages reviewed lacked text alternatives such as the help icon and Star elements, the checkmark images on the Subscribers page, the Zoom In/Out images on the Edit Newsletter page, and the linked book cover images on the Edit Newsletter and Newsletter Widget pages.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no Audio-only or Video-only content on the pages reviewed.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the pages reviewed, some of the headings and lists were not defined in the HTML. On some of the pages reviewed, data tables were not defined properly to communicate the relationship of the table data and on some pages, tables were used for layout and were not properly defined to be ignored by screen readers.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On some of the pages reviewed there is content that is hidden visually but is in the reading order for screen readers when it should be hidden for all users. For example, the chat window content is readable when the window is collapsed. Some of the combobox elements can be read when the expanded content is collapsed. The collapsed accordion content on the Communication Summary page is read by screen readers.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: The pages reviewed do not rely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports	Web: Color alone is not used to convey information on the pages reviewed.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Some of the content, such as the organization menu in the header, the help icon, combobox, date picker, and menus cannot be accessed with the keyboard. Some elements, such as the tab interface do not work with the keyboard as users expect.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The data table on the Subscribers pages allow users to navigate to the table but not to any of the active elements in the table or away from the table.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no session timeout observed on the pages reviewed.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The moving image carousel in the Carousel Widget does not provide a mechanism to the stop the movement.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no flashing content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports with Exceptions	Web: No skip link is provided to skip to the main page content. The main navigation, siderail navigation, and main page content are not defined as landmarks to allow screen reader users to easily skip to these sections of the page. The logo is defined as an h1 heading and most of the pages have the heading of the main page content defined as h3.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Does Not Support	Web: The page titles defined are the same for every page reviewed.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the pages reviewed, hidden content or non-interactive is in the tab order so keyboard users cannot see where they are on the page. For example, the collapsed chat window content is in the tab order, inactive table elements on the Subscribers page are in the tab order and collapsed combobox content is in the tab order.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the All Promotions, Newsletters, and Promotion Schedule pages, links are repeated for each promotion/newsletter, so screen reader users will not understand the link context.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Does Not Support	Web: The default language is not defined on an of the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The Search field on the All Promotions, Subscribers and Promotion Schedule pages cause the page content to reload on keyboard focus, as users type in the field the content on the page changes.
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The Search field on the All Promotions, Subscribers and Promotion Schedule pages cause the page content to reload on keyboard focus, as users type in the field the content on the page changes.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No error messages were observed on the pages reviewed.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The help instructions on the Edit Newsletter page are not visible and only available to screen reader users. Visual users will not have access to the help dialog.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Validation errors such as duplicate id values, invalid attributes on elements, and invalid nesting of elements.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The "working" and "loading" indicators are not available to screen reader users. Many of the links on the pages reviewed to not load not pages they only update significant content on the page which will not be apparent to screen reader users. Some of the UI Controls on the pages reviewed such as the comboboxes, buttons, and links are not defined properly to communicate the name, role, and state of the controls. Several of the form fields have no labels defined. Controls that expand and collapse content or toggle buttons do not have the state programmatically defined. Some of the tables are sortable but are not defined in a manner where keyboard and screen reader users can access the functionality.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There was no multimedia content on the pages reviewed.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the pages reviewed, some of the text and image elements had insufficient color contrast between the text color and the background color.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: On the pages reviewed that contained content in scrollable areas, the content did not resize well, and in some cases could not be adequately viewed to understand the content.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Images of text are used for the main navigation in the page header, and the Help & Support link in the footer.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Multiple ways are provided to navigate on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: The textbox form fields use only placeholder text to convey information that is not part of the form field label.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Supports with Exceptions	Web: Most of the active elements on the pages reviewed have no visible focus indicators.
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No change in language on the pages reviewed.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Navigation on the pages reviewed is consistent.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Elements are identified consistently.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No error messages were observed on the pages reviewed.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No legal, financial data on the pages reviewed.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with form controls, keyboard access, interactive controls, and some images.
302.2 With Limited Vision	Supports with Exceptions	Some of the content has insufficient color contrast. Most of the active elements have no focus indicators. Some of the page content does not resize properly to 200% because the content is within a scrollable area that is not large enough to understand the content.
302.3 Without Perception of Color	Supports with Exceptions	Some of the content has insufficient color contrast. Most of the active elements have no focus indicators.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.
302.7 With Limited Manipulation	Supports with Exceptions	Some of the active elements cannot be accessed with the keyboard. Some of the pages contain inactive elements that are reachable with the keyboard.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Supports with Exceptions	Some of the active elements cannot be accessed with the keyboard. Some of the pages contain inactive elements that are reachable with the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Form fields have no labels defined. Some of the buttons have multiple labels defined. Some of the active elements cannot be accessed with the keyboard.

Chapter 6: Support Documentation and Services

Notes:

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

Legal Disclaimer

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