

# Accessibility Conformance Report

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VPAT® Version 2.0 – October 2017

Product

**ENCORE DUET** Version 4.6 SP3

## Description

Library catalog system that can be used to search for library resources and requesting specific resources.

## Report Date

December 20, 2017

## Contact Information

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## Scope

This Conformance Report is based upon an evaluation of specific components and is not necessarily exhaustive of all issues.

The following pages were reviewed and represent the main templates and workflows used throughout the website: Item search, search results, item detail, workflow modal dialogs, item browse, cart and profile. The evaluation of each web page included the common elements (Header, Footer, Back to top link, and Search) as well as the main content.

## Evaluation Methods Used

[Interactive Accessibility](#), a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following assistive technologies, browsers and platforms were used for testing:

- JAWS 18.0.4532 / IE 11 / Windows 10
- NVDA 2017.4 / FF 56.0.2 / Windows 10
- Chrome 62 – Keyboard only

## 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A – Yes Level AA – Yes Level AAA – No
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</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.
- **Supports with Exceptions:** 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 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: Conformance with the WCAG 2.0 Success Criteria, 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: Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"><li>▪ 501 (Web)(Software)</li></ul>	Web:  Supports with Exceptions	Web:  Active images, such as the “i” and “Encore Duet logo” images in the header on all pages, have no alternative text defined. All links that open in a new window use a background image with no text alternative to indicate this information. Decorative images, such as the “Direct Link” image in the “Request it” link for each search result on the search results page, either have no alt attribute or are described in page content have alt-text that repeats the page text.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"><li>▪ 501 (Web)(Software)</li></ul>	Web:  Not Applicable	Web:  No audio-only or video-only content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Table data cells, such as the “More Details” table on the “Item Detail” page, are not associated with row and/or column headers. Tables with headers, such as the tables in the iframes on the “Profile page” do not have appropriate scope attributes. Sortable tables on the “Profile page” do not convey their sort information to non-visual users. The headings on pages, such as “Advanced Search” on the Advanced search page, do not use the relevant &lt;h1&gt; to &lt;h6&gt; elements to indicate page headings. No pages reviewed had an h1 heading to indicate the start of the main content. Groups of related content, such as the search results on the “Search Results” page are not programmatically defined as lists in the HTML code.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Content, such as each "Search Result" on the "Search Results" page has a reading order that differs from the visual order, content is read from right to left instead of left to right. The Advanced Search &amp; Profile pages contain hidden active elements that are announced by screen reading software, but are not visible.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Instructions for content do not rely on sensory characteristics.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The links, such as the links in the table inside of the iframes on the "Profile" page, use color only to indicate the presence of a link.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No Audio content is present.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>2.1.1 Keyboard</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Active elements, such as “i” in the header, require mouse action and cannot be used with the keyboard. Dialog windows, such as the “Refine by Category” dialogs activated via the “More” links, do not get keyboard focus when they open. The “Edit Hold” UI widget for each search result on the “search results” page does not use standard keyboard commands. The information in tooltips, such as the “resource rating tooltip” for each search result on the “search results” page, are not accessible to keyboard users because they require mouse action.</p>
<p><a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No keyboard trap found on the pages reviewed.</p>
<p><a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>On all pages, the session times out without a prompt and without providing a way for users to extend the session. Users with cognitive or reading disabilities, low vision, or motor-control disabilities may be unable to respond to the time-out and may lose work.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.2.2 Pause, Stop, Hide</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No moving, blinks, scrolling, or auto-updating content found on the pages reviewed.</p>
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The pages reviewed have no flashing content that flashes more than three times in any one second period.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>No pages allow users to bypass repetitive navigation links because no skip navigation links are present, elements with ARIA landmark roles or the equivalent HTML5 elements are not used, and no pages have an h1 heading at the start of the main content.</p>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The HTML page title elements are the same across multiple pages and is not meaningful or descriptive on other pages. All iframes on the “Profile” page are missing title attributes.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Content, such as each "Search Result" on the "Search Results" page, has a tab order that differs from the visual order, content is navigated from right to left instead of left to right. The Advanced Search &amp; Profile pages contain hidden active elements that are in the tab order, but are not visible. When users exit most modal dialogs, focus does not return to the active element that launched the dialog.</p>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Links' purpose, such as the "X" links to remove added "limiters" on the Advanced Search page, cannot be determined from the link text and the page context.</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not support</p>	<p>Web:</p> <p>All pages do not specify the default language. Screen readers may not read the content with the correct pronunciation.</p>
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A change of context is not initiated when elements on the pages reviewed receive focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.2.2 On Input</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A change of context is not initiated when elements on the pages reviewed receive input.</p>
<p><b><u>3.3.1 Error Identification</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Errors are provided to the users in text on the pages reviewed.</p>
<p><b><u>3.3.2 Labels or Instructions</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>All User input controls have labels and instructions on the pages reviewed.</p>
<p><b><u>4.1.1 Parsing</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>All pages contain coding errors that may prevent assistive technologies (AT) from interpreting content correctly.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Group form labels, such as the "AND" form fields when adding extra search limiters on the Advanced Search page, are not associated with the individual form fields in the group. Some form fields, such as the checkboxes in the "My Holds" iframe on the "Profile" page, has no label programmatically defined. Error messages that are displayed at the top of the form or in other locations on a page, such as on the Advanced Search page, are not programmatically associated to the form or are positioned where screen reader users may not locate them. Each of the "Refine by" checkboxes on the "Search Results" page are implemented as images that are part of links. The screen reader will not recognize the image and link combinations as controls and will not be able to determine the state of these elements. All dialog windows except the "Browse modal" is communicated visually, but screen reader users are not notified the dialogs are open or told their purpose. The "Edit Hold" element for each search result on the "search results" page, uses a dropdown menu that does not define the role information. The dropdown menu is conveyed visually but may not be apparent to a user who has low-vision or who is blind. User actions, such as activating the "Save to new list" link, "Save to existing list" link, or "Create" button with errors in the "Save to new List" modal dialog, changes content on the screen. Screen reader users may not be aware that anything changed.</p>

