ProQuest: Summon
Accessibility Conformance Report

VPAT® Version 2.3 (Revised) – April 2019

Name of Product/Version:	Summon December 4th, 2019 (release-6.11.1)
Product Description:	The Summon® Service increases the value of your library by delivering an unprecedented research experience. More than a single-search box, the service makes your collection more discoverable and provides unique ways for users to connect with librarians. The result is a rich research experience that presents results without bias, increases resource usage, strengthens the library's role in the research process, and meets user expectations. https://www.proquest.com/products-services/The-Summon-Service.html
Report Date:	Jan 2020
Contact information:	email.technicalsupport@proquest.com
Notes:	ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback
Evaluation Methods Used:	• 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) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08)	(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.

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
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Summon is designed to support alternative access to non-text content wherever possible. Images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate). Decorative images have blank alt text, so they will be ignored by assistive technology. Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. **Exceptions** • Librarian image does not contain descriptive name • Library image displayed at the top left corner doesn't have a label informing users that it links to the library site • Result list item: Permalink control doesn't have a proper label Compliance of this standard was verified with NVDA with Firefox

Criteria	Conformance Level	Remarks and Explanations
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some video and audio content is hosted by a 3d party application and may or may not meet all of the accessibility requirements.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some video and audio content is hosted by a 3d party application and may or may not meet all of the accessibility requirements.

Criteria	Conformance Level	Remarks and Explanations
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Some video and audio content is hosted by a 3d party application and may or may not meet all of the accessibility requirements.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The site employs the following to support this: • labels/ids with form elements • markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (bold, italics, etc.) **Exceptions** • In the Advance search, check lists are not labeled Compliance of this standard was verified by WAVE (web accessibility evaluation tool) provided by WebAIM and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Compliance of this standard was verified using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided 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. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	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. **Exceptions** • In the search result, Folder icon has a different color when the item in the search results is saved. The state is not communicated with means other than color Compliance of this standard was validated using manual visual checks and WAVE.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no audio content

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	This product is designed for keyboard access. Product functionality is available and executable from a keyboard. **Exceptions** • Options inside date widget in advanced search are not accessible with a keyboard • Unable to reach any control in the right panel (From Wikipedia, Suggested Librarian, Related Topics, Recommended Research Guide, Quick Access to esources, etc.) • In Saved item, combo box (export/print/email option) is in focus when the dialog is open Unable to place focus back into the combo box once the focus is out • On Saved Items page, citation format dropdown (e.g. As shown on search results) is not reachable with keyboard. • Clear search control in the search box is not reachable with keyboard • Search within (x Clear control) in search result is not reachable with keyboard • On the search results page, record item Syndetics links (e.g. About The Author, Look Inside) are not reachable with keyboard Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Focus can be moved to and away from components using only a keyboard. **Exceptions** • Unable to escape date widget in advanced search once the focus is inside the widget Compliance of this standard was validated using manual keyboard checks.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The site does not have any key shortcuts

Criteria	Conformance Level	Remarks and Explanations
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	This site does not require timed responses.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	There is no moving, blinking, scrolling, or auto-updating content on the site. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1(Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	This product does not use flashing or blinking elements in the user interface.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Partially Supports	User can skip top navigation **Exceptions** • User cannot skip facets displayed with search results • User cannot skip search results if the intent is to access controls passed search results (e.g. Wikipedia links, Ask librarian) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Title changes accordingly based on current page Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. **Exceptions** • When dialogs (feedback, chat with librarian) is opened, focus doesn't go into the first fields. Currently the focus is on close/x/-button. Compliance of this standard was validated using manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Meaningful link text has been used throughout Alma. Where link text could be considered ambiguous, we have provided title attribute text with additional information. **Exceptions** • In the search results labels for preview links (source, subject), related article links (more x), web of science links (count) are not sufficient to tell what the links is about. • In the search results, "Did you mean" <suggested term> link purpose is not sufficient Compliance of this standard was validated using manual visual checks and NVDA+Firefox
2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The site has 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) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The down-event of the pointer is not used to execute any part of the function.
2.5.3 Label in Name (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3 (Open Functionality Software) • 11.2.5.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Accessible names contain visible label text

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The site does not have any functionality that can be operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page has been specified in the HTML. Compliance of this standard was validated using WAVE.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Context is not changed on focus alone. Compliance of this standard was validated using manual visual and keyboard checks.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Context is not changed automatically – appropriate controls are provided. Compliance of this standard was validated using manual visual and keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Invalid fields are visual marked, required fields are marked Errors describe the problem and inform the user where the problem occurred **Exceptions** • Errors in dialogs (chat, feedback) don't state the field label "Please fill out this field". User is unaware what "this field" is.

