# ProQuest Ulrichsweb Accessibility Conformance Report

# International Edition

**(Based on VPAT® Version 2.4)**

## Name of Product/Version: Ulrichsweb/2020 Q1

## Report Date: Apr 23, 2020

## Product Description:

Ulrichsweb™ helps librarians and patrons avoid the frustration and time-consuming process of gathering serials information in bits and pieces from multiple sources. Only Ulrichsweb brings together the latest bibliographic and provider details you need in one location, with user-friendly searching of comprehensive information, integration with your discovery services and OPAC, and interoperability with other elements of your serials workflows.

See more at https://www.proquest.com/products-services/Ulrichsweb.html

## Contact Information:

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## 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. This is an ongoing effort. We appreciate your feedback.

# Evaluation Methods Used:

Sample list. Add or remove items as appropriate:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- NVDA (NonVisual Desktop Access) screen-reader utility
- WebAim's WAVE (Web Accessibility Evaluation tool)

# Applicable Standards/Guidelines

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

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

Tables 1 and 2 also document conformance with:

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

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

# Table 1: Success Criteria, Level A

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.1.1 Non-text Content (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.1.1 (Web)<br>&bull; 10.1.1.1 (Non-web document)<br>&bull; 11.1.1.1.1 (Open Functionality Software)<br>&bull; 11.1.1.1.2 (Closed Functionality Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks, code inspection, screen reader |
| **1.2.1 Audio-only and Video-only (Prerecorded) (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.2.1 (Web)<br>&bull; 10.1.2.1 (Non-web document)<br>&bull; 11.1.2.1.1 (Open Functionality Software)<br>&bull; 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There is no audio-only and video-only content |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.2 Captions (Prerecorded) (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.2.2 (Web)<br>&bull; 10.1.2.2 (Non-web document)<br>&bull; 11.1.2.2 (Open Functionality Software)<br>&bull; 11.1.2.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There is no pre-recorded audio content |
| **1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.2.3 (Web)<br>&bull; 10.1.2.3 (Non-web document)<br>&bull; 11.1.2.3.1 (Open Functionality Software)<br>&bull; 11.1.2.3.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There is no pre-recorded video content |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.1 Info and Relationships (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<ul><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>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Partially Supports** | **Exceptions**<ul><li>Search results filter group heading are not semantically identified as heading</li><li>Main pages (Search, Workspace, Updates) are missing headings</li><li>Pages do not utilize landmarks (e.g. search element, pagination element, toolbar)</li><li>Title details sections (e.g. Basic Description, Price Data) are not semantically identified as headings</li></ul>**Compliance verification**<br>Code inspection, screen reader |
| **1.3.2 Meaningful Sequence (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<ul><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>Revised Section 508<ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Supports** | **Compliance verification**<br>Screen reader |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.3 Sensory Characteristics (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.3.3 (Web)<br>• 10.1.3.3 (Non-web document)<br>• 11.1.3.3 (Open Functionality Software)<br>• 11.1.3.3 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |
| **1.4.1 Use of Color (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.1 (Web)<br>• 10.1.4.1 (Non-web document)<br>• 11.1.4.1 (Open Functionality Software)<br>• 11.1.4.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.2 Audio Control (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.2 (Web)<br>• 10.1.4.2 (Non-web document)<br>• 11.1.4.2 (Open Functionality Software)<br>• 11.1.4.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Not Applicable** | There is no audio content |
| **2.1.1 Keyboard (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.1.1 (Web)<br>• 10.2.1.1 (Non-web document)<br>• 11.2.1.1.1 (Open Functionality Software)<br>• 11.2.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | **Exceptions**<br>• The following areas are not reachable with keyboard:<br>   o More… links to view more facets in the search filter area<br>   o Sorting options (has TOC, Refereed, Electronic, Open Access, Reviewed) in the search results<br>   o Related titles (Alternative Media Edition) in the title details page<br>   o Submit corrections dialog fields<br><br>**Compliance verification**<br>Manual keyboard interactions |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.1.2 No Keyboard Trap (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.1.2 (Web)<br>&bull; 10.2.1.2 (Non-web document)<br>&bull; 11.2.1.2 (Open Functionality Software)<br>&bull; 11.2.1.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual keyboard interactions |
| **2.1.4 Character Key Shortcuts (Level A 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.1.4 (Web)<br>&bull; 10.2.1.4 (Non-web document)<br>&bull; 11.2.1.4.1 (Open Functionality Software)<br>&bull; 11.2.1.4.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Not Applicable** | There are no character shortcuts |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.2.1 Timing Adjustable (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.2.1 (Web)<br>&bull; 10.2.2.1 (Non-web document)<br>&bull; 11.2.2.1 (Open Functionality Software)<br>&bull; 11.2.2.1 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There are no time limits set by the content |
| **2.2.2 Pause, Stop, Hide (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.2.2 (Web)<br>&bull; 10.2.2.2 (Non-web document)<br>&bull; 11.2.2.2 (Open Functionality Software)<br>&bull; 11.2.2.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There is no moving, blinking, scrolling, or auto-updating information |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.3.1 Three Flashes or Below Threshold (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.3.1 (Web)<br>&bull; 10.2.3.1 (Non-web document)<br>&bull; 11.2.3.1 (Open Functionality Software)<br>&bull; 11.2.3.1 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | There is no flashing content |
