

# Voluntary Product Accessibility Template® (VPAT®)

## International Edition

### Version 2.5

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## About This Document

The VPAT is provided in four editions based on the standards/guidelines being evaluated. The editions are WCAG, Revised 508, EN 301 549 and International, which includes all of the standards.

This is the International edition of the VPAT. It includes the following standards/guidelines:

- [Web Content Accessibility Guidelines 2.0](#)
- [Web Content Accessibility Guidelines 2.1](#)
- [Web Content Accessibility Guidelines 2.2](#)
- [Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)
- [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 \(2019-11\)](#)
- [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 \(2021-03\)](#)

Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).

If you do not need to report on all these standards/guidelines, use the appropriate standard-specific VPAT edition found on the [ITI Accessibility web page](#).

This document is broken into two main sections:

- Essential Requirements and Best Practices for using the VPAT® to complete an Accessibility Conformance Report (the instructions)
- The VPAT

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report.

The purpose of these instructions is to promote accurate and consistent reporting of product accessibility information.

The VPAT is a template used to document a product's conformance with accessibility standards and guidelines. The purpose of the Accessibility Conformance Report is to assist customers and buyers in making preliminary assessments regarding the availability of commercial "Electronic and Information Technology," also referred to as "Information and Communication Technology" (ICT) products and services with features that support accessibility.

The Information Technology Industry Council (ITI) provides the VPAT. Use of the template and service mark does not require membership in ITI.

# Essential Requirements and Best Practices for Information & Communications Technology (ICT) Vendors

This section provides guidance for reporting product conformance for major accessibility standards and guidelines using the VPAT® to produce the Accessibility Conformance Report. Deviating from these guidelines precludes vendors from referencing the template by name and/or the VPAT acronym.

## Getting Started

1. Before creating a report, read all of the materials provided in this document.
2. Determine which accessibility standards/guidelines will be included in the product conformance report.
3. It is the vendor's responsibility to maintain the integrity of the data in the report.

## Essential Requirements for Authors

The following are the minimum requirements to produce an Accessibility Conformance Report based on the VPAT®.

1. The VPAT name and template are registered service marks of ITI. Use of the VPAT template and name requires the inclusion of the registered service mark (i.e., "VPAT®"). Users of the VPAT agree not to deviate from the Essential Requirements for Authors.
2. The template file can be used as is or replicated in a different delivery format, for example as HTML or PDF. The final conformance report must be accessible.
3. A report must contain a minimum of one applicable Standard/Guideline or may contain any combination of the Standards/Guidelines that are applicable to the product being reported.
4. A report must contain the following content at a minimum:
  - **Report Title** – In the heading format of "[Company Name] Accessibility Conformance Report"
  - **VPAT Heading Information** – Template version
  - **Name of Product/Version** – Name of Product being reported, including product version identifier if necessary

- **Report Date** – Date of report publication. At a minimum, provide the month and year of the report publication. For example, “May 2016”. If date is included, ensure it is clear “4 May 2016” or “May 4, 2016”.
- **Product Description** – A brief description of the product
- **Contact Information** – Contact Information for follow-up questions. Listing an email is sufficient.
- **Notes** – Any details or further explanation about the product or the report. This section may be left blank.
- **Evaluation Methods Used** – Include a description of evaluation methods used to complete the VPAT for the product under test.
- **Applicable Standards/Guidelines** – A clear indication of which Standards/Guidelines this Conformance Report covers.
  - The list must include only the Standards/Guidelines used to evaluate the product.
  - A report must contain a minimum of one Standard/Guideline or any combination of the Standards.
  - The applicable Standards/Guidelines that may be included are:
    - [Web Content Accessibility Guidelines 2.0](#) or WCAG 2.0 (ISO/IEC 40500)
    - [Web Content Accessibility Guidelines 2.1](#) or WCAG 2.1
    - [Web Content Accessibility Guidelines 2.2 or WCAG 2.2](#)
    - [Revised Section 508 standards](#) – the U.S. Federal accessibility standard for ICT Products, published by the U.S. Access Board in the Federal Register on January 18, 2017 and corrected on January 22, 2018
    - [EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 \(2019-11\)](#)
    - [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 \(2021-03\)](#)
  - Note that both EN 301 549 V3.1.1 and V3.2.1 are listed in this section because the criteria are identical and the VPAT covers both standards. If you need a different combination of standards/guidelines, use the appropriate alternate edition of the VPAT found on [ITI Accessibility web page](#).
  - If other Standards/Guidelines are reported, use the appropriate VPAT edition.

- This information can be in a table format at the top of the report with the table heading 'Standards/Guidelines' and the reported Standards/Guidelines identified. This information can alternatively be supplied in the introductory text of the report. In the VPAT we have used a table as an example and listed "(yes / no)" for each standard/guideline. To indicate what the report covers leave the appropriate yes or no on each standard/guideline.
- If multiple Standards or Guideline tables are included, each table must identify the Standard or Guideline that the criteria in that table represent.
- **Terms** – The report must list the definition of the terms used in the Conformance Level column. ITI recommends the following terms. If a vendor deviates from the ITI definitions, the vendor shall reference this change in the heading Notes section. If a term is not used it can be removed from the list. The ITI definitions are:
  - **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.

