

Voluntary Product Accessibility Template® (VPAT®)

International Edition

Version 2.2

July 2018

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Date: March 20, 2019	5
Contact information: https://www.proquest.com/contact/contact-sales/	5
Notes: ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback.	5
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About This Document

The VPAT is provided in four editions based on the guidelines/standards being evaluated. This is the International edition of the VPAT. It includes the following standards/guidelines:

- Web Content Accessibility Guidelines 2.0, at <http://www.w3.org/TR/2008/REC-WCAG20-20081211/>
- [Revised Section 508 standards](#) as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the [Corrections to the ICT Final Rule](#) as published by the US Access Board in the Federal Register on January 22, 2018
- EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <http://mandate376.standards.eu/standard>

If you do not need all three standards/guidelines then use the appropriate alternate edition of the VPAT found on <https://www.itic.org/policy/accessibility/vpat>. The choices are WCAG, Revised 508, EN 301 549 and International that includes all three.

This document is broken into two main sections:

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

Please carefully review the Essential Requirements and Best Practices sections before using the VPAT to create an Accessibility Conformance Report. The VPAT 2.2 template includes criteria from WCAG 2.0 and EN 301 549, as well as the Revised Section 508 Standards and Section 255 guidelines.

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.2 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

Table Information for VPAT® Readers

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

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

ProQuest Accessibility Conformance Report

International Edition

VPAT® Version 2.2 – July 2018

Name of Product/Version:

360 Link, **date/version tbd**

Product Description:

360 Link provides access to full-text content. 360 Link is OpenURL link resolver, designed to help library users move from citations to full text content anywhere in your library's collection.

Date:

March 20, 2019

Contact information:

<https://www.proquest.com/contact/contact-sales/>

Notes:

ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

360 Link code is checked for accessibility using a range of visual, automated, and manual checks. For example, colors used throughout the interface have been tested against the World Wide Web Consortium's (W3C) standards for luminosity contrast, color difference, and brightness difference. Other tools used to test accessibility include:

- NVDA with Firefox
- VoiceOver with Chrome
- WAVE (web accessibility evaluation tool) provided by WebAIM
- Color Contrast Analyzer provided by WebAIM
- Browser developer tools
- High contrast browser plugin
- Manual keyboard checks
- Manual code inspection

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (Yes)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT	(Yes)

products and services in Europe, - V1.1.2 (2015-04) at http://mandate376.standards.eu/standard	
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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 be used only in WCAG 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Software is designed to support alternative access to non-text content wherever possible. Images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate).</p> <p>Decorative images have blank alt text, so they will be ignored by assistive technology.</p> <p>Exceptions</p> <p>Close and hide sidebar controls are not labelled Citation style dropdown is not labelled Email > Required fields are not semantically marked as required Export options radio buttons are not labelled Journal details page > ExLibris logo link is not labelled Journal details page > Journal information link (caret) is not labelled Journal details page > Still need help link (caret) is not labelled</p>
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) 	<p>Not Applicable</p>	<p>There are no audio or video captions</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.2.2 Captions (Prerecorded) (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There are no audio or video captions
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Not Applicable	There are no audio or video captions

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially supports	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> labels/ids with form elements markup for lists & headings CSS to control the visual presentation of text Correct use of semantic markup (bold, italics, etc.) <p>Exceptions</p> <p>See 1.1.1 Non-text Content (Level A)</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>text and labels are used.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Compliance of this standard was validated using manual visual checks and WAVE.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply 	Not Applicable	There is no audio content