| **2.4.1 Bypass Blocks (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.4.1 (Web)<br>&bull; 10.2.4.1 (Non-web document) – Does not apply<br>&bull; 11.2.4.1 (Open Functionality Software) – Does not apply<br>&bull; 11.2.4.1 (Closed Software) – Does not apply<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software) – Does not apply to non-web software<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) – Does not apply to non-web docs | **Does Not Support** | **Exceptions**<br>&bull; Top navigation cannot be skipped in Ulrichsweb<br>&bull; Search filters cannot be skipped<br><br>**Compliance verification**<br>Keyboard - manual |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.2 Page Titled (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.4.2 (Web)<br>&bull; 10.2.4.2 (Non-web document)<br>&bull; 11.2.4.2 (Open Functionality Software) - Does not apply<br>&bull; 11.2.4.2 (Closed Software) – Does not apply<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Supports** | Ulrichsweb part of UI has specific page titles<br><br>**Compliance verification**<br>Code inspection |
| **2.4.3 Focus Order (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.2.4.3 (Web)<br>&bull; 10.2.4.3 (Non-web document)<br>&bull; 11.2.4.3 (Open Functionality Software)<br>&bull; 11.2.4.3 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Partially Supports** | **Exceptions**<br>&bull; When dialogs are closed the focus is not returned back to the control initiating opening the dialog (e.g. Email, Save to List)<br><br>**Compliance verification**<br>Keyboard - manual |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.4.4 Link Purpose (In Context) (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.4 (Web)<br>• 10.2.4.4 (Non-web document)<br>• 11.2.4.4 (Open Functionality Software)<br>• 11.2.4.4 (Closed Software<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |
| **2.5.1 Pointer Gestures (Level A 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.1 (Web)<br>• 10.2.5.1 (Non-web document)<br>• 11.2.5.1 (Open Functionality Software)<br>• 11.2.5.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Not Applicable** | There is no functionality that uses multipoint or path-based gestures for operation. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.2 Pointer Cancellation (Level A 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.2 (Web)<br>• 10.2.5.2 (Non-web document)<br>• 11.2.5.2 (Open Functionality Software)<br>• 11.2.5.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Supports** | **Compliance verification**<br>Manual checks |
| **2.5.3 Label in Name (Level A 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.3 (Web)<br>• 10.2.5.3 (Non-web document)<br>• 11.2.5.3.1 (Open Functionality Software)<br>• 11.2.5.3.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Partially Supports** | **Exceptions**<br>• Multiple controls are missing labels, see 3.3.2 Labels or Instructions (Level A)<br><br>**Compliance verification**<br>Code inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **2.5.4 Motion Actuation (Level A 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.5.4 (Web)<br>• 10.2.5.4 (Non-web document)<br>• 11.2.5.4 (Open Functionality Software)<br>• 11.2.5.4 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Not Applicable** | There is no functionality that can be operated by device motion or user motion |
| **3.1.1 Language of Page (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.1.1 (Web)<br>• 10.3.1.1 (Non-web document)<br>• 11.3.1.1.1 (Open Functionality Software)<br>• 11.3.1.1.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Code inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.1 On Focus (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.1 (Web)<br>• 10.3.2.1 (Non-web document)<br>• 11.3.2.1 (Open Functionality Software)<br>• 11.3.2.1 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |
| **3.2.2 On Input (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.3.2.2 (Web)<br>• 10.3.2.2 (Non-web document)<br>• 11.3.2.2 (Open Functionality Software)<br>• 11.3.2.2 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.3.1 Error Identification (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br><ul><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>Revised Section 508<br><ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Partially Supports** | **Exceptions**<br>Search result list, user is not notified about the error "Please select a title" non-visually.<br><br>**Compliance verification**<br>Screen reader, manual checks, code inspection |
| **3.3.2 Labels or Instructions (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br><ul><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>Revised Section 508<br><ul><li>501 (Web)(Software)</li><li>504.2 (Authoring Tool)</li><li>602.3 (Support Docs)</li></ul> | **Partially Supports** | **Exceptions**<br><ul><li>Search filters checkboxes for Key Features, Publication status, Subject Areas, Edition types don't have appropriate labels</li><li>Title Email dialog fields are not labeled</li><li>Title Save to list/Add titles dialog fields are not labeled</li><li>Corrections dialog fields are not labeled</li><li>Content help links have very generic help label that could make it hard to know where the link leads without seeing the content around the link</li></ul>**Compliance verification**<br>Auto audit tools (WAVE, Axe), manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **4.1.1 Parsing (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.1 (Web)<br>• 10.4.1.1 (Non-web document)<br>• 11.4.1.1.1 (Open Functionality Software)<br>• 11.4.1.1.2 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Auto audit tools (WAVE, Axe) |
| **4.1.2 Name, Role, Value (Level A)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.4.1.2 (Web)<br>• 10.4.1.2 (Non-web document)<br>• 11.4.1.2.1 (Open Functionality Software)<br>• 11.4.1.2.2 (Closed Software) – Not required<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | **Exceptions**<br>• Selected state of items in the top nav (Search, Workspace, Ulrich's Update, Admin) is not communicated<br>• Selected state of tabs on the Workspace are not communicated<br>• List pagination: the state of disabled buttons is not communicated (e.g. previous page)<br><br>**Compliance verification**<br>Manual checks |