Note: When filling in the WCAG tables, a response may use 'Supports' where one might otherwise be inclined to use 'Not Applicable'. This is in keeping with [WCAG 2.0 Understanding Conformance](#): This means that if there is no content to which a success criterion applies, the success criterion is satisfied.

- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.
  - **Tables for Each Standard or Guideline** – Tables showing the responses to the criteria.
5. WCAG Conformance Information – The answers in the WCAG success criteria are based on the level of conformance being reported (Level A, AA or AAA).
- These tables are used to answer:
    - Revised Section 508:
      - Chapter 5 Software
      - Chapter 6 Support Documentation

- EN 301 549 Standard:
    - Chapter 9 Web
    - Chapter 10 Non-Web Documents
    - Chapter 11 Software
    - Chapter 12 Documentation and Support Services
  - The selected levels of WCAG 2.x Guidelines.
  - The WCAG conformance information can either be included in the provided WCAG section of the report which is cross-referenced from the EN 301 549 responses, or the WCAG information can be incorporated within the EN 301 549 section of the report. The information does not need to be duplicated.
  - If using a summary table, due to answers applying to multiple criteria, when answering for the Revised Section 508 or EN 301 549, the answers need to be clear about which individual criteria the answer applies to. It is possible to either use a summary, selecting the worst case for the criteria, or to have separate answers or even tables for software, support documentation, authoring tools, etc., so long as the methodology used is made clear.
  - If not completing a set of Standards such as Section 508 or EN 301 549, then remove the breakdown information and answer only for the WCAG criteria.
  - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
6. Remarks and Explanations – Detailed remarks should be provided in the Remarks and Explanations column to justify your answer in the Conformance Level column.
- When the conformance level is 'Partially Supports' or 'Does Not Support', the remarks should identify:
    1. The functions or features with issues
    2. How they do not fully support
  - If the criterion does not apply, explain why.
  - If an accessible alternative is used, describe it.
7. In the Section 508 tables, when subsections of criteria do not apply to the product, the section may be summarized or removed as long as an explanation is provided explaining why a criterion does not apply. Another alternative is to leave the table and add a summary why the section does not apply. For example, in Chapter 5 the criteria in 502 and 503 will not apply to a web only application, thus

those sections can be removed with a summary in the notes for the chapter, or a row in the table.

## Best Practices for Authors

ITI suggests that authors adopt the following best practices when using the VPAT® to create an Accessibility Conformance Report.

- **Branding Header:** Company logo or branding information
- **Report Date Changes:** If a report is revised, change the report date and explain the revision in the Notes section. Alternately, create a new report and explain in the Notes section that it supersedes an earlier version of the report.
- **Notes:** Add any notes applicable to product or the report
  - Additional information about the product version that the document references
  - Any revisions to the document
  - Links to any related documents
  - Additional information describing the product
  - Additional information about what the document does or does not cover
  - Information suggested by the [WCAG 2.0 Conformance Claim](#)
  - Information needed to satisfy ISO/IEC 17050-1:2004, Supplier's Declaration of Conformity
- **Evaluation Methods Used** – Information to enter may include the following:
  - Testing is based on knowledge of general product functionality (Instructional note: this would mean the tester knows how to use the common uses and flows of the product in addition to accessibility)
  - Similar to another evaluated product
  - Testing with assistive technologies
  - Published test method (provide name, publisher, URL link)
  - Vendor proprietary test method
  - Other test method
- **Remarks and Explanations:** This section may include:
  - Information regarding the testing of a given criteria.
  - Information on application dependencies to support accessibility (e.g. OS, app frameworks, browsers recommended).

- How the customer can find more information about accessibility issues. One method can be to include the bug ID where customers can call the company's customer support to get additional information.
- Known workarounds for accessibility issues.
- **Legal Disclaimer:** Area for any legal disclaimer text required by your organization.
- **Report Size:** To reduce the size of the report it is acceptable to remove sections. Individual criteria cannot be removed, only sections at a time. Section removal is acceptable in four situations:
  - When an entire standard is not being reported on, for example EN 301 549, there should be no references of it in the report.
  - When an entire section is not being reported on because it does not apply to the product, for example:
    - Chapter 4: Hardware. Information should be included in the notes for that section why it has been removed.
    - A card reader that does not have sound could remove the criteria in section 413 Closed Caption Processing Technologies and just note the why the criteria does not apply.
  - When only reporting on WCAG 2.0 criteria, it is acceptable to remove the WCAG 2.1 and WCAG 2.2-specific criteria from the table. These are marked '2.1 and 2.2' or '2.2 only' within the row. Likewise, if only reporting on WCAG 2.1, it is acceptable to remove the rows with criteria marked '2.2 only' from the table.
  - If the product is not being evaluated for a level of the criteria (for example Level AAA) then that table may be deleted.
  - If a requesting customer has identified that a section of the standard does not apply, information should be included in the notes that the section has been removed.
- **WCAG 2.x Tables:** The WCAG 2.x criteria are shown in three tables, Level A, Level AA, and Level AAA.
  - If desired, these tables can be combined into one table.
  - When reporting on a level (A, AA, or AAA) all criteria for that level must be answered for the particular version of WCAG that the report includes.
- **Language:** Translation to other languages is permitted.
- **Multiple Reports:** When using the VPAT to create an Accessibility Conformance Report for complex products it may be helpful to separate

answers into multiple reports. For example, when a product is an Authoring Tool that also has web content and documentation. When multiple reports are used for a complex product, it is required to explain this and how to reach the other reports in the Notes section of each report.

