

Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5Rev)

Name of Product/Version: LibMaps

Report Date: November 16, 2025

Product Description: A multipurpose wayfinding tool to help patrons navigate through a library's spaces and collections.

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Notes:

Evaluation Methods Used: SiteImprove, WAVE, MacOS VoiceOver screenreader, keyboard-only accessibility testing

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) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)

Standard/Guideline	Included In Report
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:
 - Clause 9 - Web
 - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
 - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
 - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
 - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
 - 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 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 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.
1.2.1 Audio-only and Video-only (Prerecorded) (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: LibMaps doesn't contain audio- or video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to:	Web: Not Applicable Electronic Docs: Supports	Web, Authoring Tool: LibMaps doesn't contain audio- or video-only content.

Criteria	Conformance Level	Remarks and Explanations
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)	Authoring Tool: Not Applicable	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: LibMaps, 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) ● 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. Web: There is a small exception with heading level 1 (H1) used for modal titles and the top page heading. There should only be one H1 element per page.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		Authoring Tool: The following issues have been observed: - The ul menu dropdown navigation in the header bar (LibCal, Stats, Admin) and their child elements need to be updated with proper semantic roles, where parents have role='menu' and their direct children have role='menuitem'. - Heading level 1 (H1) is used for modal titles and the top page heading. There should only be one H1 element per page. An internal ticket has been filed for the above issues.
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: LibMaps 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) 12.2.4 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The following are known issues: The “Spaces Finder” highlights available spaces on the map using colored outlines. Navigating using keyboard and screenreader to the outlined spaces on the map does not inform the user of the space’s availability. The user must rely on the visual color-coded legend to determine the associated space availability. The current workaround is for the

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		user to click on the focused space in order to review the space’s details, including its availability. Electronic Docs, Authoring Tool: There are no Instructive elements in LibMaps that rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that’s visible to assistive devices. An internal ticket has been filed for this issue.
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: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web: The following are known issues: The “Spaces Finder” highlights available spaces on the map using colored outlines. Navigating using keyboard and screenreader to the outlined spaces on the map does not inform the user of the space’s availability. The user must rely on the visual color-coded legend to determine the associated space availability. The current workaround is for the user to click on the focused space in order to review the space’s details, including its availability. Electronic Docs: Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. Authoring Tool: There are some links within a body of instructional text that are styled using color only. An internal ticket has been filed for this issue.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria	Web: Not Applicable Electronic Docs: Supports	Web, Authoring Tool: There are no audio portions of the default LibMaps interface.

Criteria	Conformance Level	Remarks and Explanations
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)	Authoring Tool: Not Applicable	Electronic Docs: Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.
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: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: We fully support keyboard navigation. Authoring Tool: The following are known keyboard navigation issues: - There is an issue with navigating through the Rich Text Editor (RTE)'s toolbar controls. - When editing room hotspots on LibMaps -> Places -> Hotspots -> Associations, the editor can navigate through the hotspots on the map preview, but will need to hit the "SPACEBAR" instead of "ENTER" to have the focus update on the associated hotspot editing input fields. There is no instruction for the key control. - The map hotspot shape editor tool is only available to mouse controls. - Stack Editor - The map hotspots cannot be accessed using keyboard navigation. An internal ticket has been filed for these issues.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs: If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or

Criteria	Conformance Level	Remarks and Explanations
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)		other standard exit methods, the user is advised of the method for moving focus away.
2.1.4 Character Key Shortcuts (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: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs: As LibMaps is all web-based, browser shortcuts apply, but are not altered or controlled by LibMaps.
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: Supports Electronic Docs: Not Applicable Authoring Tool: Not Applicable	Web, Electronic Docs, Authoring Tool: LibMaps 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The “Places Finder” and “Holdings Finder” have a space/room highlight feature, which highlights the spaces by blinking the space section.

Criteria	Conformance Level	Remarks and Explanations
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) 602.3 (Support Docs)		1. This blinking feature does not start automatically. The user will need to activate this by clicking on the place name on the left panel. Electronic Docs, Authoring Tool: LibMaps does not contain any moving, blinking, scrolling, or auto-updating information.
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: LibMaps 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, 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
<u>2.4.2 Page Titled</u> (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.
<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: If a web page can be navigated sequentially and the navigation sequence affects meaning or operation, focusable components receive focus in an order that preserves meaning and operability.
<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) ● 11.8.2 (Authoring Tool) ● 12.1.2 (Product Docs) ● 12.2.4 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs: The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context, except where the purpose of the link would be ambiguous to users in general. Authoring Tool: The following minor issue has been noted:

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		Profile and Logout links on the header are missing alt text on smaller form factor views (tablet views).
<u>2.5.1 Pointer Gestures</u> (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.
<u>2.5.2 Pointer Cancellation</u> (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.
<u>2.5.3 Label in Name</u> (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: Partially Supports	Web, Electronic Docs, Authoring Tool: Label names contain the same text that is presented visually.