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Labels or instructions are provided when content requires user input. **Exceptions** • In the search box, x button to clear text is not labelled • From and to publication input fields in advanced search need extra labeling. • Options in date widget (opened on a click of date) in advanced search icon) are not labeled • In the format preview section of cite panel after change of dropdown option, user is not informed about the preview section • Publication field (from, two) in facet/filter area don't have sufficient labeling • Combo box (export, print, email) on saved item page is not labeled • In the search results, Export/Altmetric opens in a new tab but the user is not aware. Additional labeling can communicate to the user "opens in a new tab" • A to Z list/Web Of Science opens in a new tab but the user is not aware. Additional labeling can communicate to the user "opens in a new tab" • When searching within Journal, search text box has insufficient label; there is no information about Search Within <journal> • On Saved Searches page, X button is not labelled

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations

4.1.1 Parsing (Level A)
 	
Also applies to:
EN 301 549 Criteria
  • 9.4.1.1 (Web)
  • 10.4.1.1 (Non-web document)
  • 11.4.1.1.1 (Open Functionality Software)
  • 11.4.1.1.2 (Closed Software) – Does not apply
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports	Pages conform to HTML web standards.
		
		Compliance of this standard was validated using WAVE and developer tools.

4.1.2 Name, Role, Value (Level A)
 	
Also applies to:
EN 301 549 Criteria
  • 9.4.1.2 (Web)
  • 10.4.1.2 (Non-web document)
  • 11.4.1.2.1 (Open Functionality Software)
  • 11.4.1.2.2 (Closed Software) – Not required
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined.
		
		Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.
		Compliance of this standard was validated using WAVE and manual visual checks.
		
		Exceptions
		  • In the filter result section, open/closed state of categories is not communicated
		  • On Advanced Search Fewer search option state collapsed/expanded state is not communicated
		  • In the result list, Preview control state collapsed/expanded is not communicated

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
 	
Also applies to:
EN 301 549 Criteria
  • 9.1.2.4 (Web)
  • 10.1.2.4 (Non-web document)
  • 11.1.2.4 (Open Functionality Software)
  • 11.1.2.4 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	Some video and audio content is hosted by a 3d party application and may or may not meet all of the accessibility requirements.

1.2.5 Audio Description (Prerecorded) (Level AA)
 	
Also applies to:
EN 301 549 Criteria
  • 9.1.2.5 (Web)
  • 10.1.2.5 (Non-web document)
  • 11.1.2.5 (Open Functionality Software)
  • 11.1.2.5 (Closed Software)
  • 11.8.2 (Authoring Tool)
  • 12.1.2 (Product Docs)
  • 12.2.4 (Support Docs)
Revised Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Partially Supports	Some video and audio content is hosted by a 3d party application and may or may not meet all of the accessibility requirements.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Content does not restrict its view and operation to a single display orientation, such as portrait or landscape. Verified using browser inspect tool
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5 (Open Functionality Software) • 11.1.3.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	**Exceptions** • From and to publication input fields in advanced search need extra labeling. • Options in date widget (opened on a click of date) in advanced search icon) are not labeled • Publication field (from, two) in facet/filter area don't have sufficient labeling • When searching within Journal, search text box has insufficient label; there is no information about Search Within <journal>

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The visual presentation of text and images of text has a contrast ratio of at least 4.5:1 **Exceptions** • In the search results, online indicator (for book cover) has low contrast ratio • In the search results, Original research indicator (for book cover) has low contrast ratio • In Top nav, A to Z list has low contrast ratio • On the Save Search page, Collect and Organize your research note has low contrast • On Save Current Search and Filters dialog, dialog heading and note under the search name field has low contrast Compliance of this standard was verified using WAVE plugin

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Text can be resized without assistive technology up to 200 percent without loss of content or functionality **Exceptions** • At magnification %133 (given resolution 1366x768) school logo is duplicated and filter, saved folder, menu overlap other content. At 200% works fine. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	HTML/CSS is used to represent visual presentation whenever possible. Compliance of this standard was Verified using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.1.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for small screen dimensions. **Exceptions** • In the overflow hamburger menu, several menu items are not accessible (Help, Widget Builder, English, RefWorks login). Verified using browser inspect tool
1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.11 (Web) • 10.1.4.11 (Non-web document) • 11.1.4.11 (Open Functionality Software) • 11.1.4.11 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	User interface objects and graphical components have contrast ratio of at least 1:3 against adjacent colors. Verified using webaim contrast checker tool

