



Clarivate Primo Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Ex Libris Primo Primo VE / February 2026 release

Report Date:

July 3, 2026

Product Description:

Ex Libris Primo provides a fast, comprehensive, and personalized discovery solution with the intuitive user experience library patrons have come to expect. A single search interface provides a gateway to a wealth of scholarly content, including print, electronic and digital collections. Primo's sophisticated search and relevancy ranking algorithm ensures the most relevant results, based on the context of the search and the user's profile.

Contact Information:

DL-PQ-Primo Product Management PQ-Primo_Product_Management@clarivate.com

Notes:

"Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

This report is based on an accessibility evaluation conducted by Deque Systems Inc. in Q3 2024 and was updated by the Clarivate Accessibility team following issue resolution from customer cases, Deque findings, and roadmap progress through February 2026. It reflects the current accessibility status.

With the launch of the NDE UI, the original Primo UI is planned for gradual sunset by January 2028. This timeline guides the resolution plan, ensuring critical accessibility issues are addressed prior to deprecation.

Evaluation Methods Used:

A combination of automated and manual testing techniques was employed for the accessibility assessment.

- Manual assessment was performed using Chrome Version 127.0.6533.89 on Windows 11 and included exclusive use of the keyboard.
- Automated tools used included axe Auditor and the axe Dev Tools browser extension.
- Assistive technologies employed included NVDA and JAWS.

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 (No) Level AA (No) Level AAA (No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG Level AAA criteria.

WCAG 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Partially Supports	Most non-text content has text alternatives or a text alternate that serves an equivalent purpose. A select few of icons that open in new windows are missing alternative text.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Supports	Prerecorded audio-only files are not present.
1.2.2 Captions (Prerecorded) (Level A)	Supports	Prerecorded videos are not present.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Supports	Prerecorded videos are not present, so audio description is not required.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most of the content includes structures and relationships programmatically determined or available in text ensures that information important for comprehension will be perceivable to all. The following issues exist: • A block of text is marked up as a heading but is not a heading. For example, in the Full Display below the Quick Access heading – name of the file. • Empty headings that may be detected by assistive technologies but do not contain any content • Heading structure on full record display affects the logical relationship between other headings
1.3.2 Meaningful Sequence (Level A)	Supports	The reading and navigation order of content is logical and intuitive.

Commented [RS1]: @Andrew Doyle, please review against roadmap for any other exceptions/customizations for original UI

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, and visual location.
1.4.1 Use of Color (Level A)	Partially Supports	Most of the content to convey information, indicating an action, prompting a response, or distinguishing a visual element is not conveyed through color as means. However, there are exceptions: Color is the only visual method used to identify a link, and a link text's contrast ratio with the color of the surrounding text is less than 3:1. For example the links in the copyrights section in the Person Page. A minority of interactive elements have keyboard focus indication that relies on color, for example when focusing on the container of each search result.
1.4.2 Audio Control (Level A)	Supports	A mechanism is provided to stop, pause, mute, or adjust volume for audio that automatically plays for more than 3 seconds.
2.1.1 Keyboard (Level A)	Partially Supports	On most pages, all functionality is available using only the keyboard (unless that functionality cannot be accomplished in any known way using a keyboard). If shortcut keys and access keys present, some may conflict with existing browser and screen reader shortcuts, and some functionality based on custom gestures may not be available when a screen reader is turned on. The following exceptions exist: • A function cannot be performed using only the keyboard, so people who use the keyboard alone to navigate and operate content cannot use this function. For example, Full Display – View online – Digital Version Availability • Tooltips • Individual checkboxes on search results, used to perform actions on multiple results

Criteria	Conformance Level	Remarks and Explanations
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is never locked or trapped in a particular area, and the user is able to navigate to and from all navigable elements using only a keyboard.
2.1.4 Character Key Shortcuts (Level A 2.1)	Supports	If a single character key shortcut exists, then the single character key shortcut can be turned off or remapped, or it is only active when the relevant user interface component is in focus.
2.2.1 Timing Adjustable (Level A)	Supports	If a time limit exists, the user is given options to turn off, adjust, or extend that time limit.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	The tested application does not contain flashing content.
2.4.1 Bypass Blocks (Level A)	Supports	A method is provided to skip navigation and other page elements that are repeated across web pages.
2.4.2 Page Titled (Level A)	Supports	Pages have descriptive and informative titles. Page titles may be customized by administrators.
2.4.3 Focus Order (Level A)	Partially Supports	The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability. Depending on specific customization used, there may be focus order issues such as: • Focus moving outside of dialog • Focus moving to hidden element within the give us feedback tool
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text and its programmatic context.
2.5.1 Pointer Gestures (Level A 2.1)	Supports	All functionality that can be operated with a pointer can be operated with single-point actions.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation (Level A 2.1)	Supports	For functionality that can be operated using a single pointer, at least one of the following is true: - The action is not triggered on the down event. - The action triggers on the up event, and a mechanism is available to abort the function before completion or to undo the function after completion. - The up-event reverses any outcome of the preceding down-event. - Completing the function on the down-event is essential.
2.5.3 Label in Name (Level A 2.1)	Partially Supports	For most user interface components that include visible text labels, the accessible name matches (or includes) the visible text in the label. Only known exception is where the 'Send to' actions when viewing a record, the accessible name is not in the same order as the visible label.
2.5.4 Motion Actuation (Level A 2.1)	Supports	Functionality that can be triggered by device motion or user motion detected by a device can be disabled, and the functionality can be operated without using motion.
3.1.1 Language of Page (Level A)	Supports	The language of each page is correct and can be determined programmatically.
3.2.1 On Focus (Level A)	Supports	When an element receives focus, a change in context (such as a substantial change to the page, the spawning of a pop-up window, or a change in focus) that may disorient the user does not occur.
3.2.2 On Input (Level A)	Supports	When a user inputs information or interacts with a control, it does not result in a substantial change to the page that could disorient the user unless the user is informed about the change ahead of time.
3.3.1 Error Identification (Level A)	Partially Supports	For form controls where an input error is automatically detected, a text message or alert is provided that identifies the field/control where the error was detected and describes the error. A known exception is on the resource sharing form, on the copyright field.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports	For form controls/input fields requiring user input, labels, instructions, and/or error messages are provided to identify the controls/input fields in the form so that users know what input data is expected.
4.1.1 Parsing (Level A)	Supports	For the 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 . This criterion was removed from WCAG 2.2.
4.1.2 Name, Role, Value (Level A)	Partially Supports	The name, role, state, and/or value of most, if not all, user interface components cannot be programmatically determined. The following issues exist: - The HTML code for a link or button is nested inside the code of another link or button, so assistive technologies may not be able to determine the function of the element. This occurs on the following page(s): Search Results - Application role is used incorrectly in the collections page but has minimal user impact Programmatic names for many elements may also be customized by administrators.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	Live multimedia files with audio are not present, so synchronized captions are not required.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	Prerecorded multimedia files are not present, so audio descriptions are not required.

