Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: LibGuides 2

Report Date: July 15, 2020

Product Description: Web application for creating, embedding, and publishing content

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Notes:

Evaluation Methods Used: Knowledge of the product; SiteImprove, VoiceOver, ChromeVox; Browser developer tools

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)

Standard/Guideline	Included In Report
	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, - V3.1.1 (2019-11)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can 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) Also applies to: EN 301 549 Criteria • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All images other than decorative images are accompanied by alternative text by default. All image inputs are accompanied by an alt text field to encourage web authors to include this info.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 doesn't contain audio- or video-only content.

Criteria	Conformance Level	Remarks and Explanations
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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 doesn't contain prerecorded media.
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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2, our help docs, and the authoring tool do not contain synchronized media
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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** Information is presented in a clearly labeled, logical page structure which can be understood by assistive devices.

Criteria	Conformance Level	Remarks and Explanations
• 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)		**Web:** Although Heading/H1 is missing text in landing page by default, this is customizable and can be added with the 'Welcome Message' setting under Look & Feel -> Page Layout. Labels are missing from the discussion board input fields. **Authoring Tool:** LibGuides 2 uses the chosen plugin for select/dropdown fields which do not have appropriate labels fields/aria-label attribute. Various select/input type filter fields do not have associated labels. Navigational tabs has elements with duplicate Element ID values. HTML is used to format discussion board content table and also contains empty th elements.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: LibGuides 2 contains clear heading and sub heading labels to assist users with reading content in proper sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring tool:** There are no instructive elements in LibGuides 2 which rely solely on sensory characteristics. All elements are constructed with corresponding text based information that's visible to assistive devices.

Criteria	Conformance Level	Remarks and Explanations
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)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: Color is not generally used as a means of conveying information in LibGuides 2 public web pages. An exception to this is the list of librarian profile links have no clear identifier (underline/bold). This will be addressed by the end of the summer of 2020. **Electronic Docs:** We don't use color to convey meaning in our help documentation. **Authoring Tool:** Color is not generally used as a means of conveying info in our authoring tool. An exception to this is the 'Powered by Springshare' in the footer section, which is identified only by color with no clear identifier (underline/bold). This will be addressed by the end of the summer of 2020.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web)	Web: N/A Electronic Docs: Supports Authoring Tool: N/A	**Web, Authoring Tool**: There are no audio portions of the default LibGuides 2 interface.

Criteria	Conformance Level	Remarks and Explanations
• 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)		**Electronic Docs:** Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web**: Some help/info tooltips are not keyboard accessible and rely on mouse hover. **Electronic Docs**: Our electronic documents also fully support keyboard navigation. **Authoring Tool**: Help/info tooltips are not keyboard accessible and rely on mouse hover.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All functional elements have been tested to ensure there are no keyboard traps, especially in elements like selector menus and modal windows.

Criteria	Conformance Level	Remarks and Explanations
• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 does not include character key shortcuts beyond standard browser functionality/shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 does not include timed elements in our help docs or in the authoring tool.
2.2.2 Pause, Stop, Hide (Level A) Also applies to:	Web: N/A Electronic Docs: Supports	**Web, Authoring Tool:** LibGuides 2 does not contain native video/audio.

Criteria	Conformance Level	Remarks and Explanations
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)	Authoring Tool: N/A	**Electronic Docs:** Our recorded documentation can be paused, stopped, and hidden at will.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 does not contain elements that flash.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Does not Support	**Web, Electronic Docs:** Our web interface contains a skip to main content link to help users bypass repeated page navigation menus. **Authoring Tool:** We don't currently have a way to skip the navigation bar of the authoring tool.

Criteria	Conformance Level	Remarks and Explanations
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		
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All pages have meaningful page titles.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** Content is presented in a meaningful sequential way using appropriate html headers. **Authoring Tool:** When the modal is dismissed, focus is reset to the document. The user must tab from the beginning of navigation sequence to reach the point which the modal was opened.

Criteria	Conformance Level	Remarks and Explanations
• 504.2 (Authoring Tool) • 602.3 (Support Docs)		
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** The purpose of links presented in LibGuides 2 can generally be determined from the link text alone. When images are used (as in the case of font awesome icons), we include accessible text so their purpose can be understood.
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	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.
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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
• 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		
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) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Label names contain the same text that is presented visually.
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	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 does not contain functionality that relies on device 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** The default language of each page is declared in the appropriate html lang attribute. An exception to this is the 'Page not found' page but users should not be able to access this via page navigation.

