

# Ex Libris RefWorks Accessibility Conformance Report International Edition

(Based on VPAT® Version 2.4)

<b>Name of Product/Version</b>	Ex Libris RefWorks 3.0 / April 2020 Release
<b>Product Description</b>	RefWorks simplifies the process of research, collaboration, data organization, and writing by providing an easy-to-use tool for citation, bibliography, and reference management. RefWorks provides round-the-clock support and empowers library administrators to define institutional reference list styles and analyze usage across the institution.
<b>Report Date</b>	April 15, 2020
<b>Contact information</b>	<a href="mailto:refworks@exlibrisgroup.com">refworks@exlibrisgroup.com</a>
<b>Scope of Evaluation</b>	<p>Ex Libris 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 the RefWorks product, this is an ongoing effort. We appreciate your feedback.</p> <p>This report includes an evaluation of the following RefWorks components:</p> <ul style="list-style-type: none"> <li>• (new) RefWorks</li> <li>• Save to RefWorks bookmarklet</li> <li>• RefWorks Support Form (excluding chat)</li> <li>• RefWorks Customer Knowledge Center</li> <li>• (new) RefWorks YouTube channel</li> <li>• Legacy RefWorks YouTube channel</li> <li>• RefWorks Citation Manager (RCM), version 2.0.0.0 (Microsoft Word 365 online)</li> </ul> <p>Forthcoming evaluations:</p> <ul style="list-style-type: none"> <li>• RefWorks Citation Manager (version 2.0.0.0) in desktop version</li> <li>• Write-N-Cite</li> <li>• RefWorks Support Chat</li> <li>• RefWorks PDF resources (available in the Customer Knowledge Center)</li> </ul>

<b>Evaluation Methods Used</b>	<ul style="list-style-type: none"><li>• Color Contrast Analyzer provided by WebAIM</li><li>• Link Contrast Analyzer provided by WebAIM</li><li>• Keyboard-access manual testing and assessment</li><li>• NVDA (NonVisual Desktop Access) screen-reader utility on Firefox and Chrome</li><li>• WebAIM WAVE (Web Accessibility Evaluation tool) on Firefox</li><li>• Markup Validation Service by WC3</li><li>• Browser developer tools</li><li>• Testing environment: Microsoft Windows Server 2016 Datacenter version 10.0.1439</li></ul>
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## Applicable Standards/Guidelines

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

Standard/Guideline	Included in Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)</a>	(No)

## 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 2.1 Report

Tables 1 and 2 also document conformance with:

