

LibCentral Accessibility Statement

Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: ProQuest LibCentral / March 24, 2024 Release

Report Date: April 24, 2024

Product Description: LibCentral is the administrative application of Ebook Central and is primarily used by librarian customers. In LibCentral, librarians can:

- View Ebook Central's entire catalog,
- Preview eBooks in Ebook Central
- Create book lists
- Make purchases
- Manage settings for Patrons
- Run reports and more

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Notes:

Evaluation Methods Used:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- WAVE (Web Accessibility Evaluation tool) provided by WebAIM
- NVDA with Windows
- VoiceOver with Mac

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	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 for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(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 only be used in WCAG Level AAA criteria.

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)	Partially supports	Product is designed to support alternative access to non-text content wherever possible. All images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate). We cannot guarantee that all images have been given alt text as they are provided by outside sources. Some ebooks are only available as scanned PDFs (unreadable to screen readers). Time based Media, Test, Sensory are not used in the product. Decorative images have blank alt text, so they will be ignored by assistive technology. Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. In the instances where alt tags are missing it has been noted and will be addressed in future releases. CAPTCHA is not used in this product. There may be extreme case where outside vendor databases may trigger a CAPTCHA. ProQuest, in general, works through every measure to avoid this step.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to:	Not applicable	The product does not offer audio and video content.

Criteria	Conformance Level	Remarks and Explanations
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)		
<u>1.2.2 Captions (Prerecorded)</u> (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)	Not applicable	The product does not offer audio and video content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A) Also applies to: EN 301 549 Criteria 9.1.2.3 (Web) 10.1.2.3 (Non-web document)	Not applicable	The product does not offer audio and video content.

Criteria	Conformance Level	Remarks and Explanations
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)		
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	The site employs the following to support this: - labels/ids with form elements - markup for lists & headings - CSS to control the visual presentation of text - Correct use of semantic markup (bold, italics, etc.) Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control. We continue to work with publishers to have provided content meet this criterion. Some headings in the application may need to be re-ordered or re-labelled hierarchically. Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. In the instances where

Criteria	Conformance Level	Remarks and Explanations
		alt tags are missing it has been noted and will be addressed in future releases.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Every attempt is made to create an experience that is logical and guides the user through the page efficiently. There are a few instances that have been noted and will be updated in future releases.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.1.4.1 (Web) 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Color is used to enhance usability by drawing attention to certain areas of the screen. Though all effort has been made to fully support an accessible experience there are noted issues that are being addressed in future releases.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	The product does not offer audio content or native text to speech functionality.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria	Supports	Focus can be moved to and away from components using only a keyboard throughout entire web application.

Criteria	Conformance Level	Remarks and Explanations
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)		
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Focus can be moved to and away from components using only a keyboard throughout entire web application.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) 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)	Not applicable	There are no shortcut keys in application.

Criteria	Conformance Level	Remarks and Explanations
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		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	The product times out user sessions after 30 minutes by default, but the extended timeout period 6 hours longer for users in Text-Only Mode. User can access Text-Only Mode through a hidden jump-link that exists as a primary element on every page.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Does not support	Not currently implemented into the LibCentral platform there is future plans for development and implementation.

Criteria	Conformance Level	Remarks and Explanations
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Partially supports	LibCentral aspires to achieve the highest level of accessibility and is continuously working to reach that goal. There are known issues that have been documented and will developed for future releases.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria	Supports	Meaningful link text has been used throughout the ProQuest platform. Where link text could be considered ambiguous, we have provided title attribute text with additional information.

Criteria	Conformance Level	Remarks and Explanations
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)		Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) 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	Supports	The applications has very limited gesture functionality including support swipe left and swipe right on touch screen devices. Alternative buttons are provided to accomplish this task. This was confirmed using manual checks.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Not applicable	The application does not contain this functionality.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2) 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	Supports	The text displayed in the label matches the accessible name. This was confirmed through accessibility testing with NVDA in Windows and VoiceOver in Mac.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not applicable	Product does not contain input through gesturing with the device.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 11.3.1.1.2 (Closed Software)	Supports	The language of each page has been specified in the HTML.

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) 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)	Supports	Context is not changed on focus alone. Standard was evaluated using manual visual checks.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs)	Supports	Context is not changed automatically – appropriate controls are provided. Standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	In the main navigation there is a Help dropdown menu that allows the user to access guides by sections. Sections include: FAQ LibCentral LibGuide Collections Settings Users Reports Glossary Help Documents Support These are on every page.
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)	Supports	Error messages are provided on all forms within the ProQuest Platform. Standard was evaluated using NVDA with Edge and VoiceOver with Safari.