Criteria	Conformance Level	Remarks and Explanations
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.12 (Web) • 10.1.4.12 (Non-web document) • 11.1.4.12 (Open Functionality Software) • 11.1.4.12 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	No loss of content or functionality occurs by setting increased line height, paragraph spacing, letter and word spacing. Verified using text spacing favlet
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	**Exceptions** • When search box is in focus and has text, suggestion list(when available) is displayed underneath. Users are not notified about this list; it is only available visually

Criteria	Conformance Level	Remarks and Explanations
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	More than one way is available to locate the main pages of the site. For instance, links to the main pages of the site are available on every page through global navigation links. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Descriptive headings and labels have been used throughout the interface. **Exceptions** • Count for saved items is not labeled; user is not aware of number of items in the folder. • In citation path, You are here, You started here is not available non-visually • On Advanced Search the following elements are not properly labeled: remove row button, Contains radio group, Publication date group, From and To fields, Content type group, Discipline group, Language group, Limit to group, Exluded from results group, Expand your results group. • On Saved Searches <number> control, the number is not labelled Compliance of this standard was validated using WAVE and manual visual checks

Criteria	Conformance Level	Remarks and Explanations
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The site has been implemented to support the default focus indicator for the device being used. In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them. For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a gray outline. Form input fields display with a heavier border on focus. **Exceptions** • Applies to Firefox only/OK in Chrome • In the search results, Cite /Email /Save controls have no visible focus state • In the saved document, remove item button has no visible focus state Compliance of this standard was validated using WAVE and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Does Not Support	The content (e.g. searched titles) may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The primary site navigation links appear in the same place and the same order on every page of the site. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs	Supports	Care has been taken to identify components with the same functionality consistently throughout the site. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Suggestions for error correction are made when applicable. **Exceptions** • Advanced search form does not provide error suggestion for some of the known formats (e.g. ISSN, ISBN, etc.) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not Applicable	The site does not cause any legal commitments or financial transactions
4.1.3 Status Messages (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.4.1.3 (Web) 10.4.1.3 (Non-web document) – Does not apply 11.4.1.3 (Open Functionality Software) – Does not apply 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	**Exceptions** User is unaware when search returns zero results

Table 3: Success Criteria, Level AAA

Notes: This Accessibility Conformance Report covers the degree of Level A and Level AA conformance for Web Content Accessibility Guidelines (WCAG) 2.1, as well as Section 508 standards as published in 2017 and corrected in 2018. Tables and other details in this section have been removed.

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. **Exceptions** In a few cases stated in sections above control label is not provided to the user, control is not reachable with keyboard only, live screen updates are not communicated to the user, etc. See 1.1.1 Non-text Content (Level A) 1.4.1 Use of Color (Level A) 2.4.4 Link Purpose (In Context) (Level A) 3.3.2 Labels or Instructions (Level A) 2.1.1 Keyboard (Level A) 4.1.2 Name, Role, Value (Level A) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supported	This product is coded to work with screen readers and other assistive technologies. In addition, text size and contrast can be adjusted through standard browser functionality. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
302.3 Without Perception of Color	Partially Supports	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. If needed, the product's CSS can be overridden using the browser. **Exceptions** In a few cases stated in sections above information provided with color is not available with other means See 1.4.1 Use of Color (Level A) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Supports	User hearing is not required to use features that are available in the product. Compliance of this standard was validated using manual keyboard and visual checks.
302.5 With Limited Hearing	Supports	User hearing is not required to use features that are available in the product. Compliance of this standard was validated using manual keyboard and visual checks.
302.6 Without Speech	Supports	User speech is not required to use features that are available in the product. Compliance of this standard was validated using manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
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. **Exceptions** In a few cases stated in sections above controls are not reachable with keyboard only See 2.1.1 Keyboard (Level A) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
302.8 With Limited Reach and Strength	Partially Supports	At least one mode of operation that is operable with limited reach and limited strength. **Exceptions** In a few cases stated in sections above controls are not reachable with keyboard only See 2.1.1 Keyboard (Level A) Compliance of this standard was validated using manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
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: • Audio does not automatically play on load, minimizing distractions. • Form fields are presented in a standard, consistent way across the product. • Form elements are properly labeled. Compliance of this standard was validated using manual visual 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
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
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. **Exception** See details in the Resize text section above Compliance of this standard was validated using manual keyboard and visual checks.
502.2.2 No Disruption of Accessibility Features	Supports	This product is coded in a way so that platform features that are defined in the platform documentation as accessibility features are no disrupted. Compliance of this standard was validated using manual keyboard and visual checks.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.3.1 Object Information	Partially Supports	This product is coded in a way so that object role, state(s), properties, boundary, name, and description are available for assistive technology. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions 4.1.2 Name, Role, Value (Level A) 1.1.1 Non-text Content (Level A) 1.4.1 Use of Color (Level A) 2.4.4 Link Purpose (In Context) (Level A) 3.3.2 Labels or Instructions (Level A)