- **Criteria Text:** To help conserve space in the ITI template only the criteria ID number and a short title have been included. Where possible, links have been included to the standard/guideline.
  - It is acceptable to add the full text of the criteria into the cell if desired to help with understanding.
  - The links to the standards/guidelines can be removed.
- **Ordering of Tables:** The order that the standards/guideline tables appear may be changed to facilitate reading. The current order is WCAG, Section 508 and EN 301 549. You can change this order if desired or incorporate the WCAG criteria into the Section 508 and EN 301 549 tables.
- **Guideline Section Heading Rows in Tables:** The tables include heading rows to facilitate understanding the context of the criteria.
  - The cells in these rows do not require answers as indicated by “Heading cell – no response required.”
  - It is optional to add a response if desired.
  - The shading of the row is also optional.
  - If removing the heading rows, edit the criteria titles so it’s clear where they apply.

## Posting the Final Document

- When publishing your Accessibility Conformance Report, be sure to remove the entire first 10 pages of this document, including the table of contents, introductory information and instructions.
- Check for each required item in the VPAT® document:
  - **[Company Name] Accessibility Conformance Report** (report title)
  - **(Based on VPAT® Version 2.5)**
  - **Name of Product/Version**
  - **Report Date**
  - **Product Description**
  - **Contact Information**
  - **Notes**

- **Evaluation Methods Used**
- **Applicable Standards/Guidelines**
- **Terms**
- **Tables for Each Standard or Guideline**
  - Check that there is a response for each criterion for 'Conformance Level' and 'Remarks and Explanations.'
- Verify that the final document is accessible.
- Post your final document on your company's web site, or make the document available to customers upon request.

## **Table Information for VPAT® Readers**

For each of the standards, the criteria are listed by chapter in a table. The structures of the tables are: the first column contains the criteria being evaluated, the second column describes the level of conformance of the product regarding the criteria and the third column contains any additional remarks and explanations regarding the product.

- When sections of criteria do not apply, or are deemed by the customer as not applicable, the section is noted as such and the rest of that table may be removed for that section.
- When multiple standards are being recorded in this document, the duplicative sections are noted and responded to only one time. The duplicate entry will note the cross reference to the data.

# Springshare Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.5)

**Name of Product/Version:** LibAnswers

**Report Date:** July 8, 2026

**Product Description:** Web Application for all in one reference management via email, chat, and SMS, and searchable FAQs.

**Contact Information:** Sarah Pawlek | support@springshare.com

**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              |
|----------------------------------------------------------|---------------------------------|
| <a href="#">Web Content Accessibility Guidelines 2.0</a> | Level A (Yes)<br>Level AA (Yes) |

| Standard/Guideline                                                                                                                                                                                                   | Included In Report                                |
|----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------|
|                                                                                                                                                                                                                      | Level AAA (No)                                    |
| <a href="#">Web Content Accessibility Guidelines 2.1</a>                                                                                                                                                             | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Web Content Accessibility Guidelines 2.2</a>                                                                                                                                                             | Level A (Yes)<br>Level AA (Yes)<br>Level AAA (No) |
| <a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>                                                                                                              | Yes                                               |
| <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND<br><a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</a> | Yes                                               |

## Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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                                                                                                                                                                                                                         |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.1.1 (Web)</li> <li>10.1.1.1 (Non-web document)</li> <li>11.1.1.1.1 (Open Functionality Software)</li> <li>11.1.1.1.2 (Closed Functionality Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                             | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> All images other than decorative images are accompanied by alternative text by default. All image inputs are accompanied by an alt text field to encourage web authors to include this info.</p> |
| <p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.1 (Web)</li> <li>10.1.2.1 (Non-web document)</li> <li>11.1.2.1.1 (Open Functionality Software)</li> <li>11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b></p> <p>LibAnswers/LibChat/Chatbot doesn't contain audio- or video-only content.</p>                                                                                                              |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                                                                     |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                                   | <p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>       | <p><b>Web, Authoring Tool:</b> LibAnswers/LibChat/Chatbot doesn't contain audio- or video-only content.</p> <p><b>Electronic Docs:</b> Both short-form and long-form training videos on our training site are captioned.</p> |
| <p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat/Chatbot, our help docs, and the authoring tool do not contain synchronized media.</p>                                                                     |
| <p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web:</b> SiteImprove has found some minor exceptions. These exceptions should not hinder users from navigating through our pages using keyboard controls or screenreaders:</p>                                         |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                      |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.1.3.1.1 (Open Functionality Software)</li> <li>11.1.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                         |                                                                                       | <p><b>Electronic Docs:</b> Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p> <p><b>Authoring Tool:</b></p>                                                                             |
| <p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.2 (Web)</li> <li>10.1.3.2 (Non-web document)</li> <li>11.1.3.2.1 (Open Functionality Software)</li> <li>11.1.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b></p> <p>LibAnswers/LibChat/Chatbot pages are structured to provide users with the correct reading sequence.</p>                                                                                                                |
| <p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.3 (Web)</li> <li>10.1.3.3 (Non-web document)</li> <li>11.1.3.3 (Open Functionality Software)</li> <li>11.1.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> </ul>                                                                                                                                                                                               | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs, Authoring tool:</b> There are no instructive elements in LibAnswers/LibChat/Chatbot which rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                        | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                 |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                 |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                                          |
| <b>1.4.1 Use of Color</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.1 (Web)</li> <li>10.1.4.1 (Non-web document)</li> <li>11.1.4.1 (Open Functionality Software)</li> <li>11.1.4.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>  | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Electronic Docs:</b> We don't use color to convey meaning in our help documentation.</p> <p><b>Web, Authoring Tool:</b> Color is not generally used as a means of conveying info in our authoring tool. We have included underlining for links within text where relevant to denote them.</p>                                                                                                                      |
| <b>1.4.2 Audio Control</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.1.4.2 (Web)</li> <li>10.1.4.2 (Non-web document)</li> <li>11.1.4.2 (Open Functionality Software)</li> <li>11.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web, Authoring Tool:</b> There are no audio components that play more than 3 seconds in the default LibAnswers/LibChat/Chatbot interface. Media can be embedded on LibAnswers public pages, but all such content is provided by users.</p> <p><b>Electronic Docs:</b> Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                                          |
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| <p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.1 (Web)</li> <li>10.2.1.1 (Non-web document)</li> <li>11.2.1.1.1 (Open Functionality Software)</li> <li>11.2.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>     | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs:</b> We fully support keyboard navigation.</p>                                                                                                                         |
| <p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.2 (Web)</li> <li>10.2.1.2 (Non-web document)</li> <li>11.2.1.2 (Open Functionality Software)</li> <li>11.2.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> All functional elements have been tested to ensure there are no keyboard traps, especially in elements like selector menus and modal windows.</p> |
| <p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.1.4 (Web)</li> <li>10.2.1.4 (Non-web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> As LibAnswers/LibChat/Chatbot is all web-based, browser shortcuts apply but are not altered or controlled by LibAnswers/LibChat/Chatbot.</p>      |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                                                 |
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| <ul style="list-style-type: none"> <li>11.2.1.4.1 (Open Functionality Software)</li> <li>11.2.1.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                      |                                                                                                         |                                                                                                                                                                                                          |
| <p><b>2.2.1 Timing Adjustable</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.1 (Web)</li> <li>10.2.2.1 (Non-web document)</li> <li>11.2.2.1 (Open Functionality Software)</li> <li>11.2.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b></p> <p>LibAnswers/LibChat/Chatbot does not contain timed elements.</p>                                                                                   |
| <p><b>2.2.2 Pause, Stop, Hide</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.2.2 (Web)</li> <li>10.2.2.2 (Non-web document)</li> <li>11.2.2.2 (Open Functionality Software)</li> <li>11.2.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                               | <p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>       | <p><b>Web, Authoring Tool:</b> LibAnswers/LibChat/Chatbot does not contain native video/audio.</p> <p><b>Electronic Docs:</b> Our recorded documentation can be paused, stopped, and hidden at will.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                       | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                          |
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| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                         |                                                                                                         |                                                                                                                                                                                   |
| <p><b>2.3.1 Three Flashes or Below Threshold</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.3.1 (Web)</li> <li>10.2.3.1 (Non-web document)</li> <li>11.2.3.1 (Open Functionality Software)</li> <li>11.2.3.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                       | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b></p> <p>LibAnswers/LibChat/Chatbot does not contain elements that flash.</p>                                                       |
| <p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.1 (Web)</li> <li>10.2.4.1 (Non-web document) – Does not apply</li> <li>11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>11.2.4.1 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> Our web interface and authoring tool contain a skip to main content link to help users bypass repeated page navigation menus.</p> |
| <p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> All pages have meaningful page titles.</p>                                                                                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                      | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                  |
