

Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: LibGuides

Report Date: July 8, 2026

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

Contact Information: Sarah Pawlek | support@springshare.com

Notes:

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

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes)

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

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.1.1 Non-text Content</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: All images other than decorative images are accompanied by alternative text by default. All images from the Image Manager are accompanied by an alt text field to encourage web authors to include this info.
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: LibGuides does not contain audio- or video-only content.

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

Criteria	Conformance Level	Remarks and Explanations
11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibGuides pages are structured to provide users with the correct reading sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring tool: There are no instructive elements in LibGuides which rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: We don't use color to convey meaning in our help documentation, in published guides, or in the authoring tool.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Authoring Tool: There are no audio components that play more than 3 seconds in the default LibGuides interface. Electronic Docs: Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.

Criteria	Conformance Level	Remarks and Explanations
<u>2.1.1 Keyboard</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: We fully support keyboard navigation. Authoring Tool: Drag and reorder components such as those used when reordering boxes, pages, and content items in guides are not keyboard accessible. This will be remedied by December 2026.
<u>2.1.2 No Keyboard Trap</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: All functional elements have been tested to ensure there are no keyboard traps, especially in elements like selector menus and modal windows.
<u>2.1.4 Character Key Shortcuts</u> (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.1.4 (Web) 10.2.1.4 (Non-web document)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: As LibGuides is all web-based, browser shortcuts apply but are not altered or controlled by LibGuides.

Criteria	Conformance Level	Remarks and Explanations
11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: LibGuides does not contain timed elements.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	Web, Authoring Tool: LibGuides does not contain native video/audio. Electronic Docs: Our recorded documentation can be paused, stopped, and hidden at will.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: LibGuides does not contain elements that flash.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs: Our web interface and admin interface both contain a skip to main content link to help users bypass repeated page navigation menus.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: All pages have meaningful page titles.

Criteria	Conformance Level	Remarks and Explanations
9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>2.4.3 Focus Order</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Content is presented in a meaningful sequential way using appropriate html headers.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Supports, Electronic Docs: The purpose of links presented in LibGuides can generally be determined from the link text alone. When images are used (as in the case of font awesome icons), we include accessible text so their purpose can be understood. Authoring Tool: SiteImprove is flagging the top navbar's user account and logout buttons incorrectly on smaller

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		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.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.3 (Web)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Label names contain the same text that is presented visually.

Criteria	Conformance Level	Remarks and Explanations
10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: There are no features that contain functionality that relies on device motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: The default language of each page is declared in the appropriate html lang attribute.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: There are no elements that change context on focus in LibGuides.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: There is a consistent help or “Report a problem” link in the footer. All instructions are consistently in the same section of the pages.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: Errors in form submissions are described to the user on screen in text beneath the relevant fields. Authoring Tool: 1. Some error messages are not announced using the screenreader. This will be resolved by December 2026.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: LibGuides includes appropriate labels when content requires input. Electronic Docs: All forms on our help site contains appropriate labels when content requires input. Authoring Tool: 1. Some input fields have incorrect label 'for' association values. This will be resolved by December 2026.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Partially Supports	Web: The blog comments form fields do not have any autocomplete attributes for Name and Email. This will be resolved by December 2026.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Electronic Docs: In cases where we have created our own, non-native HTML elements, the name and role of those elements can be programmatically determined as described in the guidelines. Web: Active guide tabs do not have aria-current=‘page’ attribute. We will resolve this by December 2026. Authoring Tool: 1. Some input fields are missing accessible labels (see 3.3.2 Labels or Instructions section).

Criteria	Conformance Level	Remarks and Explanations
		2. Tooltip icons are missing alternative texts for screenreaders. These issues will be resolved by December 2026.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	Web, Authoring Tool: LibGuides does not natively contain videos or support video uploads. Electronic Docs: We provide captions for our shorter documentation videos and we provide concomittant captioning for our longer videos with an automated service that is 85% accurate.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: LibGuides does not contain prerecorded video/synchronized media.

Criteria	Conformance Level	Remarks and Explanations
11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibGuides does not restrict users to viewing content in portrait or landscape mode, and functions in either view.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Authoring Tool: New Account Fields do not have the type attributes (email) nor autocomplete attributes. This is a valid exception since we do not want to add autocomplete to the new account email fields.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Electronic Docs, Authoring Tool: The 4.5:1 contrast ratio is maintained for all page elements. Web:

Criteria	Conformance Level	Remarks and Explanations
10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		The Post number on the discussion boards have a contrast ratio of 3.89:1 on the gray background. This will be resolved by December 2026 It is also possible to customize all CSS in the LibGuides interface, so care needs to be exercised by site administrators to remain in conformance.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Text can be resized without assistive technology without loss of content/function.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Authoring Tool: We do not use images of text in LibGuides. Electronic Docs: Our help docs will sometimes include screenshots which include text to label screenshot elements; these are always accompanied by text information within the same page.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<u>1.4.10 Reflow</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibGuides public pages, administrative interface and documentation are all fully responsive.
<u>1.4.11 Non-text Contrast</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Elements in our public websites, documentation, and authoring tool meet this contrast requirement.
<u>1.4.12 Text Spacing</u> (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Text spacing conforms to these requirements.

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

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Electronic Docs, Authoring Tool: Headings and labels describe the topic/purpose of each page/piece of content within the page. Web: Blogs and Discussion Boards pages can skip heading levels. This will be addressed by December 2026.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Focusable elements are highlighted by the user agent styling outline styling.
<u>2.4.11 Focus Not Obscured (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All focusable elements are visible when keyboard focus is received.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply	Web: Not Applicable	Web: There are no components in LibGuides that require dragging movements.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibGuides meets this minimum target size for all applicable elements.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: We use the html language attribute to declare the language of each full page. If the language of content changes within the page, content creators can specify these language changes using xml language attributes. This generally does not happen, i.e. pages do not tend to contain more than one language. Electronic Docs, Authoring Tool: We use the html language attribute to declare the language of each full page.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Navigational mechanisms that repeat are always presented in the same relative order.

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

Criteria	Conformance Level	Remarks and Explanations
• 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Authoring Tool: Not Applicable	
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: There may be an authentication component for certain LibGuides pages. The authentication component comes from a 3rd party tool such as CAS or SAML. We include proper input types (email and password) on the email and password fields, which can be saved by the user-agent as per the Authentication Approaches section on the WCAG 2.2 Understanding Accessible Authentication documentation.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs:, Authoring Tool Status messages are presented using roles and can be presented without receiving focus.

Table 3: Success Criteria, Level AAA

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

Revised Section 508 Report

Notes:

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

Notes:

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

Criteria	Conformance Level	Remarks and Explanations
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 LibGuides.

Chapter 5: [Software](#)

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

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

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

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation for LibGuides lists and explains the compatibility features of the product.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Our documentation are all web-based.

Criteria	Conformance Level	Remarks and Explanations
<u>603 Support Services</u>	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 LibGuides through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibGuides through our support channels.

EN 301 549 Report

Notes:

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

Notes:

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

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

Chapter [5: Generic Requirements](#)

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

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

Notes: Not applicable to LibGuides.

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

Notes: Not applicable to LibGuides.

Chapter [8: Hardware](#)

Notes: LibGuides is not considered a hardware product.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

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

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

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

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

Chapter [11: Software](#)

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

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

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

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

Notes:

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

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

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

Notes: Not applicable to LibGuides.

Legal Disclaimer (Company)

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