# Table 2: Success Criteria, Level AA

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.2.4 Captions (Live) (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.2.4 (Web)<br>&bull; 10.1.2.4 (Non-web document)<br>&bull; 11.1.2.4 (Open Functionality Software)<br>&bull; 11.1.2.4 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | **There is no live audio content** |
| **1.2.5 Audio Description (Prerecorded) (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.2.5 (Web)<br>&bull; 10.1.2.5 (Non-web document)<br>&bull; 11.1.2.5 (Open Functionality Software)<br>&bull; 11.1.2.5 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Not Applicable** | **There is no prerecorded audio content** |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.3.4 Orientation (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.3.4 (Web)<br>&bull; 10.1.3.4 (Non-web document)<br>&bull; 11.1.3.4 (Open Functionality Software)<br>&bull; 11.1.3.4 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Supports** | **Compliance verification**<br>Browser orientation tools |
| **1.3.5 Identify Input Purpose (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.3.5 (Web)<br>&bull; 10.1.3.5 (Non-web document)<br>&bull; 11.1.3.5.1 (Open Functionality Software)<br>&bull; 11.1.3.5.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Partially Supports** | **Exceptions**<br>&bull; Search item(s) Email form, Email address to field does not have an accessible field label<br><br>**Compliance verification**<br>Manual checks, code inspections |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.3 Contrast (Minimum) (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.3 (Web)<br>&bull; 10.1.4.3 (Non-web document)<br>&bull; 11.1.4.3 (Open Functionality Software)<br>&bull; 11.1.4.3 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Partially Supports** | **Exceptions**<br>&bull; The following items have low contrast**:** Search results toolbar items (e.g. view details, save to list)<br>&bull; Title details toolbar items (e.g. save to list, email)<br>&bull; Workspace Marked Titles tab toolbar items (e.g. copy, move)<br><br>**Compliance verification**<br>WAVE browser plugin |
| **1.4.4 Resize text (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.4 (Web)<br>&bull; 10.1.4.4 (Non-web document)<br>&bull; 11.1.4.4.1 (Open Functionality Software)<br>&bull; 11.1.4.4.2 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | Supports | **Compliance verification**<br>Manual checks, browser tools |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.5 Images of Text (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.5 (Web)<br>&bull; 10.1.4.5 (Non-web document)<br>&bull; 11.1.4.5.1 (Open Functionality Software)<br>&bull; 11.1.4.5.2 (Closed Software) – Does not apply<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks, code inspection, screen reader |
| **1.4.10 Reflow (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.1.4.10 (Web)<br>&bull; 10.1.4.10 (Non-web document)<br>&bull; 11.1.4.10 (Open Functionality Software)<br>&bull; 11.1.4.10 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Does Not Support** | **Exceptions**<br>Enlarged content/minimized viewport requires scrolling in both directions<br><br>**Compliance verification**<br>Manual checks, browser inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.11 Non-text Contrast (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.11 (Web)<br>• 10.1.4.11 (Non-web document)<br>• 11.1.4.11 (Open Functionality Software)<br>• 11.1.4.11 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Partially Supports** | **Exceptions**<br>• The following items have low contrast**:** Search results toolbar item icons (e.g. view details, save to list)<br>• Title details toolbar items icons (e.g. save to list, email)<br>• Workspace Marked Titles tab toolbar items icons (e.g. copy, move)<br><br>**Compliance verification**<br>WAVE browser plugin |
| **1.4.12 Text Spacing (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.12 (Web)<br>• 10.1.4.12 (Non-web document)<br>• 11.1.4.12 (Open Functionality Software)<br>• 11.1.4.12 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Supports** | **Compliance verification**<br>Text spacing browser plugin, manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **1.4.13 Content on Hover or Focus (Level AA 2.1 only)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.1.4.13 (Web)<br>• 10.1.4.13 (Non-web document)<br>• 11.1.4.13 (Open Functionality Software)<br>• 11.1.4.13 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Supports** | **Compliance verification**<br>Manual checks |