Criteria	Conformance Level	Remarks and Explanations
<u>2.5.4 Motion Actuation</u> (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.
<u>3.1.1 Language of Page</u> (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.
<u>3.2.1 On Focus</u> (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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	Web: The following issues have been observed: ● On “Places Finder” and “Holdings Finder”, clicking on the facility or subject link on the left panel will reset the keyboard focus to the top of the page. Electronic Docs, Authoring Tool: There are no elements that change context on focus in LibMaps. An internal ticket has been filed for the above issue.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
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: Support	Web, Electronic Docs, Authoring Tool: Form elements that can trigger a change of context (like submit buttons) have values that 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 tech support issue” link in the footer. All instructions are consistently in the same section of the pages.
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: If an input error is automatically detected, the item that is in error is identified, and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria 9.3.3.2 (Web)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: Labels or instructions are provided when content requires user input.

Criteria	Conformance Level	Remarks and Explanations
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, Authoring Tool: There is a minor issue with the screenreader announcing the hotspot rooms with the terms “Graphic Symbol” followed by the room description.
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: Information previously entered by or provided to the user that is required to be entered again in the same process is either auto-populated or available for the user to select, except when re-entering the information is essential, the information is required to ensure the security of the content, or previously entered information is no longer valid.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: For all user interface components, the name and role can be programmatically determined as described in the guidelines.

Criteria	Conformance Level	Remarks and Explanations
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)		Authoring Tool: The following issue has been observed: Role with implied hidden content has keyboard focus - All tab menu items in the LibMaps sections (Navs, Collections, Stacks Management, etc) have roles with implied hidden content that have keyboard focus (li > a). The child elements with role='tab' inherit role='presentation', so the anchor tag child of li[role='tab'] is seen as 'presentational'. https://developer.mozilla.org/en-US/docs/Web/Accessibility/ARIA/Reference/Roles/tab_role An internal ticket has been filed for the above issue.

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	Web: Not Applicable Electronic Docs: Partially Supports Authoring Tool: Not Applicable	Web, Authoring Tool: LibMaps does not natively contain videos or support video uploads. Video content can be embedded from 3rd party sites, but captioning is governed by the 3rd party site. Electronic Docs: We provide captions for our shorter documentation videos, but we do not provide concomitant closed captioning for our live webinar sessions.

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
<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) 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: LibMaps does not contain prerecorded video/synchronized media.
<u>1.3.4 Orientation</u> (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: LibMaps does not restrict users to viewing content in portrait or landscape mode, and functions in either view.
<u>1.3.5 Identify Input Purpose</u> (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)	Web: Does Not Support Electronic Docs: Supports Authoring Tool: Supports	Web: The “Enter your email address” to email space direction has autocomplete set to “off”. Authoring Tool: LibMaps does not include any name, email, phone, or address input fields. An internal ticket has been filed for the above web issue.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
<u>1.4.3 Contrast (Minimum)</u> (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) 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: The visual presentation of text and images of text has a contrast ratio of 4.5:1. Web: It is possible to customize all CSS in the LibMaps public interface through the authoring tool. We recommend that the authoring tool editors use good accessibility practices when designing the public interface. Authoring Tool: There is a small exception to the “LibCal Admin” header text when viewed in smaller form factor view, where the contrast ratio falls under 4.5:1.
<u>1.4.4 Resize text</u> (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: Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Authoring Tool: LibMaps does not utilize images of text. It’s possible to upload a custom banner image, which could include text as part of a logo – this is

Criteria	Conformance Level	Remarks and Explanations
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)		customizable and also includes accompanying descriptive text. 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.
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: Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for vertical scrolling content at a width equivalent to 320px and horizontal scrolling content at a height equivalent to 256px.
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: User interface components and graphical objects meet this contrast ratio requirement. It's possible to customize all CSS elements in the public interface, and care should be taken to remain in compliance. Electronic Docs, Authoring Tool: Elements in our documentation and authoring tool meet this contrast requirement.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: LibMaps's text spacing conforms to these requirements. It's possible to customize all CSS elements in the public interface, and care should be taken to remain in compliance.

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		
<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: Partially Supports	Web, Electronic Docs: 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. Authoring Tool: Tooltip contents are not announced through screenreaders. An internal ticket has been filed for the authoring tool tooltip issue.
<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: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: It's possible to access LibMaps' 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.
<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)	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
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)		
<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: Any keyboard-operable user interface has a mode of operation where the keyboard focus indicator is visible.
<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: When a user interface component receives keyboard focus, the component is not entirely hidden due to author-created content.
<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: Not Applicable	Web: There are no contents or elements that rely on 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 have a minimum size of 24 by 24 pixels.
<u>3.1.2 Language of Parts</u> (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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, or words or phrases that have become part of the vernacular of the immediately surrounding text.

