Vendor/Product Information

Vendor Name	Clarivate
Product Name	Sierra (Desktop Client, WebPAC, Express Lane)
Product Version	6.5
Completion Date	1/2026
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Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
1.3.2 Meaningful Sequence (Level A)	Open	Planned	H2 2026		Staff desktop client: Hidden content is readable with a screen reader in "Edit Patron Record" and "Record Screen (from hold)" screen
1.4.1 Use of Color (Level A)	Closed	Fixed	Nov. 2025		The application previously had several areas where color alone was used to convey meaning; these have been resolved.
2.1.1 Keyboard (Level A)	Open	Planned	2027		Staff desktop client: There are several known keyboard issues that may cause barriers to navigation.
2.1.2 No Keyboard Trap (Level A)	Open	Under Review			Staff desktop client: Most screens have no issues. Exceptions include compact browse (modal), record screen from hold, Checkout/ Circulation Desk, and payment pop-up screens.
2.4.3 Focus Order (Level A)	Open	Planned	2027		Same issue as 1.3.2
3.2.1 On Focus (Level A)	Open	Planned	H2 2026		Staff desktop client: There is an unannounced context change on focus in "Checkout/Circulation Desk" screen.
3.3.2 Labels or Instructions (Level A)	Open	Under Review			Most of the form fields have a label or instructions when content requires user input. A visible label missing in "Record Screen (from hold)" screen.

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4.1.2 Name, Role, Value (Level A)	Open	Partially Fixed, Planned	H2 2026		Many of these fixes have been implemented; the remainder are planned for H1 and H2 releases in 2026.
1.4.3 Contrast (Minimum) (Level AA)	Open	Under Review			Most of the text meets the minimum contrast requirements. Placeholder text does not meet requirements.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Open	Planned	2027		Majority of the non-textual informative content does not meet the minimum contrast ratio requirements.
1.4.4 Resize text (Level AA)	Open	Under Review			Staff Desktop Client: Application does not zoom to 200% in several screens across the application.
2.4.6 Headings and Labels (Level AA)	Open	Under Review			Staff Desktop Client: Most headings and labels are descriptive. Programmatic label does not convey purpose of control in "Browse- Add Hold", "Graphical Browse", "Date Picker" and "Search Function" screens
2.4.7 Focus Visible (Level AA)	Open	Under Review			Most keyboard operable user interfaces have a visible keyboard focus indicator.
2.2.1 Timing Adjustable	Open	Planned	H1 2026		WebPac: A user is not currently warned or provided the ability to extend a session timeout. This is planned to be resolved in H1 2026.

Additional Information:

Sierra has two releases a year, typically in Q2 and Q4. Work is scheduled for releases 6-12 months in advance. Our efforts to address accessibility issues are ongoing.