

# Springshare Accessibility Conformance Report

## International Edition

(Based on VPAT® Version 2.4)

**Name of Product/Version: LibAnswers/LibChat**

**Report Date: April 27, 2020**

**Product Description: Web Application for help desk ticketing and live chat**

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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
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes)

Standard/Guideline	Included In Report
	Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V3.1.1 (2019-11)</a>	(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
<p><b><u>1.1.1 Non-text Content</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.1.1 (Web)</li> <li>• 10.1.1.1 (Non-web document)</li> <li>• 11.1.1.1.1 (Open Functionality Software)</li> <li>• 11.1.1.1.2 (Closed Functionality Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially Support</p>	<p><b>Web:</b> All images other than decorative images are accompanied by alternative text by default.</p> <p><b>Electronic Docs:</b> All of our documentation contains appropriate alternative text except in the case of purely decorative images.</p> <p><b>Authoring Tool:</b> 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.</p>
<p><b><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.1 (Web)</li> <li>• 10.1.2.1 (Non-web document)</li> <li>• 11.1.2.1.1 (Open Functionality Software)</li> <li>• 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat doesn't contain audio- or video-only content.</p>
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Software:</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat doesn't contain prerecorded media.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.1.2.2 (Web)</li> <li>• 10.1.2.2 (Non-web document)</li> <li>• 11.1.2.2 (Open Functionality Software)</li> <li>• 11.1.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Closed: Authoring Tool: N/A</p>	<p><b>Electronic Docs:</b> Shorter videos are captioned, but longer, live-recorded training sessions are not.</p>
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.2.3 (Web)</li> <li>• 10.1.2.3 (Non-web document)</li> <li>• 11.1.2.3.1 (Open Functionality Software)</li> <li>• 11.1.2.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: N/A Electronic Docs: N/A Software: Closed: Authoring Tool: N/A</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat, our help docs, and the authoring tool do not contain synchronized media</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.1 (Web)</li> <li>• 10.1.3.1 (Non-web document)</li> <li>• 11.1.3.1.1 (Open Functionality Software)</li> <li>• 11.1.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs:</b> Information is presented in a clearly labeled, logical page structure which can be understood by assistive devices.</p> <p><b>Authoring Tool:</b> There's a couple issues where multiselect checkboxes aren't associated with a grouped label in LibAnswers. LibChat Dashboard is marking SiteImprove is marking 'Local link destination does not exist' for chat anchor tags that open a chat window via JavaScript in LibChat. However, these links are</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<p>primarily used to activate a JavaScript function to open appropriate chat windows.</p>
<p><b>1.3.2 Meaningful Sequence</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.2 (Web)</li> <li>• 10.1.3.2 (Non-web document)</li> <li>• 11.1.3.2.1 (Open Functionality Software)</li> <li>• 11.1.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Supports  Software:  Closed:  Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b>  LibAnswers/LibChat contains clear heading and sub heading labels to assist users with reading content in proper sequence.</p>
<p><b>1.3.3 Sensory Characteristics</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.3.3 (Web)</li> <li>• 10.1.3.3 (Non-web document)</li> <li>• 11.1.3.3 (Open Functionality Software)</li> <li>• 11.1.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports  Electronic Docs: Supports  Software:  Closed:  Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring tool:</b> There are no instructive elements in LibAnswers/LibChat which rely solely on sensory characteristics. All elements are constructed with corresponding text based information that's visible to assistive devices.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.1 (Web)</li> <li>• 10.1.4.1 (Non-web document)</li> <li>• 11.1.4.1 (Open Functionality Software)</li> <li>• 11.1.4.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web:</b> Color is not generally used as a means of conveying information in LibAnswers public web pages. One exception is the system status module where color is associated with a label/tag to indicate a system’s current status, but this is accompanied by appropriate text/labels.</p> <p><b>Electronic Docs:</b> Color is not used as a means of conveying information in our support documentation.</p> <p><b>Authoring Tool:</b> Color is not generally used as a means of conveying info in our authoring tool. One exception is in the chat operator pane, where there is a red/green color indicator that indicates online/offline status of other operators and patron chatters, however this color indicator is accompanied by appropriate text/labels to be understood by assistive devices. The Powered by ‘Springshare’ link is not underline.</p>
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.1.4.2 (Web)</li> <li>• 10.1.4.2 (Non-web document)</li> <li>• 11.1.4.2 (Open Functionality Software)</li> <li>• 11.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web, Authoring Tool:</b> There are no audio portions of the default LibAnswers/LibChat interface. Media can be embedded on LibAnswers public pages, but all such content is provided by users.</p> <p><b>Electronic Docs:</b> Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.</p>
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.1.1 (Web)</li> <li>• 10.2.1.1 (Non-web document)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat fully supports keyboard navigation. Non-text elements such as images, selector menus, search boxes, etc. all contain appropriate labels and tags</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.1.1.1 (Open Functionality Software)</li> <li>• 11.2.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		so all elements are selectable and functional when navigating via keyboard
<p><b>2.1.2 No Keyboard Trap</b> (Level A)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.2 (Web)</li> <li>• 10.2.1.2 (Non-web document)</li> <li>• 11.2.1.2 (Open Functionality Software)</li> <li>• 11.2.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> The public interface for LibAnswers/LibChat is primarily text based; all functional elements have been tested to ensure there are no keyboard traps, especially in elements including drop down selector lists and search boxes.
<p><b>2.1.4 Character Key Shortcuts</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.1.4 (Web)</li> <li>• 10.2.1.4 (Non-web document)</li> <li>• 11.2.1.4.1 (Open Functionality Software)</li> <li>• 11.2.1.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: N/A Electronic Docs: N/A Software: Closed: Authoring Tool: N/A	<b>Web, Electronic Docs, Authoring Tool:</b> As LibAnswers/LibChat is all web-based, browser shortcuts apply but are not altered or controlled by LibAnswers/LibChat