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

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

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>(new) RefWorks is designed to support alternative access to non-text content wherever possible:</p> <ul style="list-style-type: none"> <li>• Form buttons have a descriptive value</li> <li>• Most images used to represent functionality or actions have associated text labels or alt /title text</li> <li>• reCAPTCHA is keyboard-accessible</li> </ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Decorative images, web icon fonts, and layout/spacer images do not contain null alt text (alt=" ")</li> <li>• Text labels and/or ARIA labels are not consistently used to identify all form fields</li> <li>• Title attribute text is the same as text or alternative text</li> <li>• Some screenshots of the interface are missing alt text</li> </ul> <p>Compliance of this standard was validated by WAVE and NVDA.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>In (new) RefWorks &gt; Tools, “How to use Save to RefWorks” time-based media is missing equivalent text information.</p> <p>Compliance of this standard was validated by NVDA and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>Closed captioning is available for the RefWorks video tutorials hosted on YouTube.</p> <p>Compliance of this standard was validated by manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>RefWorks video tutorials do not include audio descriptions and transcripts do not contain descriptive text.</p> <p>Compliance of this standard was validated by manual visual checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>1.3.1 Info and Relationships</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The following is employed to support this criterion:</p> <ul style="list-style-type: none"> <li>• Labels/ids with form elements</li> <li>• Markup for lists and headings</li> <li>• CSS is used to control the visual presentation of text</li> <li>• Correct use of semantic markup</li> </ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Some form controls are missing a label, have orphaned labels, or have more than one label associated with it</li> <li>• Some heading and unordered list tags are not properly implemented</li> <li>• Related radio buttons and checkboxes are not enclosed in a fieldset</li> </ul> <p>Compliance of this standard was validated by WAVE, NVDA and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>The reading and navigation order are both logical and intuitive for pages on the site and in the writing tool add-ons. Navigation menus are separated from content.</p> <p><b>Exception</b></p> <ul style="list-style-type: none"> <li>• <i>(new) RefWorks:</i> Turning off the styles reveals additional content which may disrupt the meaningful sequence of content and navigation [i.e. “First Name”, “Last Name” at the end of a page]</li> </ul> <p>Compliance of this standard was validated by WAVE, NVDA and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Instructions do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.</p> <p><b>Exception</b></p> <ul style="list-style-type: none"> <li>• <i>Knowledge Center:</i> Some instructions in the knowledge center rely solely on visuals (i.e. screenshots) without accompanying descriptive text</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially 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><b>Exception</b></p> <ul style="list-style-type: none"> <li>• Hyperlinks do not have a 3:1 contrast with body text</li> </ul> <p>Compliance of this standard was validated Link Contrast Analyzer provided by WebAIM and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>All audio and video content is streamed through a media player with controls for pausing and controlling the volume.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.1.1 Keyboard</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Product functionality is accessible with keyboard only navigation.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Assigning references to a folder</li> <li>• Uploading a reference file or attachment</li> <li>• Sorting references (by date added, date accessed, etc.)</li> <li>• Accessing PDF reader functions (only the comments feature is accessible by keyboard)</li> <li>• Installing Save to RefWorks</li> <li>• Selecting a citation style from list or search results</li> <li>• Styling text (e.g. bold, italicize, etc.) when editing metadata</li> <li>• Accessing pagination arrows for references</li> <li>• Accessing the reference library left navigation. Workaround using a screen reader:             <ol style="list-style-type: none"> <li>1. Tab until you reach a folder link within a reference.</li> <li>2. Activate the link</li> <li>3. Use Shift+Tab to navigate back to the Privacy Policy link</li> <li>4. Use the up arrow key to navigate up the left navigation list</li> </ol> </li> </ul> <p>(Exceptions continued on the next page...)</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p>	<p>Partially Supports</p>	<p><b><i>Exceptions continued...</i></b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Reordering folders. Workaround using a screen reader:             <ol style="list-style-type: none"> <li>1. Navigate to the reference library left navigation (see above)</li> <li>2. Sort folders alphabetically</li> <li>3. Rename folders to force a specific order (e.g. "01", "02", etc)</li> </ol> </li> <li>• Accessing the reference editor from the Normal, Citation, and Table reference views. Workarounds using only a keyboard:             <ul style="list-style-type: none"> <li>○ Edit metadata in Full View</li> <li>○ Select the desired reference and then navigate backwards until you reach the preview panel</li> <li>○ Workaround using a screen reader:                 <ol style="list-style-type: none"> <li>1. View references in Citation View</li> <li>2. Navigate to the reference editor through missing metadata warnings</li> </ol> </li> </ul> </li> <li>• Some reference editor functionality: If there are authors or tags associated with a reference, it is not possible to add or remove authors or tags. Title lookup, DOI lookup, and the link resolver can only be activated with a screen reader</li> </ul> <p>(Exceptions continued on the next page...)