Criteria	Conformance Level	Remarks and Explanations
• 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)		
<u>3.2.3 Consistent Navigation</u> (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: Navigational mechanisms that repeat are always presented in the same relative order.
<u>3.2.4 Consistent Identification</u> (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: Components that have the same functionality within a set of web pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<u>3.3.3 Error Suggestion</u> (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: If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.
<u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (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) ● 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: LibMaps does not handle legal or financial data.
<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: Not Applicable	Web: There may be an authentication component for checking out spaces or equipment, which is not part of LibMaps.
<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)	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.

Criteria	Conformance Level	Remarks and Explanations
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		Authoring Tool: There is a minor exception where the real-time search text filter for datatables does not announce the number of search results returned.

Table 3: Success Criteria, Level AAA

Notes: LibMaps has not been evaluated against Level AAA conformance.

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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 LibMaps interface using VoiceOver, SiteImprove, and WAVE. Page content 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	LibMaps can be used with limited vision.
302.3 Without Perception of Color	Partially Supports	LibMaps generally does not rely on color to convey meaning. On the web interface, the "Spaces Finder" page has a color-coded space legend, where the space hotspots are outlined by color, based on the space availability. When the user focuses on the space hotspots, the screenreader does not announce their availability. The workaround is to click on the hotspots, which opens a modal with their space availability details. An internal ticket has been filed to address the issue above.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	LibMaps by default does not have any video or audio recordings.
302.5 With Limited Hearing	Supports	LibMaps by default does not have any video or audio recordings.
302.6 Without Speech	Not Applicable	LibMaps does not require speech to function.
302.7 With Limited Manipulation	Partially Supports	The public web interface can be navigated using keyboard controls. There is an exception on the authoring tool with the LibMaps space hotspot editor, where keyboard navigation is not supported.
302.8 With Limited Reach and Strength	Not Applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	LibMaps has forms with clear labels and instructions. There is an exception on the Authoring Tool with tooltips help texts not being announced through assistive technologies.

Chapter 4: [Hardware](#)

Notes: Not applicable to LibMaps.

Chapter 5: [Software](#)

Notes: Not applicable to LibMaps as LibMaps is all web-based. See The [Section 508 501.1 Scope](#) for more details.

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 LibMaps 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

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Our documentations are all web-based.
<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 LibMaps through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibMaps through our support channels.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	LibMaps interface using VoiceOver, SiteImprove, and WAVE. Page content 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	LibMaps can be used with limited vision.
4.2.3 Usage without perception of colour	Partially Supports	LibMaps generally does not rely on colour to convey meaning. On the web interface, the "Spaces Finder" page has a colour-coded space legend, where the space hotspots are outlined by colour, based on the space availability. When the user focuses on the space hotspots, the screenreader does not announce their availability. The workaround is to click on the hotspots, which opens a modal with their space availability details. An internal ticket has been filed to address the issue above.

4.2.4 Usage without hearing	Supports	LibMaps does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibCal/LibMaps).
4.2.5 Usage with limited hearing	Supports	LibMaps does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibCal/LibMaps).
4.2.6 Usage with no or limited vocal capability	Not Applicable	LibMaps does not require speech to function.
4.2.7 Usage with limited manipulation or strength	Partially Supports	The public web interface can be navigated using keyboard controls. There is an exception in the authoring tool with the LibMaps space hotspot editor, where keyboard navigation is not supported.
4.2.8 Usage with limited reach	Not Applicable	Where ICT products are free-standing or installed, all the elements required for operation will need to be within reach of all users.
4.2.9 Minimize photosensitive seizure triggers	Supports	LibMaps does not have any elements or components that flash.
4.2.10 Usage with limited cognition, language or learning	Partially Supports	LibMaps has forms with clear labels and instructions. There are some exceptions on the Authoring Tool with tooltips help texts not being announced through assistive technologies.
4.2.11 Privacy	Supports	Where ICT provides features for accessibility, the ICT maintains the privacy of users of these features at the same level as other users.

Clause [5: Generic Requirements](#)

Notes: Does not apply to LibMaps as LibMaps is all web-based.

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

Notes: Not applicable to LibMaps.

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

Notes: Not applicable to LibMaps.

Chapter [8: Hardware](#)

Notes: LibCal is not considered a hardware product. Clause [8: Hardware](#)

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

Notes:

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

Notes: Refers to downloadable documents.

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	LibMaps does not have downloadable videos.
10.6 Audio description timing	Not Applicable	LibMaps does not have downloadable videos.

Clause [11: Software](#)

Notes: Does not apply to LibMaps as LibMaps is all web-based and not a mobile app. Requirements for web-based contents are defined in Clause 9.

Clause [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 LibMaps through our support channels.
12.2.3 Effective communication	Supports	Our support team can answer questions about the accessibility of LibMaps through our support channels.
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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

Notes: Not applicable to LibMaps.

Legal Disclaimer (Springshare)

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