| **2.4.5 Multiple Ways (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.5 (Web)<br>• 10.2.4.5 (Non-web document) – Does not apply<br>• 11.2.4.5 (Open Functionality Software) – Does not apply<br>• 11.2.4.5 (Closed Software) – Does not apply<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software) – Does not apply to non-web software<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) – Does not apply to non-web docs | **Does Not Support** | **Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| [2.4.6 Headings and Labels](#) **(Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.6 (Web)<br>• 10.2.4.6 (Non-web document)<br>• 11.2.4.6 (Open Functionality Software)<br>• 11.2.4.6 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Partially Supports** | **Exceptions**<br>• Main Pages (Search, Workspace, Update) don't have titles and navs don't identify currently selected page<br><br>**Compliance verification**<br>Manual checks |
| [2.4.7 Focus Visible](#) **(Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>• 9.2.4.7 (Web)<br>• 10.2.4.7 (Non-web document)<br>• 11.2.4.7 (Open Functionality Software)<br>• 11.2.4.7 (Closed Software)<br>• 11.8.2 (Authoring Tool)<br>• 12.1.2 (Product Docs)<br>• 12.2.4 (Support Docs)<br>Revised Section 508<br>• 501 (Web)(Software)<br>• 504.2 (Authoring Tool)<br>• 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual keyboard interactions |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.1.2 Language of Parts (Level AA)** <br> Also applies to: <br> EN 301 549 Criteria <br> • 9.3.1.2 (Web) <br> • 10.3.1.2 (Non-web document) <br> • 11.3.1.2 (Open Functionality Software) – Does not apply <br> • 11.3.1.2 (Closed Software) – Does not apply <br> • 11.8.2 (Authoring Tool) <br> • 12.1.2 (Product Docs) <br> • 12.2.4 (Support Docs) <br> Revised Section 508 <br> • 501 (Web)(Software) <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) | **Does Not Support** | **Exceptions** <br> • Non-English record titles don't have language specified <br><br> **Compliance verification** <br> Manual checks, code inspection |
| **3.2.3 Consistent Navigation (Level AA)** <br> Also applies to: <br> EN 301 549 Criteria <br> • 9.3.2.3 (Web) <br> • 10.3.2.3 (Non-web document) – Does not apply <br> • 11.3.2.3 (Open Functionality Software) – Does not apply <br> • 11.3.2.3 (Closed Software) – Does not apply <br> • 11.8.2 (Authoring Tool) <br> • 12.1.2 (Product Docs) <br> • 12.2.4 (Support Docs) <br> Revised Section 508 <br> • 501 (Web)(Software) – Does not apply to non-web software <br> • 504.2 (Authoring Tool) <br> • 602.3 (Support Docs) – Does not apply to non-web docs | **Supports** | **Compliance verification** <br> Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **3.2.4 Consistent Identification (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.3.2.4 (Web)<br>&bull; 10.3.2.4 (Non-web document) – Does not apply<br>&bull; 11.3.2.4 (Open Functionality Software) – Does not apply<br>&bull; 11.3.2.4 (Closed Software) – Does not apply<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software) – Does not apply to non-web software<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) – Does not apply to non-web docs | **Supports** | **Compliance verification**<br>Manual checks |
| **3.3.3 Error Suggestion (Level AA)**<br>Also applies to:<br>EN 301 549 Criteria<br>&bull; 9.3.3.3 (Web)<br>&bull; 10.3.3.3 (Non-web document)<br>&bull; 11.3.3.3 (Open Functionality Software)<br>&bull; 11.3.3.3 (Closed Software)<br>&bull; 11.8.2 (Authoring Tool)<br>&bull; 12.1.2 (Product Docs)<br>&bull; 12.2.4 (Support Docs)<br>Revised Section 508<br>&bull; 501 (Web)(Software)<br>&bull; 504.2 (Authoring Tool)<br>&bull; 602.3 (Support Docs) | **Supports** | **Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| [3.3.4 Error Prevention (Legal, Financial, Data)](#) **(Level AA)**<br>    Also applies to:<br>EN 301 549 Criteria<br>  • 9.3.3.4 (Web)<br>  • 10.3.3.4 (Non-web document)<br>  • 11.3.3.4 (Open Functionality Software)<br>  • 11.3.3.4 (Closed Software)<br>  • 11.8.2 (Authoring Tool)<br>  • 12.1.2 (Product Docs)<br>  • 12.2.4 (Support Docs)<br>Revised Section 508<br>  • 501 (Web)(Software)<br>  • 504.2 (Authoring Tool)<br>  • 602.3 (Support Docs) | **Not Applicable** | There are not interactions causing legal commitments or financial transactions |
| [4.1.3 Status Messages](#) **(Level AA 2.1 only)**<br>    Also applies to:<br>EN 301 549 Criteria<br>  • 9.4.1.3 (Web)<br>  • 10.4.1.3 (Non-web document)<br>  • 11.4.1.3 (Open Functionality Software)<br>  • 11.4.1.3 (Closed Software) – Does not apply<br>  • 11.8.2 (Authoring Tool)<br>  • 12.1.2 (Product Docs)<br>  • 12.2.4 (Support Docs)<br>Revised Section 508 – Does not apply | **Partially Supports** | **Exceptions**<br>  • Inline email form error message is not accessible non-visually<br>  • Create new statistics list error message is not accessible non-visually<br>  • Search result item (e.g. email, save to list) message to select item is not accessible non-visually<br><br>**Compliance verification**<br>Manual spot checks |