</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p>	<p>Partially Supports</p>	<p><i>Exceptions continued...</i></p> <p><i>Save to RefWorks</i></p> <ul style="list-style-type: none"> <li>• Ability to save references to RefWorks is not possible with keyboard only navigation</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• Turning the bibliography on/off</li> <li>• Adding more references to an existing citation</li> <li>• Search references: A few seconds after user inputs data, it automatically starts searching based on the current entry, regardless of whether or not the user is done typing</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.1.2 No Keyboard Trap</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Once focus has been moved to a component with keyboard only navigation, it can be moved away from that component with keyboard only navigation.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Assign to folder (as part of the import process): When using a screen reader, focus can be locked in this dropdown menu</li> <li>• Create a folder: focus becomes locked in the name input field</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard checks.</p>
<p><b><u>2.1.4 Character Key Shortcuts</u></b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>There are no shortcuts triggered using only letter (including upper-and lower-case letters), punctuation, number, or symbol characters.</p> <p>Shortcuts are available for controlling the video player, but these shortcuts use tab, space bar, escape, and arrow keys. Furthermore, they are only active when the video player has focus.</p> <p>RCM relies on the keyboard shortcut Command+F6 to navigate between the Microsoft document and RCM.</p> <p>Compliance of this standard was validated using manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>This product does not require timed responses.</p> <p><b>Exception</b></p> <ul style="list-style-type: none"> <li>• For security reasons, a time limit exists for an authenticated (new) RefWorks session. Once the session reaches the time limit, the session automatically logs the user out. The user must re-authenticate their identity to start a session.</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>This product does not use blinking, scrolling, or auto-updating content.</p> <p><b>Exception</b></p> <ul style="list-style-type: none"> <li>• <i>(new) RefWorks &gt; Tools</i>: The “How to use Save to RefWorks” animation plays in a continuous loop. There are no controls to pause, stop, or hide it.</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>This product does not use flashing or blinking elements in the user interface.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Partially Supports</p>	<p>Landmarks allow users to bypass the global components and jump to the toolbar and the main content.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• A bypass method requiring only a keyboard is not available in (new) RefWorks, its writing tool add-ons or the Customer Support page</li> <li>• RCM does not indicate landmarks</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>While the pages in the Ex Libris Knowledge Center and RefWorks YouTube channel use unique page titles, most of the pages in (new) RefWorks use the same page generic title, “RefWorks”.</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.3 (Web)</li> <li>• 10.2.4.3 (Non-web document)</li> <li>• 11.2.4.3 (Open Functionality Software)</li> <li>• 11.2.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Page elements and functionality are placed in an order that follows the content sequences and relationships.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• <i>Modals</i>: When a modal is dismissed, focus is not placed on the trigger or the element after the trigger.</li> <li>• <i>Toolbar &gt; Assign to folder</i>: Opens dropdown menu and opens edit pane; cannot get focus back to the Assign to folder dropdown menu</li> <li>• <i>Navigation</i>: Privacy links receive focus before navigation items</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• <i>Modals</i>: When a modal is displayed, focus begins on the elements behind the modal and ends on the elements in the modal.</li> <li>• <i>Modals</i>: When a modal is dismissed, focus is not placed on the trigger or the element after the trigger.</li> <li>• <i>Checkbox</i>: When you press spacebar to select a checkbox, it checks the box, but also scrolls down the page</li> <li>• <i>Dropdown menu selection</i>: After selecting a citation style, the focus remains on the dropdown folder, but pressing Tab places the focus at the top of RCM instead of the next interactive element</li> </ul> <p>Compliance of this standard was validated using manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.4 (Web)</li> <li>• 10.2.4.4 (Non-web document)</li> <li>• 11.2.4.4 (Open Functionality Software)</li> <li>• 11.2.4.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Meaningful link text has been used throughout the site.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Top toolbar &gt; Upload document label: it is not clear that it excludes reference files (e.g. ris, bib, etc.)</li> <li>• Top toolbar &gt; Create Bibliography: this label is used as the category name and as an option in that category</li> <li>• Confirmation dialogs: Yes and No buttons</li> <li>• User account dropdown: Library option links to the Last Imported screen</li> <li>• In-app announcement: More link</li> <li>• RefWorks logo, folder, and tag links would benefit from programmatic context</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.1 (Web)</li> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	<p>No path-based or multi-point gestures are used.