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>This product is designed for keyboard access. Product functionality is available and executable from a keyboard.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p> <p>Exceptions</p> <p>Close and hide sidebar controls are not accessible with keyboard</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Supports	<p>Focus can be moved to and away from components using only a keyboard.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	This site does not require timed responses.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>There is no moving, blinking, scrolling, or auto-updating content on the site.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>There are not flashing or blinking elements in the user interface.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 	<p>Does Not Support</p>	<p>Option to skip the sidebar is not provided</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) 	<p>Partially Supports</p>	<p>Journal details page does not have a specific page title</p> <p>Compliance of this standard was validated using manual code inspection and screen reader.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Page elements and functionality are placed in an order that follows the sequences and relationships in the content.</p> <p>Exceptions</p> <p>Some controls are not accessible with keyboard See 2.1.1 Keyboard (Level A)</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	Partially Supports	<p>Meaningful link text has been used throughout.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p> <p>Exceptions</p> <p>For more information about ILL, click “here” link has insufficient labelling</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.1.1 Language of Page (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	Document lacks language attribute Verified using browser code inspection
<p>3.2.1 On Focus (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	Context is not changed on focus alone. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Context is not changed on focus alone.</p> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Supports	<p>Error information is displayed but is not announced</p> <p>Exceptions</p> <p>Email form error message is displayed visually but invalid fields are not semantically marked as invalid</p> <p>Error message is not announced to the user</p> <p>Request via Interlibrary loan form has no error validation (e.g. email)</p> <p>Report a problem has no error validation (e.g. email)</p> <p>Compliance of this standard was validated using manual checks</p>
<p>3.3.2 Labels or Instructions (Level A)</p>	Partially Supports	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Exceptions</p> <p>See 1.1.1 Non-text Content (Level A)</p> <p>Compliance of this standard was validated using WAVE, developer tools, and screen reader.</p>
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports</p>	<p>Pages conform to HTML web standards.</p> <p>Compliance of this standard was validated using WAVE and developer tools.</p>
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) 	<p>Partially Supports</p>	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		Exceptions Open/closed state of collapsible sections (Journal details, Journal coverage, Still need help) is not provided Selected/unselected tab (Email/Export) status is not provided Open/closed state of Report a problem form is not provided Open/closed state of Request via interlibrary loan is not provided

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 <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not contain live audio or video content. Compliance of this standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Not Applicable</p>	<p>The product does not contain video content.</p> <p>Compliance of this standard was evaluated using manual visual checks.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Most elements meet level AA contrast minimum</p> <p>Exceptions</p> <p>Additional details links has low contrast</p> <p>Journal details – all links have low contrast</p> <p>Compliance of this standard was evaluated using WAVE plugin</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) 	<p>Supports</p>	<p>Text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p> <p>Compliance of this standard has been evaluated using</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		browser resize controls
<p>1.4.5 Images of Text (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There are no images of text
<p>2.4.5 Multiple Ways (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	Does Not Support	There is no sitemap Most pages have a single navigation path to them Compliance of this standard has been evaluated using manual and visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 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 		
<p><u>2.4.6 Headings and Labels (Level AA)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Does Not Support	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>Exceptions</p> <p>Journal detail page is missing semantic page title Journal details page is missing section headings Sidebar is missing section headings</p>
<p><u>2.4.7 Focus Visible (Level AA)</u></p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) 	Supports	<p>The site has been implemented to support the default focus indicator for the device being used.</p> <p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a blue outline. Form input fields display with a heavier border on focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p><u>3.1.2 Language of Parts (Level AA)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content.
<p><u>3.2.3 Consistent Navigation (Level AA)</u></p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.31 (Web) 10.2.31 (non-web document) – Does not apply 11.2.1.31 (Software) – Does not apply 11.2.2.31 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 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 	Supports	The primary site navigation links appear in the same place and the same order on every page of the site. Compliance of this standard was validated using a combination of screen readers, manual keyboard and visual checks.
<p><u>3.2.4 Consistent Identification (Level AA)</u></p> <p>Also applies to:</p>	Supports	Care has been taken to identify components with the

Criteria	Conformance Level	Remarks and Explanations
<p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 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 		<p>same functionality consistently throughout the site.</p> <p>Compliance of this standard was validated using a combination of screen readers and manual keyboard and visual checks.</p>
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Compliance of this standard was validated using a combination of screen readers and manual keyboard and visual checks.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) 	Not Applicable	<p>The site doesn't contain content that causes legal commitments or financial transactions for the user.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	There is no audio content.
1.2.7 Extended Audio Description (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	There is no video content.
1.2.8 Media Alternative (Prerecorded) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not Applicable	There is no video content
1.2.9 Audio-only (Live) (Level AAA) Also applies to: EN 301 549 Criteria– Does not apply Revised Section 508 – Does not apply	Not Applicable	There is no live audio content.