Criteria	Conformance Level	Remarks and Explanations
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)		
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** There are no elements that change context on focus in LibGuides 2.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:** Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change. **Authoring Tool:** Some forms do not have input/buttons with role='submit'

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.1 (Web)
   • 10.3.3.1 (Non-web document)
   • 11.3.3.1.1 (Open Functionality Software)
   • 11.3.3.1.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Partially Supports
	Electronic Docs: Supports
	Authoring Tool: Partially Supports
		Web: Errors in form submissions are described to the user on screen in text beneath the relevant fields. An exception is when user enters in an invalid email for email 'Subscribe' the error is displayed without role='alert'. The error also disappears after a few seconds. The subscribe email field is also not highlighted or focused in anyway (no red outline). This is also the same with password protected guides (password field validation). We are working on updating how error messages are displayed on form validation.
		
		Authoring Tool: Errors in form submissions are generally described to the user in text.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.3.3.2 (Web)
   • 10.3.3.2 (Non-web document)
   • 11.3.3.2 (Open Functionality Software)
   • 11.3.3.2 (Closed Software)
   • 11.8.2 (Authoring Tool)
   • 12.1.2 (Product Docs)
   • 12.2.4 (Support Docs)
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Web: Partially Supports
	Electronic Docs: Supports
	Authoring Tool: Partially Supports
		Web: Google asset search input is missing a label, statistics page date filter fields are missing labels. This will be addressed in the summer of 2020.
		
		Authoring Tool: LibGuides 2 uses the chosen plugin for select/dropdown fields which do not have appropriate labels fields/aria-label attribute. Various select/input type filter fields do not have associated labels.

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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs**: All page elements have complete start/end tags, elements are nested appropriately, pages do not contain duplicate attributes and all IDs are unique. **Authoring Tool:** Navigational tabs has elements with duplicate Element ID values. Guide editing page has elements with duplicate ID values.
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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs**: In cases where we have created our own, non-native HTML elements, the name and role of those elements can be programmatically determined as described in the guidelines. **Authoring Tool:** LibGuides 2 uses the chosen plugin for select/dropdown fields which do not have appropriate labels fields/aria-label attribute. Various select/input type filter fields do not have associated labels.

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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web**: LibGuides 2 does not natively contain videos or support video uploads. Video content can be embedded from 3rd party sites, but captioning is governed by the 3rd party site. **Electronic Docs**: We provide captions for our shorter documentation videos but we do not provide concomitant closed captioning for our live webinar sessions. **Authoring Tool:** Product does not contain video.
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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool**: LibGuides 2 does not contain prerecorded video/synchronized media.

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
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports
		Web, Electronic Docs, Authoring Tool: LibGuides 2 does not restrict users to viewing content in portrait or landscape mode, and functions in either view.

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)
    • 11.1.3.5.1 (Open Functionality Software)
    • 11.1.3.5.2 (Closed Software)
    • 11.8.2 (Authoring Tool)
    • 12.1.2 (Product Docs)
    • 12.2.4 (Support Docs)
Revised Section 508 – Does not apply
	Web: Supports
	Electronic Docs: Support
	Authoring Tool: Does Not Support
		Web, Electronic Docs: All input fields have proper identifiers as needed.
		
		Web, Authoring Tool: When adding new account, the email field is missing the type='email' identifier.

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
	Web: Partially Supports
	Electronic Docs: Supports
	Authoring Tool: Partially Supports
		Web: It is possible to customize all CSS in the LibGuides 2 public interface, so care needs to be exercised by site customizers to remain in conformance. Without any css customization, discussion and blog post have the 'Posted By' text slightly below the 4.5:1 ratio. This will be addressed in the summer of 2020.
		
		Authoring Tool: There are some default buttons with css defined from bootstrap that do not have the proper

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		4.5:1 ratio. This will be addressed in the summer of 2020.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Text can be resized without assistive technology without loss of content/function.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: LibGuides 2 does not utilize images of text. It's possible to upload a custom banner image which could include text as part of a logo – this is customizable and also includes accompanying descriptive text. **Electronic Docs**: Our help docs will sometimes include screenshots which include text to label screenshot elements; these are always accompanied by text information within the same page. **Authoring Tool:** We don't use images of text in the authoring tool.