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.1 (Web)</li> <li>• 10.2.2.1 (Non-web document)</li> <li>• 11.2.2.1 (Open Functionality Software)</li> <li>• 11.2.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat does not contain timed elements.</p>
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.2.2 (Web)</li> <li>• 10.2.2.2 (Non-web document)</li> <li>• 11.2.2.2 (Open Functionality Software)</li> <li>• 11.2.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web, Authoring Tool:</b> LibAnswers/LibChat does not contain native video/audio.</p> <p><b>Electronic Docs:</b> Our recorded documentation can be paused, stopped, and hidden at will.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.3.1 (Web)</li> <li>• 10.2.3.1 (Non-web document)</li> <li>• 11.2.3.1 (Open Functionality Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat does not contain elements that flash.</p>



Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.3.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>2.4.1 Bypass Blocks</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.1 (Web)</li> <li>• 10.2.4.1 (Non-web document) – Does not apply</li> <li>• 11.2.4.1 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.1 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Does not Support</p>	<p><b>Web:</b> Our web interface contains a skip to main content link to help users bypass repeated page navigation menus.</p> <p><b>Electronic Docs:</b> Our documentation contains a skip to main content link to help users bypass repeated page navigation menus.</p> <p><b>Authoring Tool:</b> We don't currently have a way to skip the navigation bar of the authoring tool.</p>
<p><b>2.4.2 Page Titled</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.2 (Web)</li> <li>• 10.2.4.2 (Non-web document)</li> <li>• 11.2.4.2 (Open Functionality Software) - Does not apply</li> <li>• 11.2.4.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> All pages have meaningful page titles.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.3 Focus Order</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.3 (Web)</li> <li>10.2.4.3 (Non-web document)</li> <li>11.2.4.3 (Open Functionality Software)</li> <li>11.2.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> Content is presented in a meaningful sequential way using appropriate html headers. We also plan to improve page sequence and focus order in the authoring tool by updating our use of html roles and landmarks.</p>
<p><b>2.4.4 Link Purpose (In Context)</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.4 (Web)</li> <li>10.2.4.4 (Non-web document)</li> <li>11.2.4.4 (Open Functionality Software)</li> <li>11.2.4.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> The purpose of links presented in LibAnswers/LibChat 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.</p> <p><b>Authoring Tool:</b> There are instances where links using font awesome icons is flagging ‘Link text used for multiple different destinations’ (such as delete row function). This is being flagged in SiteImprove but not with WAVE, WCAG Audit Tool, Lighthouse. The focus order helps decipher which row/ticket to delete as well. For LibChat, there is an incorrect aria-labelledby reference for the hidden modal.</p>
<p><b>2.5.1 Pointer Gestures</b> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.5.1 (Web)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Software:</p> <p>Closed:</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> There are no multi-point or path-based gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.2.5.1 (Non-web document)</li> <li>• 11.2.5.1 (Open Functionality Software)</li> <li>• 11.2.5.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Authoring Tool: N/A	
<p><b>2.5.2 Pointer Cancellation</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.2 (Web)</li> <li>• 10.2.5.2 (Non-web document)</li> <li>• 11.2.5.2 (Open Functionality Software)</li> <li>• 11.2.5.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: N/A Electronic Docs: N/A Software: Closed: Authoring Tool: N/A	<b>Web, Electronic Docs, Authoring Tool:</b> There are no multi-point or path-based gestures.
<p><b>2.5.3 Label in Name</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.3 (Web)</li> <li>• 10.2.5.3 (Non-web document)</li> <li>• 11.2.5.3.1 (Open Functionality Software)</li> <li>• 11.2.5.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> Label names contain the same text that is presented visually.
<p><b>2.5.4 Motion Actuation</b> (Level A 2.1 only)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.2.5.4 (Web)</li> <li>• 10.2.5.4 (Non-web document)</li> </ul>	Web: N/A Electronic Docs: N/A Software: Closed: Authoring Tool: N/A	<b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat does not contain functionality that relies on device motion.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.2.5.4 (Open Functionality Software)</li> <li>• 11.2.5.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply		
<p><b>3.1.1 Language of Page</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.1.1 (Web)</li> <li>• 10.3.1.1 (Non-web document)</li> <li>• 11.3.1.1.1 (Open Functionality Software)</li> <li>• 11.3.1.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<p><b>Web, Electronic Docs, Authoring Tool:</b> The default language of each page is declared in the appropriate html lang attribute.</p>
<p><b>3.2.1 On Focus</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.1 (Web)</li> <li>• 10.3.2.1 (Non-web document)</li> <li>• 11.3.2.1 (Open Functionality Software)</li> <li>• 11.3.2.1 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<p><b>Web, Electronic Docs, Authoring Tool:</b> There are no elements that change context on focus in LibAnswers/LibChat.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b>3.2.2 On Input</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.2 (Web)</li> <li>• 10.3.2.2 (Non-web document)</li> <li>• 11.3.2.2 (Open Functionality Software)</li> <li>• 11.3.2.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change.</p>