Criteria	Conformance Level	Remarks and Explanations
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)	Support	Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary. Standard was evaluated using Chrome, Edge and Safari Developer Tools. There are improvements that will be implemented in future releases.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply 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)	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata . Pages conform to HTML web standards with the exception of a few known technical oversights. Developing in semantic, valid HTML is standard development practice. Standard was evaluated using manual visual checks and the Chrome, Edge and Safari Developer Tools.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
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) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.

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)	Not applicable	The product does not contain live audio or video content.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
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)	Not applicable	The product does not contain live audio or video content.
1.3.4 Orientation (Level AA 2.1 and 2.2) 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	Not supported	Not currently implemented into the LibCentral platform there is future plans for development and implementation.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to:	Partially supports	The input box is programmatically identifiable and autocomplete will work with browsers that have the

Criteria	Conformance Level	Remarks and Explanations
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		capability to work identify labels and provide autocomplete information. We use proper labels; the most accurate and standard taxonomy to allow the browsers to match to the appropriate terms. This is manually confirmed. Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	LibCentral is working towards being compliant in future releases. Validated with WebAIM and Color Contrast Analyzer tool.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	Text throughout LibCentral can be resized without assistive technology up to 200% without loss of content or functionality. Application supports zoom at the application level. Browser zoom is supported. Standard was evaluated using manual visual checks.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	HTML/CSS is used to represent visual presentation whenever possible. Full text content is presented as text wherever available. Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Not supported	Not currently implemented into the LibCentral platform there is future plans for development and implementation.

Criteria	Conformance Level	Remarks and Explanations
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		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	LibCentral is continuously working on accessibility issues. Any known issues related to this is planned to be fixed in future releases.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially supports	Currently the application is not responsive. As a result, spacing of text remains in the same configuration and orientation. Still readable when zoomed but requires user to scroll.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	Tooltips are accessible.

Criteria	Conformance Level	Remarks and Explanations
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		This was confirmed using manual visual testing.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	More than one way is available to locate the main pages of the site. For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software)	Partially supports	Descriptive headings and labels have been used throughout the interface. There are instances that have been documented that can be improved upon. Tickets have been created and will be updated in future releases.

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) 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)	Partially supports	The product has been implemented to support the default focus indicator for the device being used. In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them. There are some known issues with visible focus that will be addressed in future releases
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Tested manually with Chrome, Firefox and Edge in a Windows platform. Tested manually with Chrome, Firefox and Safari in Mac OS platform.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	Tested manually with Chrome, Firefox and Edge in a Windows platform. Tested manually with Chrome, Firefox and Safari in Mac OS platform.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Does not support	In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content. Content is provided by publishers.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Supports	The primary product navigation links appear in the same place and the same order on every page of the site.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria	Supports	Care has been taken to identify components with the same functionality consistently throughout the product.

Criteria	Conformance Level	Remarks and Explanations
9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs		
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)	Supports	Suggestions for error correction are made when applicable.
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)	Not applicable	The product does not cause users to enter legal commitments or financial transactions. All user-controllable data may be reversed, checked, and confirmed.

Criteria	Conformance Level	Remarks and Explanations
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)		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	
4.1.3 Status Messages (Level AA 2.1 and 2.2) 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	Supports	Whenever there is dynamically updated content, we provide status messages. This was confirmed with manual accessibility testing.

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Notes:

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially supports	The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard. Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control. We cannot guarantee that all images in the content have been given alternative text as they are provided by outside resources.
302.2 With Limited Vision	Partially supports	The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard. Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control. We cannot guarantee that all images in the content have been given alternative text as they are provided by outside resources.
302.3 Without Perception of Color	Partially supports	The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard. Though all effort has been made to fully support an accessible experience there are

Criteria	Conformance Level	Remarks and Explanations
		some exceptions that are outside of our control. We cannot guarantee that all images in the content have been given alternative text as they are provided by outside resources.
302.4 Without Hearing	Not applicable	User hearing is not required to search, browse, or use features that are available in the product. The product does not include audio content.
302.5 With Limited Hearing	Not applicable	User hearing is not required to search, browse, or use features that are available in the product. The product does not include audio content.
302.6 Without Speech	Not applicable	User speech is not required to use the product.
302.7 With Limited Manipulation	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.
302.8 With Limited Reach and Strength	Supports	No WCAG 2.0 criteria apply
302.9 With Limited Language, Cognitive, and Learning Abilities		

Chapter 5: [Software](#)

Notes: Product does not contain non-Web software. See [WCAG 2.x](#) section for WCAG 2.0 Level A and AA success criteria conformance details for Web applications.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<u>502 Interoperability with Assistive Technology</u>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features. Compliance of this standard was validated through manual checks.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable. We use semantic HTML. We have ARIA-ROLES in place.