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.6 Contrast Enhanced (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	Compliance of this standard was validated using a WAVE browser plugin
<p>1.4.7 Low or No Background Audio (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	There is no audio content.
<p>1.4.8 Visual Presentation (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	Compliance of this standard was validated using a combination of screen readers and manual keyboard and visual checks.
<p>1.4.9 Images of Text (No Exception) Control (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	There are no images of text
<p>2.1.3 Keyboard (No Exception) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	Compliance of this standard was validated using manual keyboard and visual checks.
<p>2.2.3 No Timing (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	The site does not require timed responses.
<p>2.2.4 Interruptions (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	The site doesn't contain automatically updated content
<p>2.2.5 Re-authenticating (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	When an authenticated session expires, a new session begins when the user re-authenticates. This standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<p>2.3.2 Three Flashes (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Not Applicable	<p>This product does not use flashing or blinking elements in the user interface.</p> <p>Compliance of this standard was validated using manual and visual checks.</p>
<p>2.4.8 Location (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not Support	<p>Compliance of this standard was validated using manual and visual checks.</p>
<p>2.4.9 Link Purpose (Link Only) (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Partially Supports	<p>Exceptions See 2.4.4 Link Purpose (In Context)</p> <p>Compliance of this standard was validated using manual and visual checks.</p>
<p>2.4.10 Section Headings (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not support	<p>Content is organized into sections and sections have headings</p> <p>Compliance of this standard was validated using manual, visual checks, and code inspection</p> <p>Exceptions See 2.4.6 Headings and Labels (Level AA)</p>
<p>3.1.3 Unusual Words (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not support	
<p>3.1.4 Abbreviations (Level AAA)</p> <p>Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply</p>	Does Not support	
<p>3.1.5 Reading Level (Level AAA)</p> <p>Also applies to:</p>	Does not support	

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply		
3.1.6 Pronunciation (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not support	
3.2.5 Change on Request (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Forms are not submitted automatically; appropriate controls are provided. Pop-up layers are not launched automatically; appropriate controls are provided. Users must select / click on links. Compliance of this standard was validated using manual visual checks.
3.3.5 Help (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Support	Context sensitive help is not provided
3.3.6 Error Prevention (All) (Level AAA) Also applies to: EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Does Not Supports	Data entered by the user is not checked for input errors Exceptions See 3.3.1 Error Identification (Level A) Compliance of this standard was validated using manual visual checks.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>This product is coded to work with screen readers and other assistive technologies.</p> <p>Exceptions</p> <p>In a cases proper labeling is not provided, see</p> <ul style="list-style-type: none">1.1.1 Non-text Content (Level A)1.3.1 Info and Relationships (Level A)2.1.1 Keyboard (Level A)4.1.2 Name, Role, Value (Level A)3.3.1 Error Identification (Level A)3.3.2 Labels or Instructions (Level A) <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
302.2 With Limited Vision	Partially Supports	<p>This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions</p> <p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Compliance of this standard was validated using screen readers (listed above), visual, and manual keyboard checks.</p>
302.3 Without Perception of Color	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.4 Without Hearing	Support	<p>This product does not contain any audio output and does not require any audio input. User hearing is not required to search, browse, or use features that are available in the product.</p> <p>This standard was evaluated using manual visual checks.</p>
302.5 With Limited Hearing	Supports	<p>This product does not contain any audio output and does not require any audio input. User hearing is not required to search, browse, or use features that are</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>available in the product.</p> <p>This standard was evaluated using manual visual checks.</p>
302.6 Without Speech	Supports	User speech is not required to use the product. Compliance of this standard was validated using manual visual checks.
302.7 With Limited Manipulation	Partially Supports	<p>Screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.</p> <p>Exceptions 2.1.1 Keyboard (Level A)</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.8 With Limited Reach and Strength	Supports	<p>At least one mode of operation that is operable with limited reach and limited strength.</p> <p>For example:</p> <ul style="list-style-type: none"> • The product can be used using keyboard only. • All active elements can receive keyboard

Criteria	Conformance Level	Remarks and Explanations
		<p>focus.</p> <ul style="list-style-type: none"> The focus order of form fields is presented in a logical order. <p>Exceptions 2.1.1 Keyboard (Level A)</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	