<p><b>3.3.1 Error Identification</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.1 (Web)</li> <li>• 10.3.3.1 (Non-web document)</li> <li>• 11.3.3.1.1 (Open Functionality Software)</li> <li>• 11.3.3.1.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs:</b> Errors in form submissions are described to the user on screen in text beneath the relevant fields.</p> <p><b>Authoring Tool:</b> Errors in form submissions are generally described to the user in text. The admin side of LibAnswers does include some modal-based transactions which can trigger a javascript alert message on submit. We're incrementally improving this behavior to eliminate the use of JS alerts and just show the same error information onscreen.</p>
<p><b>3.3.2 Labels or Instructions</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.2 (Web)</li> <li>• 10.3.3.2 (Non-web document)</li> <li>• 11.3.3.2 (Open Functionality Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs:</b> LibAnswers/LibChat includes appropriate labels when content requires input.</p> <p><b>Authoring Tool:</b> Checkboxes on the dashboard page have a text value but no associate label tag. LibChat's search text has a 'Search' placeholder but no associated label tag.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 11.3.3.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<p><b>4.1.1 Parsing</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.1 (Web)</li> <li>• 10.4.1.1 (Non-web document)</li> <li>• 11.4.1.1.1 (Open Functionality Software)</li> <li>• 11.4.1.1.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool: Partially supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat elements have complete start/end tags, elements are nested appropriately, pages do not contain duplicate attributes and all IDs are unique.</p> <p><b>Authoring Tool:</b> The LibAnswers Dashboard has two elements that references the same ID (This was the only issue and will be fixed).</p>
<p><b>4.1.2 Name, Role, Value</b> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.4.1.2 (Web)</li> <li>• 10.4.1.2 (Non-web document)</li> <li>• 11.4.1.2.1 (Open Functionality Software)</li> <li>• 11.4.1.2.2 (Closed Software) – Not required</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> We generally use standard HTML controls which meet this criterion. 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</p> <p><b>Authoring Tool:</b> The LibAnswers Dashboard page has checkboxes that do not have associated labels (the checkbox texts are not wrapped in label tags). This will be fixed. LibChat's FAQ search does not have a clear submit button.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b>1.2.4 Captions (Live)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.4 (Web)</li> <li>10.1.2.4 (Non-web document)</li> <li>11.1.2.4 (Open Functionality Software)</li> <li>11.1.2.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: Partially Support</p> <p>Software: Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web:</b> LibAnswers/LibChat 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.</p> <p><b>Electronic Docs:</b> We provide captions for our shorter documentation videos but we do not provide concomitant closed captioning for our live webinar sessions.</p> <p><b>Authoring Tool:</b> Product does not contain video.</p>
<p><b>1.2.5 Audio Description (Prerecorded)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.2.5 (Web)</li> <li>10.1.2.5 (Non-web document)</li> <li>11.1.2.5 (Open Functionality Software)</li> <li>11.1.2.5 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Software: Closed:</p> <p>Authoring Tool: N/A</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers/LibChat does not contain prerecorded video/synchronized media.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>1.3.4 Orientation</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.4 (Web)</li> <li>10.1.3.4 (Non-web document)</li> <li>11.1.3.4 (Open Functionality Software)</li> <li>11.1.3.4 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b></p> <p>LibAnswers/LibChat does not restrict users to viewing content in portrait or landscape mode, and functions in either view.</p>
<p><b>1.3.5 Identify Input Purpose</b> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.3.5 (Web)</li> <li>10.1.3.5 (Non-web document)</li> <li>11.1.3.5.1 (Open Functionality Software)</li> <li>11.1.3.5.2 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Web: Does Not Support</p> <p>Electronic Docs: Does not Support</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Does Not Support</p>	<p><b>Web, Electronic Docs:</b> We are investigating updating our platform to include these identifiers. Their potential application in our products is limited to fields like name and email in LibAnswers question form or when beginning a LibChat session.</p> <p><b>Authoring Tool:</b> The Phone Field for creating SMS does not have autocomplete='phone' and Manage Accounts email field does not have autocomplete='email'. Add Address Book Entry do not have autocomplete attributes for First Name, Last Name, and Email.</p>
<p><b>1.4.3 Contrast (Minimum)</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.1.4.3 (Web)</li> <li>10.1.4.3 (Non-web document)</li> <li>11.1.4.3 (Open Functionality Software)</li> <li>11.1.4.3 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially Supports</p>	<p><b>Web:</b> The pipe character (divider) has a contrast ratio of 1.6:4.5. This character is used to separate the 'Subject' and 'Number of Views' for FAQ links. Calendar dates also have ratio of 2.61:4.5 (although this may be customizable).</p> <p><b>Authoring Tool:</b> There are several pages with default colors that have lower than 4.5 / 4.5 ratio (mostly on Stats pages with the red and green font colors to indicate negative and positive numbers and LibChat status text).</p>



Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		
<b>1.4.4 Resize text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.4 (Web)</li> <li>• 10.1.4.4 (Non-web document)</li> <li>• 11.1.4.4.1 (Open Functionality Software)</li> <li>• 11.1.4.4.2 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> Text can be resized without assistive technology without loss of content/function.
<b>1.4.5 Images of Text</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.5 (Web)</li> <li>• 10.1.4.5 (Non-web document)</li> <li>• 11.1.4.5.1 (Open Functionality Software)</li> <li>• 11.1.4.5.2 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: Supports Electronic Docs: Supports Software: Authoring Tool: Supports	<b>Web:</b> LibAnswers/LibChat 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.  <b>Electronic Docs:</b> 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.  <b>Authoring Tool:</b> We don't use images of text in the authoring tool.
<b>1.4.10 Reflow</b> (Level AA 2.1 only) Also applies to:	Web: Supports Electronic Docs: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> The LibAnswers/LibChat interface is fully responsive & meets this criteria.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.10 (Web)</li> <li>• 10.1.4.10 (Non-web document)</li> <li>• 11.1.4.10 (Open Functionality Software)</li> <li>• 11.1.4.10 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Software: Closed: Authoring Tool: Supports	
<b>1.4.11 Non-text Contrast</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.11 (Web)</li> <li>• 10.1.4.11 (Non-web document)</li> <li>• 11.1.4.11 (Open Functionality Software)</li> <li>• 11.1.4.11 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> 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.
<b>1.4.12 Text Spacing</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.1.4.12 (Web)</li> <li>• 10.1.4.12 (Non-web document)</li> <li>• 11.1.4.12 (Open Functionality Software)</li> <li>• 11.1.4.12 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports	<b>Web, Electronic Docs, Authoring Tool:</b> Text spacing conforms to these requirements.
<b>1.4.13 Content on Hover or Focus</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Software:	<b>Web, Electronic Docs:</b> The public side of LibAnswers doesn't contain content that appears on hover/focus.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 9.1.4.13 (Web)</li> <li>• 10.1.4.13 (Non-web document)</li> <li>• 11.1.4.13 (Open Functionality Software)</li> <li>• 11.1.4.13 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508 – Does not apply</p>	<p>Closed: Authoring Tool: Partially Supports</p>	<p><b>Authoring Tool:</b> Our authoring tool does include help information that displays when hovering over a dedicated help icon; this content is not hoverable, but it is dismissible and persistent.</p>
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.5 (Web)</li> <li>• 10.2.4.5 (Non-web document) – Does not apply</li> <li>• 11.2.4.5 (Open Functionality Software) – Does not apply</li> <li>• 11.2.4.5 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> It's possible to access LibAnswers public 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.</p> <p><b>Authoring Tool:</b> There is no navigation from LibChat Dashboard to get back to main LibAnswers site.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.2.4.6 (Web)</li> <li>• 10.2.4.6 (Non-web document)</li> <li>• 11.2.4.6 (Open Functionality Software)</li> <li>• 11.2.4.6 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> Headings and labels describe the topic/purpose of each page/piece of content within the page.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>		
<p><b>2.4.7 Focus Visible</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.2.4.7 (Web)</li> <li>10.2.4.7 (Non-web document)</li> <li>11.2.4.7 (Open Functionality Software)</li> <li>11.2.4.7 (Closed Software)</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Partially Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Closed:</p> <p>Authoring Tool: Partially supports</p>	<p><b>Web:</b> There is one exception in LibAnswers where the container div has a tabindex=0 but does not display any borders or indication of it being focused. The actual links within the container do exhibit signs of being focused. This will be fixed.</p> <p><b>Electronic Docs:</b> All interface elements have a component that's highlighted by the user agent when they receive focus.</p> <p><b>Authoring Tool:</b> Status Management page in LibAnswers has a container div that has a tabindex=0 but does not display any borders or indications of it being focused. The actual links within the container do have focusable styling.</p>
<p><b>3.1.2 Language of Parts</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.1.2 (Web)</li> <li>10.3.1.2 (Non-web document)</li> <li>11.3.1.2 (Open Functionality Software) – Does not apply</li> <li>11.3.1.2 (Closed Software) – Does not apply</li> <li>11.8.2 (Authoring Tool)</li> <li>12.1.2 (Product Docs)</li> <li>12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> <li>504.2 (Authoring Tool)</li> <li>602.3 (Support Docs)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Software:</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> 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. (Note that this is unusual, ie pages generally do not contain content in multiple languages)</p>
<p><b>3.2.3 Consistent Navigation</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>9.3.2.3 (Web)</li> </ul>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> Navigational mechanisms that repeat are always presented in the same relative order.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> <li>• 10.3.2.3 (Non-web document) – Does not apply</li> <li>• 11.3.2.3 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>		<p><b>Authoring Tool:</b> LibChat Dashboard acts as its own interface and not linked to LibAnswers.</p>
<p><b>3.2.4 Consistent Identification</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.2.4 (Web)</li> <li>• 10.3.2.4 (Non-web document) – Does not apply</li> <li>• 11.3.2.4 (Open Functionality Software) – Does not apply</li> <li>• 11.3.2.4 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> <p>Revised Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)(Software) – Does not apply to non-web software</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs) – Does not apply to non-web docs</li> </ul>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p><b>Web, Electronic Docs, Authoring Tool:</b> Items such as page breadcrumbs and navigational elements that repeat on multiple pages are consistently labeled/named throughout the public LibAnswers interface.</p>
<p><b>3.3.3 Error Suggestion</b> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> <li>• 9.3.3.3 (Web)</li> <li>• 10.3.3.3 (Non-web document)</li> <li>• 11.3.3.3 (Open Functionality Software)</li> <li>• 11.3.3.3 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul>	<p>Web: Supports Electronic Docs: Supports Software: Closed: Authoring Tool: Supports</p>	<p><b>Web:</b> We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria-required property.</p> <p><b>Electronic Docs:</b> We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria-required property. In our help docs this particular impacts the email help submission form.</p>