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>All button and most link interactions are executed on the Up action.</p> <p><i>(new) RefWorks:</i> Drag-and-drop actions are activated on the down-event and can be cancelled by releasing the picked-up item outside the drop target or dragging the picked-up item back to its original location.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• <i>(new) RefWorks and Save to RefWorks:</i> Some accordion menus, dropdown menus, and checkboxes are activated on the down-event, but this action can be undone by pressing on the interactive element again</li> <li>• <i>RCM &gt; Search:</i> Clear button is activated on the down-event</li> </ul> <p>Compliance of this standard was validated using manual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Accessible names are present on form elements and match the visible labels.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• <i>Top toolbar:</i> Some label names do not match the text of their accessible names</li> <li>• <i>References:</i> checkboxes do not have a label or an accessible name</li> <li>• <i>Global header:</i> Project dropdown menu accessible name should match current Project name</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• <i>Edit Citation:</i> Form elements are not associated with label or accessible name</li> </ul> <p>Compliance of this standard was validated using NVDA, WAVE and manual visual checks.</p>
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Supports</p>	<p>Content does not require motion controls or physical gestures to access content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.1 Language of Page</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>The language of a page is not identified in the HTML.</p> <p>Compliance of this standard was validated using WAVE.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Context is not changed on focus alone.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• <i>Modals</i>: Focus does not remain within the dialog box while the box is open.</li> <li>• <i>Toolbar &gt; Assign to folder</i>: Opens dropdown menu and opens edit pane; cannot get focus back to the Assign to folder dropdown menu</li> <li>• <i>Combo dropdown menus</i>: display the bottom of the list of options, hide focus which starts at the beginning of the list and do not scroll as the user navigates down the list</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• <i>Modals</i>: Focus does not remain within the dialog box while the box is open</li> <li>• <i>All references &gt; Sort by</i>: Once a selection is made from the sorting menu, the menu stays open (this issue does not occur when using a screen reader)</li> </ul> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Context is not changed automatically – appropriate controls are provided.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• <i>(new) RefWorks</i>: Toggle changes settings without a submit button (NVDA recognizes the toggle as a checkbox)</li> <li>• <i>(new) RefWorks &gt; All References</i>: Drop-down controls (i.e. for the # references per page, reference view, and sort) require more explanation on what will happen once a selection is made</li> <li>• <i>RCM &gt;Search references</i>: A few seconds after user inputs data, it automatically starts searching based on the current entry, regardless of whether or not the user is done typing</li> </ul> <p>Compliance of this standard was validated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Many forms display error messages inline or as alerts.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Forms using a disabled submit button do not display messaging to indicate missing fields.</li> <li>• Forms with only one field will display an error for an invalid entry, but do not show an error for an empty field.</li> <li>• In the folder sharing dialog, clicking 'Done' before selecting a folder will simply close the window without warning the user the folder has not been shared.</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Input fields are clearly labeled and hint text is provided to assist the user when necessary. Required fields are clearly marked and explained at the beginning of the form.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Email input field does not provide an example of a valid format</li> <li>• Name folder: Indicates required fields by color alone</li> <li>• <i>Reference editor, Share folder, Citation style editor</i>: Some labels are missing or orphaned from the input field</li> </ul> <p><i>Support Form</i></p> <ul style="list-style-type: none"> <li>• Explanation for required fields is displayed at the end of the form</li> </ul> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Pages conform to most HTML web standards.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• ARIA attributes do not conform to valid values</li> <li>• IDs used in ARIA and labels are not unique</li> <li>• HTML tag does not have a language attribute</li> <li>• List tags are not used correctly</li> <li>• Elements have a tabindex greater than zero</li> </ul> <p>Compliance of this standard was validated using WAVE, Markup Validation Service by WC3 and manual checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Partially Supports</p>	<p>Pages conform to HTML web standards, so the name and role of most UI components can be determined.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Form controls are not always associated with labels (e.g. checkboxes for references)</li> <li>• Accordions in the left navigation do not indicate expand/collapsed status</li> <li>• No status for processing or updated content in the main content area</li> <li>• No descriptive text for sorting feature in tables</li> <li>• Projects menu should have more descriptive text</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• Edit citations form controls are not associated with labels</li> <li>• Alerts should be identified</li> </ul> <p>Compliance of this standard was validated using WAVE and manual checks.</p>