Chapter 4: Hardware

Notes: This section is not applicable to this web product and has been removed.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	<p>This product does not interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resize, and speech output.</p> <p>Compliance of this standard was validated</p>

Criteria	Conformance Level	Remarks and Explanations
		using manual checks.
502.2.2 No Disruption of Accessibility Features	Supports	<p>This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.</p> <p>Compliance of this standard was validated through manual checks.</p>
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially Supports	<p>Attributes for role, state/s, boundary, name and other properties for most standard and custom user interface controls are programmatically determinable.</p> <p>Exceptions See 4.1.2 Name, Role, Value (Level A)</p> <p>Compliance of this standard was validated using screen readers (listed above) and developer tools.</p>
502.3.2 Modification of Object Information	Partially Supports	<p>States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users are able to change focus and expand and collapse panels using a keyboard only. The state of the object is announced through assistive technology.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Exceptions See 4.1.2 Name, Role, Value (Level A)</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.3 Row, Column, and Headers	Supports	<p>Tables are implemented using standard html elements, row and a column header are marked and can be identified as tables programmatically.</p> <p>This standard was evaluated using manual visual checks and code inspection.</p>
502.3.4 Values	Partially Supports	<p>The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons.</p> <p>Exceptions See 1.3.1 Info and Relationships (Level A), 3.3.2 Labels or Instructions (Level A)</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.5 Modification of Values	Supports	Values that can be set by the user can be

Criteria	Conformance Level	Remarks and Explanations
		<p>set programmatically, including through assistive technology. Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.6 Label Relationships	Partially Supports	<p>All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Exceptions</p> <p>See 1.3.1 Info and Relationships (Level A), 3.3.2 Labels or Instructions (Level A) 4.1.2 Name, Role, Value (Level A)</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
502.3.7 Hierarchical Relationships	Partially Supports	<p>Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p>Compliance of this standard was validated using screen readers (listed above) and</p>

Criteria	Conformance Level	Remarks and Explanations
		manual checks.
502.3.8 Text	Supports	<p>Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.9 Modification of Text	Supports	<p>The product is primarily static text; it does not allow users to set attributes of the text. Users are able to insert text into search fields and forms. This text can be modified using assistive technology.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.10 List of Actions	Supports	<p>Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
502.3.11 Actions on Objects	Supports	<p>This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.</p>

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated with using screen readers (listed above) and manual keyboard checks
502.3.12 Focus Cursor	Supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.). For most page elements, cursor focus is indicated visually by a blue border. This standard was evaluated using manual keyboard and visual checks.
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists, and change selection attributes of objects (when text and items can be selected by the user). This standard was evaluated using manual keyboard and visual checks.
502.3.14 Event Notification	Partially Supports	Exceptions 4.1.2 Name, Role, Value (Level A) This standard was evaluated using screen readers (listed above).
502.4 Platform Accessibility Features	Supports	The product does not interfere with system features to: <ul style="list-style-type: none"> • Enable sequential entry of multiple

Criteria	Conformance Level	Remarks and Explanations
		(chorded) keystrokes (Section 9.3.3) <ul style="list-style-type: none"> • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. In addition, a text-to-speech feature is available on document pages. It is an optional feature that can be enabled in the customer's account. (Section 10.6.9)
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The CSS style sheet can be overridden in the product using the browser settings. Compliance of this standard was validated using manual visual checks.
503.3 Alternative User Interfaces	Not applicable	This product does not provide alternative user interfaces that function as assistive technology. This standard was evaluated using manual visual checks.
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	This product does not contain any audio/video content
503.4.2 Audio Description Controls	Not applicable	This product does not contain any audio/video content
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	Not applicable
504.2.2 PDF Export	Not applicable	Not applicable
504.3 Prompts	Not applicable	Not applicable
504.4 Templates	Not applicable	Not applicable

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	Does Not Support	Accessibility information is not available online
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supported	Product support documentation is provided online through the product’s help system and through ExLibris Knowledge Center site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Does Not Support	Accessibility information is not available online
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone • Email • Chat • Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

EN 301 549 Report

Notes: This report covers the degree of conformance for Web Content Accessibility Guidelines 2.0 and Section 508. Therefore, tables and other details in this section have been removed.

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