# Revised Section 508 Report

Notes:

# Chapter 3: Functional Performance Criteria (FPC)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
| --- | --- | --- |
| 302.1 Without Vision | **Partially Supports** | This product is coded to work with screen readers and other assistive technologies.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>2.1.1 Keyboard (Level A)<br>2.4.1 Bypass Blocks (Level A)<br>3.3.1 Error Identification (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br>2.4.6 Headings and Labels (Level AA)<br>4.1.3 Status Messages (Level AA 2.1 only)<br><br>**Compliance verification**<br>Manual checks, browser tools, WAVE browser plugin, code inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.2 With Limited Vision | **Partially Supports** | This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.<br><br>**Exceptions**<br>Please see the following sections for details<br>1.4.3 Contrast (Minimum) (Level AA)<br>1.4.10 Reflow (Level AA 2.1 only)<br>1.4.11 Non-text Contrast (Level AA 2.1 only)<br><br>**Compliance verification**<br>Manual checks, browser tools, wave |
| 302.3 Without Perception of Color | **Partially Supports** | User hearing is not required to use features that are available in the product.<br><br>**Exceptions**<br>Please see the following sections for details<br>1.4.3 Contrast (Minimum) (Level AA)<br>1.4.11 Non-text Contrast (Level AA 2.1 only)<br><br>**Compliance verification**<br>Manual checks |
| 302.4 Without Hearing | **Supports** | User hearing is not required to use features that are available in the product.<br><br>**Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.5 With Limited Hearing | **Supports** | User hearing is not required to use features that are available in the product.<br><br>**Compliance verification**<br>Manual checks |
| 302.6 Without Speech | **Supports** | User hearing is not required to use features that are available in the product.<br><br>**Compliance verification**<br>Manual keyboard and visual checks |
| 302.7 With Limited Manipulation | **Partially Supports** | All 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.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>2.5.3 Label in Name (Level A 2.1 only)<br>2.1.1 Keyboard (Level A)<br><br>**Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 302.8 With Limited Reach and Strength | **Partially Supports** | All 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.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>2.5.3 Label in Name (Level A 2.1 only)<br>2.1.1 Keyboard (Level A)<br><br>**Compliance verification**<br>Manual checks |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | **Supports** | The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example:<br>• Form fields are presented in a standard, consistent way across the product.<br>• Form elements are properly labeled.<br><br>**Compliance verification**<br>Manual checks |