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Supports	States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users can change focus and expand and collapse panels using a keyboard only. The state of the object is announced through assistive technology.
502.3.3 Row, Column, and Headers	Partially Supports	Data tables are not used as part of the application. Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control. As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do not generally alter provided content at this level.

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons. Validated using NVDA with Edge and VoiceOver with Safari.
502.3.5 Modification of Values	Supports	Values that can be set by the user can be set programmatically, including through assistive technology. Whatever input is needed can be entered using the keyboard. We support input from all input devices if they are supported by the browser.

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Supports	All forms have been coded with the necessary mark-up (e.g., using labels / ids, field sets, etc.) to make them accessible to assistive technologies. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. There are improvements that have been noted and will be updated in future releases This was confirmed through accessibility testing with NVDA in Windows and VoiceOver in Mac.
502.3.7 Hierarchical Relationships	Supports	Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains. Standard was evaluated using manual keyboard checks and code inspection using Chrome and Edge Developer Tools.
502.3.8 Text	Supports	Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	The product is primarily static text; it does not allow users to set attributes of the text. Users can insert text into search fields and forms. This text can be modified using assistive technology.
502.3.10 List of Actions	Supports	Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.
502.3.11 Actions on Objects	Supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.). For most page elements, cursor focus is indicated visually by a gray border. Standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports	Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists and change selection attributes of objects (when text and items can be selected by the user). This standard was evaluated using screen readers (listed above).

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially Supports	This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary. For example: • Users are notified when their search results have been filtered. • Users are notified of the state of an expanded or collapsed panel. Though all effort has been made to fully support an accessible experience there are some exceptions. In a few cases, events are not communicated to the user. For example, in some cases, error messages are not announced to screen reader users. When search results are re-sorted, this event is not communicated to AT. There is a value in not overwhelming the user with announcements about every event.

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Supports	The product does not interfere with system features to: • Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3) • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. The product does not have audio or video output.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	The CSS style sheet can be overridden in the product using the browser settings. Compliance of this standard was validated using manual visual checks.
503.3 Alternative User Interfaces	Not Applicable	This product does not provide alternative user interfaces that function as assistive technology. This standard was evaluated using manual visual checks.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	This product does not contain any audio/video content
503.4.2 Audio Description Controls	Not Applicable	This product does not contain any audio/video content
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This product does not contain authoring functionality
504.2.2 PDF Export	Not Applicable	This product does not contain authoring functionality
504.3 Prompts	Not Applicable	This product does not contain authoring functionality
504.4 Templates	Not Applicable	This product does not contain authoring functionality

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	An Accessibility help page is available in the Help section, which can be accessed from all pages. This help page includes useful information on:

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

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Partially supports	This will be implemented in a future release under Help in the main navigation and inside the Help Documents sub-page.
603.3 Accommodation of Communication Needs	Supports	Support services are available to accommodate the communication needs of end users with disabilities. Users can communicate with customer support via: • Phone • Email • Chat • Contact Us web form Support services have experience working with end users with disabilities.

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Notes:

Chapter [4: Functional Performance Statements \(FPS\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision		
4.2.2 Usage with limited vision		

Criteria	Conformance Level	Remarks and Explanations
4.2.3 Usage without perception of colour		
4.2.4 Usage without hearing		
4.2.5 Usage with limited hearing		
4.2.6 Usage with no or limited vocal capability	Supports	Platform does not require user to generate vocal input.
4.2.7 Usage with limited manipulation or strength		
4.2.8 Usage with limited reach		
4.2.9 Minimize photosensitive seizure triggers	Supports	Platform does not include flashing content.
4.2.10 Usage with limited cognition, language or learning		
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Notes:

Chapter [12: Documentation and Support Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features		
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features		
12.2.3 Effective communication		
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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