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| <ul style="list-style-type: none"> <li>9.2.4.2 (Web)</li> <li>10.2.4.2 (Non-web document)</li> <li>11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>11.2.4.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                             |                                                                        |                                                                                                                                                                                                                                                                                                                                                                                                           |
| <u>2.4.3 Focus Order</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Content is presented in a meaningful sequential way using appropriate html headers.                                                                                                                                                                                                                                                                          |
| <u>2.4.4 Link Purpose (In Context)</u> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> </ul>                                                                                                                                                                                                                                          | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs:</b> The purpose of links presented in LibAnswers/LibChat/Chatbot 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.<br><br><b>Authoring Tool:</b> SiteImprove is flagging the top navbar's user account and logout buttons incorrectly on smaller |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                                                        | Remarks and Explanations                                                                                                                                                      |
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| <ul style="list-style-type: none"> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                          |                                                                                          | 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. |
| <a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> <li>10.2.5.1 (Non-web document)</li> <li>11.2.5.1 (Open Functionality Software)</li> <li>11.2.5.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply     | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports                   | <b>Web, Electronic Docs, Authoring Tool:</b> There are no multi-point or path-based gestures.                                                                                 |
| <a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.2 (Web)</li> <li>10.2.5.2 (Non-web document)</li> <li>11.2.5.2 (Open Functionality Software)</li> <li>11.2.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Not Applicable<br>Electronic Docs: Not Applicable<br>Authoring Tool: Not Applicable | <b>Web, Electronic Docs, Authoring Tool:</b> There are no multi-point or path-based gestures.                                                                                 |
| <a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.5.3 (Web)</li> </ul>                                                                                                                                                                                                                                                                     | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports                   | <b>Web, Electronic Docs, Authoring Tool:</b> Label names contain the same text that is presented visually.                                                                    |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                  |
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| <ul style="list-style-type: none"> <li>10.2.5.3 (Non-web document)</li> <li>11.2.5.3.1 (Open Functionality Software)</li> <li>11.2.5.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                    |                                                                                                         |                                                                                                                                           |
| <p><b>2.5.4 Motion Actuation</b> (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.4 (Web)</li> <li>10.2.5.4 (Non-web document)</li> <li>11.2.5.4 (Open Functionality Software)</li> <li>11.2.5.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                   | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> There are no features that contain functionality that relies on device motion.</p>        |
| <p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.1 (Web)</li> <li>10.3.1.1 (Non-web document)</li> <li>11.3.1.1.1 (Open Functionality Software)</li> <li>11.3.1.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> The default language of each page is declared in the appropriate html lang attribute.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                    |
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| <b>3.2.1 On Focus</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.1 (Web)</li> <li>10.3.2.1 (Non-web document)</li> <li>11.3.2.1 (Open Functionality Software)</li> <li>11.3.2.1 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> There are no elements that change context on focus in LibAnswers/LibChat/Chatbot.                                              |
| <b>3.2.2 On Input</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.2 (Web)</li> <li>10.3.2.2 (Non-web document)</li> <li>11.3.2.2 (Open Functionality Software)</li> <li>11.3.2.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change. |
| <b>3.2.6 Consistent Help</b> (Level A 2.2 only)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                            | Web: Supports                                                          | <b>Web:</b> There is a consistent help or “Report a problem” link in the footer. All instructions are consistently in the same section of the pages.                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                   | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                           |
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| <b>3.3.1 Error Identification</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.1 (Web)</li> <li>10.3.3.1 (Non-web document)</li> <li>11.3.3.1.1 (Open Functionality Software)</li> <li>11.3.3.1.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs:</b> Errors in form submissions are described to the user on screen in text beneath the relevant fields.                                                                                   |
| <b>3.3.2 Labels or Instructions</b> (Level A)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.3.2 (Web)</li> <li>10.3.3.2 (Non-web document)</li> <li>11.3.3.2 (Open Functionality Software)</li> <li>11.3.3.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>   | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web:</b> LibAnswers/LibChat/Chatbot includes appropriate labels when content requires input.<br><br><b>Electronic Docs:</b> All forms on our help site contains appropriate labels when content requires input. |
| <b>3.3.7 Redundant Entry</b> (Level A 2.2 only)<br>EN 301 549 Criteria – Does not apply<br>Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                                            | Web: Supports                                                          | <b>Web:</b> Our custom public forms have proper autocomplete attributes for the name, email, and phone fields.                                                                                                     |
| <b>4.1.1 Parsing</b> (Level A)<br>Applies to:                                                                                                                                                                                                                                                                                                                                                                                                                                                                                              | Supports                                                               | For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates                                                                                                               |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                                                                     | Remarks and Explanations                                                                                                                                                                                     |
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| <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.1 (Web)</li> <li>10.4.1.1 (Non-web document)</li> <li>11.4.1.1.1 (Open Functionality Software)</li> <li>11.4.1.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> |                                                                                       | <p>this criterion is always supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a>.</p>                                                              |
| <p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.4.1.2 (Web)</li> <li>10.4.1.2 (Non-web document)</li> <li>11.4.1.2.1 (Open Functionality Software)</li> <li>11.4.1.2.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                           | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs:</b> 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.</p> |