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>		<b>Authoring Tool:</b> We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria-required property.
<b>3.3.4 Error Prevention (Legal, Financial, Data)</b> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.3.3.4 (Web)</li> <li>• 10.3.3.4 (Non-web document)</li> <li>• 11.3.3.4 (Open Functionality Software)</li> <li>• 11.3.3.4 (Closed Software)</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)(Software)</li> <li>• 504.2 (Authoring Tool)</li> <li>• 602.3 (Support Docs)</li> </ul>	Web: N/A Electronic Docs: N/A Software: Closed: Authoring Tool: N/A	<b>Web, Electronic Docs, Authoring Tool:</b> LibAnswers does not handle legal or financial data.
<b>4.1.3 Status Messages</b> (Level AA 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> <li>• 9.4.1.3 (Web)</li> <li>• 10.4.1.3 (Non-web document)</li> <li>• 11.4.1.3 (Open Functionality Software)</li> <li>• 11.4.1.3 (Closed Software) – Does not apply</li> <li>• 11.8.2 (Authoring Tool)</li> <li>• 12.1.2 (Product Docs)</li> <li>• 12.2.4 (Support Docs)</li> </ul> Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	<b>Web, Electronic Docs:</b> Status messages are presented using roles and can be presented without receiving focus.  <b>Authoring Tool:</b> We are working on updating the authoring tool to make better use of roles. There are some floating status message that goes away after 5 seconds but they do have the appropriate role=alert tags.