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.4 (Web)</li> <li>• 10.1.2.4 (Non-web document)</li> <li>• 11.1.2.4 (Open Functionality Software)</li> <li>• 11.1.2.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Not Applicable</p>	<p>This product does not contain live audio or video content.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.5 (Web)</li> <li>• 10.1.2.5 (Non-web document)</li> <li>• 11.1.2.5 (Open Functionality Software)</li> <li>• 11.1.2.5 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Does Not Support	<p>Videos do not include audio descriptions.</p> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.4 (Web)</li> <li>• 10.1.3.4 (Non-web document)</li> <li>• 11.1.3.4 (Open Functionality Software)</li> <li>• 11.1.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Supports	RefWorks has been developed with responsive web design in mind. All content and functionality are available regardless of device orientation.
<p><a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.5 (Web)</li> <li>• 10.1.3.5 (Non-web document)</li> <li>• 11.1.3.5.1 (Open Functionality Software)</li> <li>• 11.1.3.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.3 (Web)</li> <li>• 10.1.4.3 (Non-web document)</li> <li>• 11.1.4.3 (Open Functionality Software)</li> <li>• 11.1.4.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most text throughout RefWorks meets the recommended contrast ratio. In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Hyperlink blue</li> <li>• Some light gray text (against both white and gray background colors)</li> <li>• Green color used for citation style categories (e.g. CSL)</li> <li>• Red used for required fields</li> <li>• <i>(new) RefWorks &gt; Reference preview panel</i>: language warning with red text on light red background</li> <li>• <i>RCM</i>: Gray text on gray background</li> </ul> <p>Compliance of this standard was validated using WAVE and WebAIM's color contrast checker.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.4 Resize text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Most text throughout (new) RefWorks, the Customer Knowledge Center, Save to RefWorks, and RCM can be resized without assistive technology up to 200% without loss of content or functionality.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• When text is resized to 200% and the window is 1850px wide, global navigation options located in the top right (i.e. Institution name, Language, Account menu, Help icon) overlap with the toolbar</li> <li>• When the window is less than 1535px wide, the toolbar icons overlap with content</li> </ul> <p><i>Support Form</i></p> <ul style="list-style-type: none"> <li>• The text-size can be increased, but users will need to extend the size of the window to comfortably view the form</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.5 Images of Text</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>HTML/CSS is used to represent visual presentation whenever possible.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• “How to use Save to RefWorks” animation</li> <li>• Product screenshots product for marketing or instruction may contain text</li> </ul> <p>This standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>The (new) RefWorks interface has been developed with responsive web design in mind and can be viewed comfortably on a tablet. Text and columns reflow on browser resize or zoom so that the horizontal scrollbar doesn't appear on most pages.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• When the width of the browser window is narrower than 980px, the tabular view of references makes use of a horizontal scroll to see all the content</li> <li>• When the width of the browser window is narrower than 935px, the global navigation elements found in the top right overlap with the toolbar below</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>Non-text content, such as icons, meets minimum standards of 3:1 color contrast ratio with the surrounding background.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Light gray icons (search, folder, tags, toggle, info)</li> <li>• <i>Lightning bolt &gt; Did you mean one of these?" window</i>: blue icons on blue background color</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• Light gray toggle</li> </ul> <p>This standard was evaluated using Color Contrast Analyzer provided by WebAIM and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>Most text on the site is styled without any fixed heights or widths and most text in containers have containers that grow with them and do not overlap other containers.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Toolbar is a fixed height: While no text is cut off, more padding is needed under the toolbar labels</li> <li>• Left navigation elements are a fixed height. Labels and tag names may be truncated.</li> </ul> <p><i>RCM</i></p> <ul style="list-style-type: none"> <li>• CSS cannot be modified (Need to verify)</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>
