

Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: LibStaffer

Report Date: January 26, 2026

Product Description: Web application for creating and managing staffing schedules for libraries.

Contact Information: Sarah Pawlek | support@springshare.com

Notes:

Evaluation Methods Used: Knowledge of the product; SiteImprove, iOS VoiceOver, Lighthouse, 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.
<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: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: LibStaffer does not contain audio-only or video-only prerecorded media.

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: N/A Electronic Docs: Supports Authoring Tool: N/A	Web, Authoring Tool: LibStaffer does not contain prerecorded media. Electronic Docs: Both short-form and long-form training videos 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: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: LibStaffer, our help docs, and the authoring tool 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: Partially Supports	Web, Electronic Docs, Authoring Tool: Information is presented in a clearly labeled, logical page structure which can be understood by assistive devices.

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: LibStaffer contains clear heading and sub heading labels to assist users with reading content in proper 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 LibStaffer 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, Authoring Tool: The Schedules calendar grid have blocks that are styled by color. These blocks have optional Name fields that can be displayed with the blocks to describe their purpose. A description can also be added with these blocks and can be viewed by hovering over the blocks. Unfilled shifts have different swatch design patterns to indicate their status on the calendar grid. Electronic Docs: Color is not used as a means of conveying information in our support documentations.
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: N/A Electronic Docs: Supports Authoring Tool: N/A	Web, Authoring Tool: There are no audio portions in the LibStaffer interface. Electronic Docs: Our video players have a built-in audio controls.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Authoring Tool: There are components on the Schedule page that cannot be accessed with keyboard controls. You cannot navigate to select the exact calendar date to view. You can still navigate to the previous and next views of the calendar. The Calendar shift blocks are not keyboard accessible. Authoring Tool: In addition to the notes above, the following components are not keyboard accessible: timepicker, datepicker, help tooltips, show and hide datatable columns control, and the drag and drop options in the Schedule and Workflow Forms pages. Electronic Docs: Our electronic documents also fully support keyboard navigation.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 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.

Criteria	Conformance Level	Remarks and Explanations
<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) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: As LibStaffer is all web-based, browser shortcuts apply but are not altered or controlled by LibStaffer.
<u>2.2.1 Timing Adjustable</u> (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: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: LibStaffer does not contain timed elements.
<u>2.2.2 Pause, Stop, Hide</u> (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)	Web: N/A Electronic Docs: Supports Authoring Tool: N/A	Web, Authoring Tool: LibStaffer 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
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>2.3.1 Three Flashes or Below Threshold</u> (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: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibStaffer does not contain any elements that flash.
<u>2.4.1 Bypass Blocks</u> (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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Our web interface and authoring tool contain a skip to main content link to help users bypass repeated page navigation menus.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs) – Does not apply to non-web docs		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: All pages have meaningful page titles.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 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.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: The purpose of links presented in LibStaffer can generally be determined from the link text alone. When images are

Criteria	Conformance Level	Remarks and Explanations
9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		used (as in the case of font awesome icons), we include accessible text so their purpose can be understood.
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: N/A Electronic Docs: N/A Authoring Tool: N/A	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: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Label names contain the same text that is presented visually.
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: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibStaffer does not 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	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
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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 LibCal.
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.

Criteria	Conformance Level	Remarks and Explanations
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: Help text for the workflow forms are consistently located at the start of the forms.
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: Supports	Web, Electronic Docs, Authoring Tool: Errors in form submissions are announced by the screenreaders and are displayed on screen.
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: Supports	Web, Electronic Docs, Authoring Tool: LibStaffer includes appropriate labels when content requires input.

Criteria	Conformance Level	Remarks and Explanations
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: Workflow forms can have only have one unique set of Name, Email, and Phone fields to prevent redundant or duplicate fields.
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: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: 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.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: N/A Electronic Docs: Supports Authoring Tool: N/A	Web, Authoring Tool: LibStaffer does not include any videos. Electronic Docs: We provide captions for our shorter documentation videos, but we do not provide concomitant closed captioning for our live webinar sessions, which use an AI captioning service that is up to 80% accurate.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: LibStaffer does not contain prerecorded video/synchronized media.

Criteria	Conformance Level	Remarks and Explanations
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: LibStaffer does not restrict any components based on device orientation.
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: Does not support	Web, Electronic Docs: Name and email fields support autocomplete attributes. Authoring Tool: New Account Fields do not have the type attributes (email). They do not have autocomplete attributes. We do not want to add autocomplete to the new account email fields because this could be set to any new email.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Electronic Docs: All texts, buttons, and links meet the minimum 4.5:1 contrast ratio. Web, Authoring Tool: All texts, buttons, and links meet the minimum 4.5:1 contrast ratio. It is possible to customize the Schedule calendar block colors, so care needs to be exercised by the editors to remain in contrast conformance.

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)		
1.4.4 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) 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: LibStaffer does not utilize images of text. It's possible to upload a custom banner image which could include text as part of a logo. 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
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 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: The LibStaffer web interface is fully responsive & meets this criterion.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibStaffer's non-text contrast meets the required ratio of 3:1.
1.4.12 Text Spacing (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) 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibStaffer's text spacing conforms to these requirements.