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Partially Supports	This product is coded in a way so that states and properties states and properties that can be set by the user are capable of being set programmatically, including through assistive technology. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions 4.1.2 Name, Role, Value (Level A) 3.3.2 Labels or Instructions (Level A)
502.3.3 Row, Column, and Headers	Not applicable	There are not tables
502.3.4 Values	Partially Supports	This product is coded in a way so that value of a user interface control can be identified by the user Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions 4.1.2 Name, Role, Value (Level A) 3.3.2 Labels or Instructions (Level A)

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	Supports	This product is coded in a way so that value of a user interface control can be set by the user, allowing the value to be set programmatically including through assistive technology Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. Exceptions 4.1.2 Name, Role, Value (Level A) 3.3.2 Labels or Instructions (Level A)
502.3.6 Label Relationships	Partially Supports	This product is coded in a way exposing labels, exposing relationships between a control and any text or other component that provides additional information about the control such as description, instructions, grouping or identifying a required field. Exceptions 3.3.2 Labels or Instructions (Level A), 1.3.1 Info and Relationships (Level A),

Criteria	Conformance Level	Remarks and Explanations
502.3.7 Hierarchical Relationships	Supports	This product is coded in a way to programmatically expose the parent of all user interface objects, expose the children, if any, of all user interface objects, and expose any relations between user interface objects and those that contain them Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
502.3.8 Text	Supports	This product is coded in a way to expose the content of text objects, text attributes, and the boundary of text rendered to the screen Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.
502.3.9 Modification of Text	Supports	This product is coded in a way so that when the rich text is editable, it exposes the ability to cut, copy, paste, insert and set the attributes of the text Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard and visual checks.

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Supports	This product is coded in a way to expose all actions that can be executed on an object

Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. |
| 502.3.11 Actions on Objects | Supports | This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects

Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. |
| 502.3.12 Focus Cursor | Partially Supports | The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).

Exceptions

See 2.4.7 Focus Visible (Level AA)

Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks. |

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) (when a caret exists), and change selection attributes of objects (when text and items can be selected by the user). This standard was evaluated using keyboard and manual visual checks. Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
502.3.14 Event Notification	Partially Supports	This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary **Exceptions** See 3.3.2 Labels or Instructions (Level A) Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Supports	This product is coded in a way to: • Enable sequential entry of multiple (chorded) keystrokes • Provide adjustment of delay before key acceptance • Provide adjustment of same-key double-strike acceptance Note: there is no audio or video output Compliance of this standard was validated using a combination of screen readers (see list in the Notes above) and manual keyboard checks.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	This product is coded to: Support systems settings for high contrast for all user interface controls and client area content Inherit system settings for color, font type and font size for all elements of the user interface Inherit system settings for the focus cursor The CSS style sheet can be overridden in the product using the browser settings. Compliance of this standard was validated using manual visual checks and browser contrast plugins

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Not Applicable	This product doesn't provide alternative user interface that functions 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 captions and audio descriptions
503.4.2 Audio Description Controls	Not Applicable	There is no captions and audio descriptions
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	There are no web content authoring tools
504.2.2 PDF Export	Not Applicable	There are no web content authoring tools
504.3 Prompts	Not Applicable	There are no web content authoring tools
504.4 Templates	Not Applicable	There are no web content authoring tools

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

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	An Accessibility help page is available in the ExLibris Knowledge Center This help page includes useful information on: • Navigation • Using the Tab key • Skip navigation
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site. This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help. If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	[An Accessibility help page](#) is available in the ExLibris Knowledge Center This help page includes useful information on: • Navigation • Using the Tab key • Skip navigation
603.3 Accommodation of Communication Needs	Partially Supports	Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via: • Phone • Email • Chat (provided by ProQuest not ExLibris) Support services have experience working with end users with disabilities. **Exceptions** Contact Us web form is not available

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