<p><a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>In (new) RefWorks, some tool tips (e.g. custom fields and language warning icon) show up on hover or focus, are dismissible, and do not disappear when you move over them after they appear.</p> <p><b>Exceptions</b></p> <p>Tool tips that disappear when you move over them after they appear:</p> <ul style="list-style-type: none"> <li>• Info icon</li> <li>• Lightning bolt</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	Supports	<p>There are multiple ways to locate key features, references and support information:</p> <ul style="list-style-type: none"> <li>• Clear and consistent navigation menu</li> <li>• Search mechanism for references (search by Ref IDs, author name, tags, etc.)</li> <li>• <i>Customer Knowledge Center</i>: RefWorks User Guide table of contents</li> <li>• <i>(new) RefWorks</i>: Links to related folders and tags are associated with each reference</li> <li>• <i>(new) RefWorks</i>: Folder shortcut menu</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Descriptive headings and labels have been used throughout the site, writing tool add-ons, and knowledge center.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Many pages do not use heading tags properly (no H1 tag and/or skip levels in the heading tag hierarchy)</li> <li>• Not all interactive elements contain labels (e.g. PDF reader toolbar)</li> <li>• <i>(new) RefWorks</i>: Project dropdown located in the global header needs a label</li> </ul> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.7 (Web)</li> <li>• 10.2.4.7 (Non-web document)</li> <li>• 11.2.4.7 (Open Functionality Software)</li> <li>• 11.2.4.7 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Missing compliance</p>	<p>Interactive elements (e.g. link text, buttons, etc.) have either been styled to noticeably change in visual appearance in the hover or focus state or use the product's default focus indicator.</p> <p><b>Exceptions</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Global header: Select Project dropdown menu</li> <li>• Share Project: Email input field</li> <li>• Most radio buttons</li> <li>• Quick Cite: Focus on the checkbox, non-interactive content, bookmark is not visible/clear</li> <li>• Display and reference view dropdowns: After making a selection, focus returns to the dropdown but is not visible to the user</li> </ul> <p><i>RCM:</i></p> <ul style="list-style-type: none"> <li>• All hyperlinks</li> <li>• Some icon buttons (hamburger menu, "X", "back arrow")</li> <li>• In general, visual treatment for form controls and buttons could be stronger</li> <li>• Edit Citation: Focus on non-interactive content is not visible</li> </ul> <p>Compliance of this standard was evaluated using manual visual and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.2 (Web)</li> <li>• 10.3.1.2 (Non-web document)</li> <li>• 11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>• 11.3.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Not Applicable	In rare cases, the metadata 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 metadata content.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.3 (Web)</li> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Partially Supports</p>	<p>The global header links appear in the same place and in the same order on every page in the site. Secondary navigation appears in the left panel when applicable.</p> <p><b>Exceptions:</b></p> <p><i>(new) RefWorks</i></p> <ul style="list-style-type: none"> <li>• Privacy links not available in Citation style editor screen</li> <li>• Toolbar: Different icons appear for the Tools section (wrench in Firefox, gear in Chrome)</li> </ul> <p><i>RCM:</i></p> <ul style="list-style-type: none"> <li>• To improve performance, the navigation to add a reference to an existing citation vs. a new citation is different</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Partially Supports</p>	<p>Care has been taken to identify components with the same functionality consistently throughout RefWorks and the writing tool add-ons.</p> <p><b>Exceptions:</b></p> <p><i>(new) RefWorks:</i></p> <ul style="list-style-type: none"> <li>• Pagination buttons differ in visual treatment, information, and location across different pages</li> <li>• Sharing a folder: Done button label is ambiguous</li> <li>• Global account dropdown menu: Library link loads the “Last Imported” page</li> <li>• Edit: Labels to open the reference editor differ (e.g. Edit the selected document, Edit this reference, This field.... Click to add.)</li> <li>• Toolbar: Create Bibliography is used twice (as category and option)</li> <li>• Toolbar: Incorrect ARIA-labels (e.g. Tools section is labeled more; Assign to folder is labeled Export and Sharing Menu)</li> <li>• Header logo: link lacks descriptive text (ProQuest RefWorks links to the “Last Imported” screen)</li> <li>• Gear icon is used to indicate settings and tools (in Chrome)</li> </ul> <p>Compliance of this standard was validated using NVDA and manual visual checks.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Partially Supports	<p>Suggestions for error correction are made when applicable.</p> <p><b>Exceptions:</b></p> <ul style="list-style-type: none"> <li>• Forms use a disabled Submit button to indicate not all the required fields have been completed</li> <li>• Error suggestions are not provided for invalid email address entries</li> <li>• Does not identify required fields with the ARIA-required property</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Supports	<p>The user is presented with a confirmation box when deleting references; an admin user is presented with a confirmation box when deactivating user accounts.</p> <p>User-controllable data can always be modified.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	Partially Supports	<p>When messages appear on the screen, but do not command focus, they are announced to users of assistive software.</p> <p><b>Exception</b></p> <ul style="list-style-type: none"> <li>• (new) RefWorks: Toast messages and alerts are not announced</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>