**Table 3: Success Criteria, Level AAA**

Notes: Lib Answers has not been tested to level AAA.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>We have tested all elements of the LibAnswers interface using VoiceOver, and regularly test LibAnswers 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.</p> <p>We are currently in the process of expanding our use of name and role elements to reach full conformance for users without vision.</p>
302.2 With Limited Vision	Supports	LibAnswers can be used with limited vision.
302.3 Without Perception of Color	Supports	LibAnswers generally does not rely on color to convey meaning. In the limited cases where this is the case, an alternative means of understanding the meaning conveyed by color is included. The example of this is in the LibChat librarian operator pane, where color conveys online/idle/offline status of other operators and patron chatters – and in this case there is alternative information included in the page to convey this status.
302.4 Without Hearing	Supports	LibAnswers does not contain audio/video elements by default (though this content

Criteria	Conformance Level	Remarks and Explanations
		can be embedded from 3 <sup>rd</sup> party sites into LibAnswers).
302.5 With Limited Hearing	Supports	LibAnswers does not contain audio/video elements by default (though this content can be embedded from 3 <sup>rd</sup> party sites into LibAnswers).
302.6 Without Speech	Supports	LibAnswers does not require speech to function.
302.7 With Limited Manipulation	Supports	
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
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation for LibAnswers lists and explains the compatibility features of the product.
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for LibAnswers is provided electronically.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	Our support team can answer questions about the accessibility of LibAnswers through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibAnswers through our support channels.



## **Revised Section 508 Report**

Notes: These guidelines are addressed in Tables 1 and 2.

## **EN 301 549 Report**

Notes: These guidelines are addressed in Tables 1 and 2.