Criteria	Conformance Level	Remarks and Explanations
<u>1.4.13 Content on Hover or Focus</u> (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.
<u>2.4.5 Multiple Ways</u> (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: N/A Electronic Docs: Supports Authoring Tool: Supports	Authoring Tool: The top navigation bar is available on all authoring tool pages that has the link to the main landing page and other component pages.
<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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Headings and labels describe the topic/purpose of each page/piece of content within the 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>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: All elements have a component that's highlighted by the user agent when they receive focus.
<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: There are no parts of the focused components that are hidden by other contents on the page.
<u>2.5.7 Dragging Movements</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: N/A	Web: There are no components that require dragging movements.
<u>2.5.8 Target Size (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: All target points generally have a minimum size of 24 by 24 CSS pixels. The exceptions are shift blocks where the duration is less than 30 minutes. Shifts that are less than 30 minutes have heights less than 24px but are considered essential for the shift duration information to be conveyed within the calendar.

Criteria	Conformance Level	Remarks and Explanations
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, ie 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) • 602.3 (Support Docs) – Does not apply to non-web docs	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.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: The components that have the same functionality within LibStaffer are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
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		
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: We provide text descriptions to identify required fields. These required fields also contain aria-required properties.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	Web, Electronic Docs, Authoring Tool: Our electronic documentation, web, and authoring tool do not handle this type of data.

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)		
<u>3.3.8 Accessible Authentication (Minimum)</u> (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	Web: The web interface can be locked through IP access rules. Each schedule can be configured to require a LibApps login. The password can be autofilled with a Password Management System. This fulfills the success criterion as per https://www.w3.org/TR/WCAG22/#accessible-authentication-minimum
<u>4.1.3 Status Messages</u> (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: Status messages are presented using roles and can be presented without receiving focus.

Table 3: Success Criteria, Level AAA

Notes: LibStaffer has not been tested for level AAA.

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 LibStaffer interface using VoiceOver, and regularly test LibStaffer using SiteImprove and Wave. Page content is structured in a meaningful hierarchy, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision. There are some limitations however with the Calendar, Menu Listbox, and Datepicker plugins we utilize in various pages. there are some functionalities that require the use of mouse (drag and drop).
302.2 With Limited Vision	Supports	LibStaffer can be used with limited vision.
302.3 Without Perception of Color	Supports	LibStaffer generally does not only rely on color to convey meaning. The schedule grids do use colors for their shifts, but they can also be edited with text names to convey their meaning.
302.4 Without Hearing	Supports	LibStaffer does not contain any audio/video elements.
302.5 With Limited Hearing	Supports	LibStaffer does not contain any audio/video elements.

Criteria	Conformance Level	Remarks and Explanations
302.6 Without Speech	Supports	LibStaffer does not require speech to function.
302.7 With Limited Manipulation	Not Applicable	
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Not applicable to LibStaffer

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	

Criteria	Conformance Level	Remarks and Explanations
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	
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	
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 is 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	
603.3 Accommodation of Communication Needs	Supports	

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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 LibStaffer interface using VoiceOver, and regularly test LibStaffer using SiteImprove and Wave. Page content is structured in a meaningful hierarchy and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision. There are some limitations however with the Calendar, Menu Listbox, and Datepicker plugins we utilize in various pages. For the authoring tool, some field validations are not announced by the screenreaders and there are some functionalities that require the use of mouse (drag and drop).
4.2.2 Usage with limited vision	Supports	LibStaffer can be used with limited vision.
4.2.3 Usage without perception of colour	Partially Supports	LibStaffer generally does not only rely on color to convey meaning. The schedule grids do use colors for their shifts but they can also be edited with text names to convey their meaning.
4.2.4 Usage without hearing	Supports	LibStaffer does not contain any audio/video elements.

Criteria	Conformance Level	Remarks and Explanations
4.2.5 Usage with limited hearing	Supports	LibStaffer does not contain any audio/video elements.
4.2.6 Usage with no or limited vocal capability	Supports	LibStaffer 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	LibStaffer does not contain any photosensitive elements for flashing contents.
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	LibStaffer does not contain any audio/video elements nor handles legal or financial data.

Chapter [5: Generic Requirements](#)

Notes: Not applicable to LibStaffer

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

Notes: Not applicable to LibStaffer

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

Notes: Not applicable to LibStaffer

Chapter [8: Hardware](#)

Notes: Not applicable to LibStaffer

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

Notes:

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

Notes: LibStaffer has the Print Page and Export to CSV functions in various pages throughout the authoring tool.

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	
10.6 Audio description timing	Not Applicable	

Chapter [11: Software](#)

Notes: Requirements in clauses 11.1 to 11.5 apply does not apply to web pages

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	

Criteria	Conformance Level	Remarks and Explanations
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	
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	Partially Supports	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). LibStaffer does return appropriate error messages on form validations such as missing required fields.
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	Not applicable	Does not contain content relevant to 12.1.1
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	
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 LibStaffer

Legal Disclaimer (Company)

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