## Revised Section 508 Report

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><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.2.3, 1.4.1, 3.3.2, 4.1.1, 4.1.2, 1.2.5, 1.4.3, 1.4.11, 2.4.6, 3.3.3, and 4.1.3 for exceptions</li> </ul> <p>Compliance of this standard was validated using NVDA 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 and color contrast can be adjusted through platform and browser functionality.</p> <p>However, contrast for some text cannot be adjusted with a browser extension (e.g. reference content). Please see the following sections for a list of exceptions:</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.1.1, 1.2.1, 1.2.3, 1.4.1, 3.3.2, 4.1.1, 4.1.2, 1.2.5, 1.4.3, 1.4.11, 2.4.6, 3.3.3, and 4.1.3 for exceptions</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially 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>If needed, the product's CSS can be overridden using the browser.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see section 1.4.1 for exceptions</li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>
302.4 Without Hearing	Supports	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Transcripts and synchronized captions are provided for video tutorials.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.5 With Limited Hearing	Supports	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>Transcripts and synchronized captions are provided for video tutorials.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.6 Without Speech	Supports	<p>User speech is not required to use the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Partially Supports	<p>Screen elements are designed to be accessible to users without fine motor control (e.g., most clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see section 2.1.1 for exceptions</li> </ul> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.8 With Limited Reach and Strength	Partially Supports	<p>There is 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"> <li>• The product can be used with keyboard only navigation</li> <li>• Active elements can receive keyboard focus</li> <li>• The focus order of form fields is presented in a logical order</li> </ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see sections 2.1.1, 2.4.3, and 2.4.7 for exceptions</li> </ul> <p>Compliance of this standard was validated using NVDA and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simple and easy.</p> <p>For example:</p> <ul style="list-style-type: none"><li>• Video does not automatically play on load, minimizing distractions</li><li>• Most form fields are presented in a standard, consistent way across the product</li><li>• Most form elements are properly labeled</li></ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"><li>• Please see section 2.2.2 for exceptions</li></ul> <p>Compliance of this standard was validated with manual visual checks.</p>

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	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><b>Exception</b></p> <ul style="list-style-type: none"> <li><i>(new) RefWorks &gt; Right panel: Cannot increase the contrast of reference metadata</i></li> </ul> <p>Compliance of this standard was validated using manual visual checks.</p>
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 using manual visual checks.</p>
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required