**Table 2: Success Criteria, Level AA**

Notes:

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                            | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                 |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b><u>1.2.4 Captions (Live)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>                 | <p>Web: Not Applicable</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Not Applicable</p>       | <p><b>Web, Authoring Tool:</b> LibAnswers/LibChat/Chatbot does not natively contain videos or support video uploads. Video content can be embedded from 3rd party sites, but captioning is governed by the 3rd party site.</p> <p><b>Electronic Docs:</b> We provide captions for our documentation videos and recorded webinars. Our live webinar sessions use an AI captioning service that is up to 80% accurate.</p> |
| <p><b><u>1.2.5 Audio Description (Prerecorded)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul> | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat/Chatbot does not contain prerecorded video/synchronized media.</p>                                                                                                                                                                                                                                                                                    |
| <p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                           | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat/Chatbot does not restrict users to viewing content in portrait or landscape mode, and functions in either view.</p>                                                                                                                                                                                                                                   |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                    | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                          |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                            |                                                                        |                                                                                                                                                                                                                                                                                                                                                   |
| <p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web, Authoring Tool:</b> We have added identifying purposes where appropriate for the admin and public side forms for things like contact email, phone, name, etc.</p>                                                                                                                                                                      |
| <p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web:</b> It is possible to customize all CSS in the LibAnswers public interface through the authoring tool. We recommend the authoring tool editors to use good accessibility practices when designing the public interface.</p> <p><b>Electronic Docs:</b> Our online help docs maintain a 4.5:1 contrast ratio for all page elements.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                     | Conformance Level                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <p><b>1.4.4 Resize text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.4 (Web)</li> <li>10.1.4.4 (Non-web document)</li> <li>11.1.4.4.1 (Open Functionality Software)</li> <li>11.1.4.4.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                     | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> Text can be resized without assistive technology without loss of content/function.</p>                                                                                                                                                                                                                                                                                                                                  |
| <p><b>1.4.5 Images of Text</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.5 (Web)</li> <li>10.1.4.5 (Non-web document)</li> <li>11.1.4.5.1 (Open Functionality Software)</li> <li>11.1.4.5.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Authoring Tool:</b> LibAnswers/LibChat/Chatbot does not utilize images of text. It's possible to upload a custom banner image which could include text as part of a logo – this is customizable and also includes accompanying descriptive text.</p> <p><b>Electronic Docs:</b> 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.</p> |
| <p><b>1.4.10 Reflow</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.10 (Web)</li> <li>10.1.4.10 (Non-web document)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                 | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs, Authoring Tool:</b> The LibAnswers/LibChat/Chatbot interface is fully responsive and meets this criterion.</p>                                                                                                                                                                                                                                                                                                                              |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                          | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                       |
|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.1.4.10 (Open Functionality Software)</li> <li>11.1.4.10 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                |                                                                        |                                                                                                                                                                                                                                                                                                                                                |
| <p><b>1.4.11 Non-text Contrast</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.11 (Web)</li> <li>10.1.4.11 (Non-web document)</li> <li>11.1.4.11 (Open Functionality Software)</li> <li>11.1.4.11 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web:</b> User interface components and graphical objects meet this contrast ratio requirement. It's possible to customize all CSS elements in the public interface and care should be taken to remain in compliance.</p> <p><b>Electronic Docs:</b> Elements in our documentation and authoring tool meet this contrast requirement.</p> |
| <p><b>1.4.12 Text Spacing</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.12 (Web)</li> <li>10.1.4.12 (Non-web document)</li> <li>11.1.4.12 (Open Functionality Software)</li> <li>11.1.4.12 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply      | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web, Electronic Docs, Authoring Tool:</b> Text spacing conforms to these requirements. It's possible to customize all CSS elements in the public interface and care should be taken to remain in compliance.</p>                                                                                                                         |
| <p><b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.13 (Web)</li> <li>10.1.4.13 (Non-web document)</li> </ul>                                                                                                                                                                                                                   | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <p><b>Web, Electronic Docs, Authoring Tool:</b> Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then</p>                                                                                                                                                                   |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                  | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                                                                                                                                    |
|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>11.1.4.13 (Open Functionality Software)</li> <li>11.1.4.13 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply                                                                                                                                                                                                                                                                                                                                                                                        |                                                                        | hidden, that content is dismissible, hoverable, and persistent.                                                                                                                                                                                                                                                                                                                                                                                                             |
| <b>2.4.5 Multiple Ways</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.5 (Web)</li> <li>10.2.4.5 (Non-web document) – Does not apply</li> <li>11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>11.2.4.5 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> It's possible to access LibAnswers 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.<br><br><b>Authoring Tool:</b> The exceptions are the Chat Transcript editor pages where we hide the common top admin navbar. |
| <b>2.4.6 Headings and Labels</b> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.2.4.6 (Web)</li> <li>10.2.4.6 (Non-web document)</li> <li>11.2.4.6 (Open Functionality Software)</li> <li>11.2.4.6 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> </ul>                                                                                                                                                  | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Headings and labels describe the topic/purpose of each page/piece of content within the page.                                                                                                                                                                                                                                                                                                                                  |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                               | Conformance Level                                                                     | Remarks and Explanations                                                                                                                                                                                                                                                                                                          |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------|-----------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 |                                                                                       |                                                                                                                                                                                                                                                                                                                                   |
| <p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web, Electronic Docs:</b> Focusable elements are highlighted by the user agent styling outline styling.</p>                                                                                                                                                                                                                 |
| <p><b>2.4.11 Focus Not Obscured (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                          | <p>Web: Supports</p>                                                                  | <p><b>Web:</b> All focusable elements are visible when keyboard focus is received.</p>                                                                                                                                                                                                                                            |
| <p><b>2.5.7 Dragging Movements</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                     | <p>Web: Not Applicable</p>                                                            | <p><b>Web:</b> There are no components in LibAnswers/LibChat/Chatbot that required dragging movements.</p>                                                                                                                                                                                                                        |
| <p><b>2.5.8 Target Size (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                  | <p>Web: Supports</p>                                                                  |                                                                                                                                                                                                                                                                                                                                   |
| <p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> </ul>                                                                                                                                                                                        | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p> | <p><b>Web:</b> 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.</p> |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                 | Conformance Level                                                      | Remarks and Explanations                                                                                                                                                                                |
|--------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                           |                                                                        | <b>Electronic Docs, Authoring Tool:</b> We use the html language attribute to declare the language of each full page.                                                                                   |
| <u><b>3.2.3 Consistent Navigation</b></u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> <li>10.3.2.3 (Non-web document) – Does not apply</li> <li>11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>11.3.2.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul> | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Navigational mechanisms that repeat are always presented in the same relative order.                                                                       |
| <u><b>3.2.4 Consistent Identification</b></u> (Level AA)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.3.2.4 (Web)</li> <li>10.3.2.4 (Non-web document) – Does not apply</li> <li>11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>11.3.2.4 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> <li>504.2 (Authoring Tool)</li> </ul>                                                            | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Items such as page breadcrumbs and navigational elements that repeat on multiple pages are consistently labeled/named throughout the LibAnswers interface. |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                                           | Conformance Level                                                                                       | Remarks and Explanations                                                                                                                                                                                                                                                                                                                                            |
|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| <ul style="list-style-type: none"> <li>602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>                                                                                                                                                                                                                                                                                                                                                                                                                                                                            |                                                                                                         |                                                                                                                                                                                                                                                                                                                                                                     |
| <p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.3 (Web)</li> <li>10.3.3.3 (Non-web document)</li> <li>11.3.3.3 (Open Functionality Software)</li> <li>11.3.3.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>                          | <p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>                   | <p><b>Web, Electronic Docs:</b> We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property.</p> <p><b>Authoring Tool:</b> We generally provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property.</p> |
| <p><b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.3.4 (Web)</li> <li>10.3.3.4 (Non-web document)</li> <li>11.3.3.4 (Open Functionality Software)</li> <li>11.3.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul> | <p>Web: Not Applicable</p> <p>Electronic Docs: Not Applicable</p> <p>Authoring Tool: Not Applicable</p> | <p><b>Web, Electronic Docs. Authoring Tool:</b> LibAnswers does not handle legal or financial data.</p>                                                                                                                                                                                                                                                             |
| <p><b>3.3.8 Accessible Authentication (Minimum)</b> (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>                                                                                                                                                                                                                                                                                                                                                                                                                | <p>Web: Not Applicable</p>                                                                              | <p><b>Web:</b> There may be an authentication component for certain LibAnswers pages. The authentication</p>                                                                                                                                                                                                                                                        |