## Table 2: Success Criteria, Level AA

Notes: Some issues fall under two criteria. The issue reference will only be listed under one of the applicable criteria.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>Live audio content is not present on the pages reviewed.</p>
<p><a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>Pre-recorded video content is not present on the pages reviewed.</p>
<p><a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The “Action links &amp; icons” for each search result or “Library Resource” use an opacity value that makes these elements have insufficient color contrast. The “Star ratings” used throughout the website have insufficient color contrast for both the selected and non-selected stars. Error messages that use red text on a grey background have insufficient color contrast. The “X” link in the “Browse Modal” has insufficient color contrast. The table captions in the iframes on the “Profile” page that use white text on a grey background have insufficient color contrast.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.4.4 Resize text</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The text on all reviewed pages could be enlarged to 200% without issues.</p>
<p><a href="#"><u>1.4.5 Images of Text</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>Except for logos, no images of text were used on the pages reviewed.</p>
<p><a href="#"><u>2.4.5 Multiple Ways</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>There was more than one way to locate a web page on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Headings and labels are provided. The "Use the form below to construct your query" value text added via scripting on the Advanced Search page is used to convey information in form fields that is not available in the form label. This information disappears when the form field gets focus due to the onfocus attribute on text input form field, so it is not communicated to screen reader users. The "Publish Date" form fields on the Search Results page have placeholder text that is used to convey information in form fields that is not available in the form label.</p>
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The active elements on the pages reviewed have a visible focus indicator.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>The language settings link text in the footer changes to a different language but the lang attribute is not specified for the new language. Screen readers may not read the content with the correct pronunciation.</p>

Criteria	Conformance Level	Remarks and Explanations
<b><u>3.2.3 Consistent Navigation</u></b> (Level AA)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web:  Supports	Web:  Navigation methods used are defined consistently on the pages reviewed.
<b><u>3.2.4 Consistent Identification</u></b> (Level AA)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	Web:  Supports	Web:  Components with the same functionality are defined consistently.
<b><u>3.3.3 Error Suggestion</u></b> (Level AA)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web:  Supports	Web:  Suggestions for correcting errors are provided.
<b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	Web:  Not Applicable	Web:  No Legal or Financial data present on the page reviewed.

# 2017 Section 508 Report

Notes: None

## Chapter 3: Functional Performance Criteria (FPC)

Notes: None

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with form controls, keyboard access, interactive controls, images, and data tables.
302.2 With Limited Vision	Supports with Exceptions	Some of the content has insufficient color contrast. Some of the focus indicators are difficult to see. When logged in, the session times out without a prompt or method to extend the time.
302.3 Without Perception of Color	Supports	Users without perception of color may have difficulty finding some of the links. For example, the links in the table inside of the iframes on the "Profile" page, use color only to indicate the presence of a link.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.



Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports with Exceptions	Some interactions on the pages, such as the tooltips use throughout the website and the “Refine by” content on the search results page require mouse action. When logged in, the session times out without a prompt or method to extend the time.
302.8 With Limited Reach and Strength	Supports with Exceptions	Some interactions on the pages, such as the tooltips use throughout the website and the “Refine by” content on the search results page require mouse action. When logged in, the session times out without a prompt or method to extend the time.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	When logged in, the session times out without a prompt or method to extend the time.

## 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>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	No documentation was evaluated
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No documentation was evaluated
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	No services were evaluated
603.3 Accommodation of Communication Needs	Not Applicable	No services were evaluated

### Legal Disclaimer

Assessment of compliance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. The consultant shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.