Criteria	Conformance Level	Remarks and Explanations
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><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Please see sections 1.3.1, 2.4.1, 2.4.2, 2.4.6, 3.1.1, 3.3.1, 3.3.2, 4.1.1, 4.1.2, and 4.1.3 for exceptions</li> </ul> <p>Compliance of this standard was validated by using NVDA, WAVE, 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 with keyboard only navigation. The state of the object is announced through assistive technology.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>Please see sections 2.1.1, 2.1.2, and 2.1.4 for exceptions</li> </ul> <p>Compliance of this standard was evaluated using NVDA and manual keyboard checks.</p>
502.3.3 Row, Column, and Headers	Supports	<p>If an object is in a data table, the occupied rows and columns, and any headers associated with those rows or columns, are programmatically determinable.</p> <p>Compliance of this standard was validated by WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
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 dropdown menu, checkbox options, and radio buttons.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see sections 4.1.1 and 4.1.2 for exceptions</li> </ul> <p>Compliance of this standard was validated by NVDA and manual keyboard checks.</p>
502.3.5 Modification of Values	Partially Supports	<p>Values that can be set by the user can be set programmatically, including through assistive technology.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see sections 4.1.1 and 4.1.2 for exceptions</li> </ul> <p>Compliance of this standard was validated by NVDA and manual keyboard checks.</p>
502.3.6 Label Relationships	Partially Supports	<p>Most form elements have been coded with the necessary mark-up (e.g., using labels / ids, field sets, etc.) to make them accessible to assistive technologies.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see section 3.3.2 for exceptions</li> </ul> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
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><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Please see section 1.3.1 for exceptions</li> </ul> <p>Compliance of this standard was validated using NVDA and manual visual checks.</p>
502.3.8 Text	Supports	<p>Standard HTML code is used for displaying text on the screen. 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	Partially Supports	<p>Text that can be set by the user is capable of being set programmatically, including through assistive technology. Users are able to insert text into search fields and forms. This text can be modified using assistive technology.</p> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Applying styles (e.g. bold, italics, etc.) to metadata content</li> <li>• Naming a folder</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard and visual checks.</p>
502.3.10 List of Actions	Does not support	<p>A list of all actions that can be executed on an object is not programmatically determinable.</p> <p>Compliance of this standard was validated using NVDA and manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.11 Actions on Objects	Partially Supports	<p>This product is coded to allow assistive technologies (AT) to programmatically execute available actions on objects.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Data is sorted in columns in descending and ascending order by pressing the spacebar</li> <li>• Dropdown menus and accordions are opened and closed by pressing the spacebar</li> <li>• A search query is submitted by pressing Return</li> </ul> <p><b>Exceptions</b></p> <ul style="list-style-type: none"> <li>• Existing tags and author names cannot be selected, deleted or edited with keyboard only navigation</li> <li>• Search databases: The search query is not submitted when pressing Return</li> </ul> <p>Compliance of this standard was validated using NVDA and manual keyboard checks.</p>
502.3.12 Focus Cursor	Supports	<p>The current focus, text insertion point, and selection attributes can be discerned by assistive technology (using standard html code for forms, etc.).</p> <p>Compliance of this standard was evaluated using manual keyboard and visual checks.</p>
502.3.13 Modification of Focus Cursor	Supports	<p>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).</p> <p>This standard was evaluated using NVDA and manual keyboard and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially Supports	<p>This product is coded to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the components' state(s), value, name, description, or boundary.</p> <p>For example, users are notified of the state of a dropdown menu, accordion menu, radio button and checkbox.</p> <p><b>Exceptions</b></p> <p>The following events are not communicated to the user:</p> <ul style="list-style-type: none"> <li>• Updated status of main content area (search completed, content is sorted, etc.)</li> <li>• Progress bar status</li> <li>• New sharing invitations</li> <li>• Error messages</li> <li>• Toast messages</li> <li>• Auto suggestion results</li> </ul> <p>This standard was evaluated using NVDA.</p>
502.4 Platform Accessibility Features	Not Applicable	This checkpoint applies only to platform and platform software such as operating systems.
<a href="#"><b>503 Applications</b></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
503.3 Alternative User Interfaces	Not Applicable	This product does not provide alternative user interfaces that function as assistive technology.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
503.4.1 Caption Controls	Supports	<p>Video content is provided through the YouTube platform. Volume and caption controls are provided at the same menu level.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
503.4.2 Audio Description Controls	Does Not Support	<p>Audio descriptions are not provided for video content.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <u>WCAG 2.x</u> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	<p>Content accessibility is preserved when converting to a file format supported by this product (RIS, BibTeX, Tab Delimited, and XML).</p> <p>Compliance of this standard was validated using manual visual checks.</p>
504.2.2 PDF Export	Not Applicable	PDF export is not supported.
504.3 Prompts	Not Applicable	Content creation is limited to plain text.
504.4 Templates	Supports	<p>Authoring templates support accessible content creation.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement, but it does not provide documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.
602.3 Electronic Support Documentation	Supports	Support documentation is available in HTML format through the RefWorks Customer Knowledge Center and can be accessed with assistive technology (see section 1.1.1 for exceptions).
602.4 Alternate Formats for Non-Electronic Support Documentation	Partially Supports	<p>Product support documentation is provided online through RefWorks Customer Knowledge Center. This documentation can be accessed online or printed.</p> <p>End-users can also contact customer support (by phone, email, chat, or web form) to request any further help.</p>
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The RefWorks Customer Knowledge Center provides a link to the RefWorks accessibility compliance statement, but it does not provide documentation on how to use the accessibility and compatibility features required by Chapters 4 and 5.

Criteria	Conformance Level	Remarks and Explanations
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"><li>• Phone</li><li>• Email</li><li>• Chat</li><li>• Web form</li></ul>

## Legal Disclaimer (Ex Libris)

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