| Criteria                                                                                                                                                                                                                                                                                                                                                                                                                                              | Conformance Level                                                      | Remarks and Explanations                                                                                                             |
|-------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|------------------------------------------------------------------------|--------------------------------------------------------------------------------------------------------------------------------------|
|                                                                                                                                                                                                                                                                                                                                                                                                                                                       |                                                                        | component comes from a 3 <sup>rd</sup> party tool such as CAS or SAML.                                                               |
| <a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)<br>Also applies to:<br>EN 301 549 Criteria <ul style="list-style-type: none"> <li>9.4.1.3 (Web)</li> <li>10.4.1.3 (Non-web document)</li> <li>11.4.1.3 (Open Functionality Software)</li> <li>11.4.1.3 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply | Web: Supports<br>Electronic Docs: Supports<br>Authoring Tool: Supports | <b>Web, Electronic Docs, Authoring Tool:</b> Status messages are presented using roles and can be presented without receiving focus. |

### Table 3: Success Criteria, Level AAA

Notes: LibAnswers 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              | Supports          | We have tested all elements of the LibAnswers interface using VoiceOver, and regularly test LibAnswers 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          | LibAnswers can be used with limited vision.                                                                                                                                                                                                                                                                                                                                                             |
| 302.3 Without Perception of Color | Supports          | LibAnswers 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          | LibAnswers by default does not have any video or audio recordings. LibChat and Chatbot do have optional notification sounds but chats can be operated without the use of sounds.                                                                                                                                                                                                                        |
| 302.5 With Limited Hearing        | Supports          |                                                                                                                                                                                                                                                                                                                                                                                                         |

| Criteria                                                       | Conformance Level | Remarks and Explanations                                                                                                                                       |
|----------------------------------------------------------------|-------------------|----------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 302.6 Without Speech                                           | Not Applicable    | LibAnswers does not require speech to function.                                                                                                                |
| 302.7 With Limited Manipulation                                | Supports          | The public web interface can be navigated using keyboard controls.<br>There is an exception on the authoring tool with the drag and drop reorder list feature. |
| 302.8 With Limited Reach and Strength                          | Supports          |                                                                                                                                                                |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Supports          |                                                                                                                                                                |

## Chapter 4: [Hardware](#)

Notes: Not applicable to LibAnswers.