Criteria	Conformance Level	Remarks and Explanations
1.3.4 Orientation (Level AA 2.1)	Supports	Orientation of the content is not locked to either landscape or portrait unless a specific orientation is essential for the functionality.
1.3.5 Identify Input Purpose (Level AA 2.1)	Supports	The purpose for each input field that collects an individual's personal data is programmatically defined based on the WCAG list of Input Purposes for User Interface Components.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	Text and images of regular text have the required color contrast ratio with their backgrounds with few exceptions. These are located on singular elements within the personal detail pages and the export action button.
1.4.4 Resize text (Level AA)	Partially Supports	Most content is readable and functional when browser zoom is set to 200% of its initial size. The following exceptions exist: Content is lost, clipped, or obscured when the page is zoomed to 200%, so people who have low vision and need to enlarge text to read it may not have access to that content.
1.4.5 Images of Text (Level AA)	Supports	When content can be presented visually using only text, an image of text is not used to present that text.
1.4.10 Reflow (Level AA 2.1)	Partially Supports	The content of most pages is viewable without scrolling horizontally when the viewport is set to 320 CSS pixels wide. The following exceptions exist: When the page is adjusted to an equivalent width of 320 pixels and content reflows to fit within the viewport, some content overlaps and cannot be seen or understood, so the overlapping content is not available to people with low vision who increase the size of text and other content using the browser zoom. This occurs on the following page(s): Person Page; Full Display.

Criteria	Conformance Level	Remarks and Explanations
1.4.11 Non-text Contrast (Level AA 2.1)	Partially Supports	Most of the boundaries and indicators of the visual state(s) of each active user component and any graphics required to understand content have a 3:1 color contrast ratio with adjacent color(s) or their background. The following exceptions exist: - The indicator for the state of an interactive element (like a checkbox or radio button) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving the state of the interactive element. This occurs on the following page(s): Search Results; Full Display. - The focus indicator of an interactive element (like a button or input field) does not have a 3:1 color contrast ratio with the background, so people who are colorblind or have low vision may have difficulty perceiving when the interactive element is receiving focus. This occurs on the following page(s): Search Results; Search section.
1.4.12 Text Spacing (Level AA 2.1)	Supports	The spacing between letters, words, lines of text and paragraphs can be adjusted with no loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1)	Partially Supports	In most, if not all, cases when additional content is triggered by pointer hover or keyboard focus, that additional content can be dismissed and hovered over, and the content persists until the user dismisses it. The following issues exist: Content that appears on mouse hover or keyboard focus (such as tooltips, drop-down menus, or popups) is not dismissible, so it obscures all or part of the original content on the page.
2.4.5 Multiple Ways (Level AA)	Supports	Multiple ways are available to find other pages on the site.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels for form and interactive controls are informative. Labels, including the advanced search, may be customized.
2.4.7 Focus Visible (Level AA)	Partially Supports	For most interactive components, is visually apparent which page element is currently receiving keyboard focus. Exception being the radio buttons within advanced search do not have a keyboard focus indicator.
3.1.2 Language of Parts (Level AA)	Partially Supports	In some cases, Primo will not be able to identify the language of text correctly while reading a record's elements (such as title, abstract, and so forth).
3.2.3 Consistent Navigation (Level AA)	Supports	Navigation patterns that are repeated on web pages are presented in the same relative order each time they appear and do not change order when navigating through the site.
3.2.4 Consistent Identification (Level AA)	Supports	Labels, names, and text alternatives for content that have the same functionality across multiple web pages are consistently identified.
3.3.3 Error Suggestion (Level AA)	Supports	If input errors are automatically detected, suggestions are provided in text for correcting the input in a timely and accessible manner before the data is submitted to the server.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	If the user can change or delete legal transactions, financial transactions, student exam responses, or data transactions that are unrecoverable or unintentionally modify or delete data, the changes and/or deletions are reversible, verified, or confirmed.
4.1.3 Status Messages (Level AA 2.1)	Partially Supports	Most status messages can be programmatically determined and presented by assistive technologies without receiving focus. Some exceptions exist, including: the 'Send to' action feedback, the loading statuses used when loading new pages or content.

Table 3: Success Criteria, Level AAA

Notes: Not applicable. WCAG 2.1 Level AAA success criterions are not within the scope of this conformance evaluation.

Legal Disclaimer (Clarivate)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.