## 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 2.x section |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| **502 Interoperability with Assistive Technology** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | **Partially Supports** | 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.<br><br>**Exceptions**<br>Several controls are missing labels<br>3.3.2 Labels or Instructions (Level A)<br><br>**Compliance verification**<br>Manual checks |
| 502.2.2 No Disruption of Accessibility Features | **Supports** | This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.<br><br>**Compliance verification**<br>Manual checks |
| **502.3 Accessibility Services** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | **Partially Supports** | Several UI elements are missing labels and states<br>**Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen readers (listed above) and developer tools |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.2 Modification of Object Information | **Partially Supports** | Several UI elements are missing labels and states<br><br>**Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen readers (listed above) and keyboard checks |
| 502.3.3 Row, Column, and Headers | **Supports** | **Compliance verification**<br>code inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.4 Values | **Partially Supports** | 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.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen readers (listed above) and keyboard checks |
| 502.3.5 Modification of Values | **Partially Supports** | Values that can be set by the user can be set programmatically, including through assistive technology.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen readers (listed above) and keyboard checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.6 Label Relationships | **Partially Supports** | **Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>WAVE and manual visual checks |
| 502.3.7 Hierarchical Relationships | **Partially Supports** | **Exceptions**<br>Please see the following sections for details<br><br>1.3.1 Info and Relationships (Level A)<br><br>**Compliance verification**<br>Code inspection, screen reader |
| 502.3.8 Text | **Supports** | **Compliance verification**<br>Manual checks |
| 502.3.9 Modification of Text | **Supports** | **Compliance verification**<br>Manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.10 List of Actions | **Partially Supports** | Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen reader and manual checks |
| 502.3.11 Actions on Objects | **Partially Supports** | This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.<br><br>**Exceptions**<br>Please see the following sections for details<br><br>3.3.2 Labels or Instructions (Level A)<br>4.1.2 Name, Role, Value (Level A)<br><br>**Compliance verification**<br>Screen reader and manual checks |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.3.12 Focus Cursor | **Supports** | The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).<br><br>For most page elements, cursor focus is indicated visually by a blue border.<br><br>**Compliance verification**<br>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).<br><br>**Compliance verification**<br>Manual keyboard and visual checks |
| 502.3.14 Event Notification | **Partially Supports** | **Exceptions**<br>Please see the following sections for details<br>3.3.1 Error Identification (Level A)<br><br>**Compliance verification**<br>Visual checks and code inspection |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 502.4 Platform Accessibility Features | **Supports** | The product does not interfere with system features to:<br>Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes<br>Section 9.3.4 Provide adjustment of delay before key acceptance<br>Section 9.3.5 Provide adjustment of same-key double-strike acceptance<br><br>**Compliance verification**<br>Screen readers (listed above), manual keyboard checks, and manual visual checks |
| *503 Applications* | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | **Supports** | **Compliance verification**<br>Screen readers (listed above), manual keyboard checks, and manual visual checks |
| 503.3 Alternative User Interfaces | **Not Applicable** | This product does not provide alternative user interfaces that function as assistive technology. |
| *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** | There is no audio content |
| 503.4.2 Audio Description Controls | **Not Applicable** | There is no audio content |
| *504 Authoring Tools* | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter "not applicable") | See WCAG 2.x section | See information in WCAG 2.x section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | **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 | **Supports** | An Accessibility help page is available via Accessibility link in the footer section, which can be accessed from all pages of Ulrichsweb. |
| 602.3 Electronic Support Documentation | **Partially Supports** | Support Documentation is available online but is not linked directly from Ulrichsweb site<br><br>**Exceptions**<br>Support site may have accessibility exceptions not included in this report |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | **Does Not Support** | |
| ***603 Support Services*** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | **Partially Supports** | An Accessibility page does not contain details about supported/not supported features. This information can only be found in this document. |
| 603.3 Accommodation of Communication Needs | **Supports** | Support services are available to accommodate the communication needs of end users with disabilities.<br><br>Users can communicate with customer support via:<br><br>Email<br>Online form via support portal |

# Legal Disclaimer (Company)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.