## 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 <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |
| <a href="#">502 Interoperability with Assistive Technology</a> | 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                       |                                     |
| <b>502.3 Accessibility Services</b>                            | 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                       |                                     |

| Criteria                                                                            | Conformance Level                    | Remarks and Explanations                                                                                                                                    |
|-------------------------------------------------------------------------------------|--------------------------------------|-------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                       |                                                                                                                                                             |
| <b><u>503 Applications</u></b>                                                      | 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                       |                                                                                                                                                             |
| <b><i>503.4 User Controls for Captions and Audio Description</i></b>                | 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                       |                                                                                                                                                             |
| <b><u>504 Authoring Tools</u></b>                                                   | Heading cell – no response required  | Heading cell – no response required                                                                                                                         |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)   | See <a href="#">WCAG 2.x</a> 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            |
|---------------------------|-------------------------------------|-------------------------------------|
| <b><i>601.1 Scope</i></b> | Heading cell – no response required | Heading cell – no response required |

| Criteria                                                         | Conformance Level                    | Remarks and Explanations                                                                                  |
|------------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b><u>602 Support Documentation</u></b>                          | Heading cell – no response required  | Heading cell – no response required                                                                       |
| 602.2 Accessibility and Compatibility Features                   | Supports                             | The documentation for LibAnswers lists and explains the compatibility features of the product.            |
| 602.3 Electronic Support Documentation                           | See <a href="#">WCAG 2.x</a> 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.                                                                      |
| <b><u>603 Support Services</u></b>                               | Heading cell – no response required  | Heading cell – no response required                                                                       |
| 603.2 Information on Accessibility and Compatibility Features    | Supports                             | Our support team can answer questions about the accessibility of LibAnswers through our support channels. |
| 603.3 Accommodation of Communication Needs                       | Supports                             | Our support team can answer questions about the accessibility of LibAnswers 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               | Supports          | We have tested all elements of the LibAnswers interface using VoiceOver, and regularly test LibAnswers 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          | LibAnswers can be used with limited vision.                                                                                                                                                                                                                                                                                                                                                             |
| 4.2.3 Usage without perception of colour | Supports          | LibAnswers 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          | LibAnswers by default does not have any video or audio recordings. LibChat and Chatbot do have optional notification sounds but chats can be operated without the use of sounds.                                                                                                                                                                                                                        |

| Criteria                                                  | Conformance Level | Remarks and Explanations                        |
|-----------------------------------------------------------|-------------------|-------------------------------------------------|
| 4.2.5 Usage with limited hearing                          | Supports          |                                                 |
| 4.2.6 Usage with no or limited vocal capability           | Not Applicable    | LibAnswers 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    |                                                 |
| 4.2.9 Minimize photosensitive seizure triggers            | Supports          | LibAnswers 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: LibAnswers 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 LibAnswers.

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

Notes: Not applicable to LibAnswers.

## Chapter [8: Hardware](#)

Notes: LibAnswers 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            |
|-----------------------------------|--------------------------------------|-------------------------------------|
| <b>10.0 General (informative)</b> | Heading cell – no response required  | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3         | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section |
| 10.5 Caption positioning          | Not Applicable                       |                                     |
| 10.6 Audio description timing     | Not Applicable                       |                                     |

## Chapter [11: Software](#)

Notes: LibAnswers 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                      |
|---------------------------------------------------------------------------------------------|-----------------------------------------------|-----------------------------------------------|
| <b>11.0 General (informative)</b>                                                           | Heading cell – no response required           | Heading cell – no response required           |
| 11.1.1.1 through 11.4.1.3                                                                   | See <a href="#">WCAG 2.x</a> section          | See information in WCAG 2.x section           |
| <b>11.5 Interoperability with assistive technology</b>                                      | Heading cell – no response required           | Heading cell – no response required           |
| <b>11.5.1 Closed functionality</b>                                                          | Heading cell – no response required           | Heading cell – no response required           |
| <b>11.5.2 Accessibility services</b>                                                        | 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                                |                                               |

| Criteria                                                            | Conformance Level                                                                       | Remarks and Explanations                                                                                                                                                                                                                          |
|---------------------------------------------------------------------|-----------------------------------------------------------------------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| 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                                                                          |                                                                                                                                                                                                                                                   |
| 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                                                                          |                                                                                                                                                                                                                                                   |
| <b>11.6 Documented accessibility usage</b>                          | 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.                                                                                                                                                                                       |
| <b>11.8 Authoring tools</b>                                         | Heading cell – no response required                                                     | Heading cell – no response required                                                                                                                                                                                                               |
| <b>11.8.1 Content technology</b>                                    | Heading cell – no response required                                                     | Heading cell – no response required                                                                                                                                                                                                               |
| 11.8.2 Accessible content creation                                  | See <a href="#">WCAG 2.x</a> section<br>(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                                                                                  |
|----------------------------------------------------------------|--------------------------------------|-----------------------------------------------------------------------------------------------------------|
| <b>12.1 Product documentation</b>                              | 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.                        |
| 12.1.2 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                       |
| <b>12.2 Support Services</b>                                   | 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 LibAnswers through our support channels. |
| 12.2.3 Effective communication                                 | Supports                             |                                                                                                           |
| 12.2.4 Accessible documentation                                | See <a href="#">WCAG 2.x</a> section | See information in WCAG 2.x section                                                                       |

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

Notes: Not applicable to LibAnswers.

## Legal Disclaimer (Company)

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