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 (Open Functionality Software) • 11.1.4.10 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs**: The LibGuides 2 interface is fully responsive & meets this criteria. **Authoring Tools:** The modal interface that is displayed when adding new assets to guide is cut off based on screen size. We are working on making the modals more responsive.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: User interface components and graphical objects meet this contrast ratio requirement. It's possible to customize all CSS elements in the public interface and care should be taken to remain in compliance. **Electronic Docs, Authoring Tool:** Elements in our documentation and authoring tool meet this contrast requirement.
1.4.12 Text Spacing (Level AA 2.1 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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:** LibGuides 2 text spacing conforms to these requirements. It's possible to customize all CSS elements in the public interface and care should be taken to remain in compliance.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 – Does not apply		

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
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Partially Supports
		Web, Electronic Docs: The public side of LibGuides 2 doesn't contain content that appears on hover/focus. An exception is if the user customizes the A-Z Database and books assets to have the descriptions appear on title hover.
		
		Authoring Tool: Our authoring tool include help information that displays when hovering over a dedicated help icon; we are working on improving their behavior for users with assistive devices.

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
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports
		Web, Electronic Docs, Authoring Tool: It's possible to access LibGuides 2 public and administrative pages and content in multiple ways, including providing links to navigate to related web pages via breadcrumbs and other related content, providing a full search function, and linking to many pages on the site from the homepage.

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)
	Web: Supports
	Electronic Docs: Supports
	Authoring Tool: Supports
		Web, Electronic Docs, Authoring Tool: Headings and labels describe the topic/purpose of each page/piece of content within the page.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.4.6 (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)		
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web:** All interface elements have a component that's highlighted by the user agent when they receive focus. An exception to this is the image carousel or the gallery slider left/right icons. This will be address by the end of summer 2020. **Authoring Tool:** There is no outline when the dropdown nav item on the top navbar is focused.
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)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: We use the html language attribute to declare the language of each full page. If the language of content changes within the page, content creators can specify these language changes using xml language attributes. This generally does not happen, ie pages do not tend to contain more than one language.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		**Electronic Docs, Authoring Tool:** We use the html language attribute to declare the language of each full page. And exception to this is the 'Page not found' page, which the user should not be able access via page navigation.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Navigational mechanisms that repeat are always presented in the same relative order.
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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: Items such as page breadcrumbs and navigational elements that repeat on multiple pages are consistently labeled/named throughout the public LibGuides 2 interface.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
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)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	**Web:** Errors in form submissions are described to the user on screen in text beneath the relevant fields. An exception is when user enters in an invalid email for email 'Subscribe' the error is displayed without role='alert'. The error also disappears after a few seconds. The subscribe email field is also not highlighted or focused in anyway (no red outline). This is also the same with password protected guides (password field validation). We are working on updating how error messages are displayed on form validation. **Authoring Tool**: Errors in form submissions are generally described to the user in text.
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)	Web: N/A Electronic Docs: N/A Authoring Tool: N/A	**Web, Electronic Docs, Authoring Tool:** LibGuides 2 does not handle legal or financial data.

Criteria	Conformance Level	Remarks and Explanations
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) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs, Authoring Tool:** Status messages are returned to the user to let them know if successful form transaction has been made. However, these status messages lack the appropriate roles (role='status').

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	We have tested all elements of the LibGuides 2 interface using VoiceOver, and regularly test LibGuides 2 using Tota11y, SiteImprove, and WAVE. Page content is structured in a meaningful hierarchy and can be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision. We are currently in the process of expanding our use of name and role elements to reach full conformance for users without vision.

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Supports	LibGuides 2 can be used with limited vision
302.3 Without Perception of Color	Partially Supports	LibGuides 2 generally does not rely on color to convey meaning. An exception is the default 'Powered by Springshare' link on the footer and the Blog links, where the links are only identifiable by the use of color. This will be fixed by the end of summer of 2020.
302.4 Without Hearing	Supports	LibGuides 2 does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibGuides 2).
302.5 With Limited Hearing	Supports	LibGuides 2 does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibGuides 2).
302.6 Without Speech	Supports	LibGuides 2 does not require speech to function.
302.7 With Limited Manipulation	Supports	LibGuides 2 is usable by people with limited manipulation, and all page elements are reachable using the keyboard. An exception is the help tooltip icons on the authoring side. We are currently evaluating the help tooltips in order to make them more accessible friendly.
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
[602 Support Documentation](#)	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation for LibGuides 2 lists and explains the compatibility features of the product.
602.3 Electronic Support Documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for LibGuides 2 is provided electronically.
[603 Support Services](#)	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Our support team can answer questions about the accessibility of LibGuide 2 through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibGuides 2 through our support channels.

Table 3: Success Criteria, Level AAA

Notes: LibGuides 2 has not been tested to level AAA.

Revised Section 508 Report

Notes: These guidelines are addressed in Tables 1 and 2, Chapters 3 and 6.

EN 301 549 Report

Notes: These guidelines are addressed in Tables 1 and 2, Chapters 3 and 6.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.