

Sierra Express Lane Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

Sierra Express Lane

Report Date:

September 2025

Product Description:

Sierra Express Lane is a lightweight, self-checkout module designed for public and academic libraries, offering a simple and efficient way for patrons to borrow materials independently. Typically installed on a workstation or kiosk equipped with a touch screen, keyboard, and barcode scanner, the interface allows users to enter their library card number, scan items such as books, and complete the checkout process without staff assistance. Its minimalist design ensures fast performance and easy deployment, making it ideal for high-traffic environments where user autonomy and operational efficiency are priorities.

Contact Information:

Current customers: submit questions or issues by opening a case using the [Support Portal](#).

Notes:

Clarivate is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with the web accessibility guidelines. Due to the scale and complex nature of Clarivate Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

- TPGL's Color Contrast Analyzer
- Keyboard-access manual testing and assessment
- NVDA (NonVisual Desktop Access) screen-reader
- Applicable Standards/Guidelines

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) |

| Standard/Guideline | Included In Report |
|--|--------------------|
| 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Non-text content that is part of the user interface has text alternatives or a text alternate that serves an equivalent purpose. |
| 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) | Not Applicable | Prerecorded audio-only and Video-only files are not present. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | Prerecorded videos are not present. |
| 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | Prerecorded videos are not present, so audio description is not required. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | Most information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text. The following exceptions exist: <ul style="list-style-type: none"> Required fields not announced or visually indicated Static text not accessible to screen readers Table structure may not be announced properly |
| 1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The reading and navigation order of most content is logical and intuitive. |
| 1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria | Supports | Instructions to operate and/or understand content do not rely on sensory characteristics of components such as shape, color, size, visual location. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Color is not used as the only method to convey information, indicate an action, prompt a response, or distinguish visual elements. |
| 1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) | Not Applicable | The tested application does not contain audio content that plays automatically for more than 3 seconds. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <ul style="list-style-type: none"> 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>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.</p> <p>The following exceptions exist:</p> <ul style="list-style-type: none"> Virtual keyboard requires tabbing through each key, creating inefficient navigation and disrupting logical focus order. Keyboard focus does not reach the data table in "View Checkouts" section. "View Holds" table requires non-standard key (Ctrl + Tab) to exit, which is not intuitive or announced to users. |
| 2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) | Supports | Keyboard focus is never locked or trapped in a particular area, and the user can navigate to and from all navigable elements using only a keyboard. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 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 | 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 interfaces component is in focus. |
| 2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) | Not Applicable | The application does not impose a time limit, so users are not at risk of losing progress due to session expiration. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 602.3 (Support Docs) | | |
| <p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | Moving, blinking, scrolling, or auto-updating information can be paused, stopped, hidden, or otherwise controlled by the user. |
| <p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | The application does not contain any flashing elements, ensuring it does not trigger seizures or physical reactions. |
| <p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> | Not Applicable | This criterion is not applicable because the software is classified as closed, meaning it does not operate within a |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 | | user agent or rely on web technologies that support block-level navigation. |
| 2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | This criterion is not applicable because the software is categorized as closed, meaning it does not utilize web pages or documents with titles rendered in a browser or user agent. |
| 2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.3 (Web) 10.2.4.3 (Non-web document) | Supports | The navigation order of interactive elements (such as links, buttons, or form elements) is logical and preserves meaning and operability for the user interface component. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | The purpose of the link(s) can be determined from the link text alone or from the link text for most of the user component and its programmatic context. |
| 2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) | Not Applicable | Sierra Express Lane does not require multipoint or path-based gestures for operation. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply | | |
| 2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 12.2.4 (Support Docs) Revised Section 508 – Does not apply | Supports | Pointer-based functionality meets all requirements: no actions are triggered on down-events, actions complete on up-events with cancellation or undo options, up-events reverse down-events where applicable, and down-event activation is used only when essential. |
| 2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 | For each user interface component that includes a visible text label, the accessible name matches (or includes) the visible text in the label. |
| 2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) | Not applicable | This criterion is not applicable because the software operates on a kiosk or workstation setup, where motion-based input methods (e.g., device tilting or shaking) are not supported or required. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 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 | | |
| 3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | <p>In a web application, the language of each page is specified as in the HTML source code.</p> <p>Note: The language of the Windows Sierra Express Lane interface is English.</p> |
| 3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | <p>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.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | 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. |
| <p>3.2.6 Consistent Help (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Not Applicable | The application does not include help mechanisms such as contact support, self-help options, or contextual assistance |
| <p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) | Partially Supports | <p>For most of the 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 described the error.</p> <p>The following exceptions exist:</p> <ul style="list-style-type: none"> Error messages appear visually but are not announced by screen readers. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>For most of the 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. The following exceptions exist:</p> <ul style="list-style-type: none"> Input fields labeled for scanning also support manual entry, but labels do not reflect this dual functionality |
| <p>3.3.7 Redundant Entry (Level A 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Not Applicable | The application does not require users to re-enter previously provided information within the same session |
| <p>4.1.1 Parsing (Level A)</p> <p>Applies to:</p> <p>WCAG 2.0 and 2.1 – Always answer ‘Supports’</p> <p>WCAG 2.2 (obsolete and removed) - Does not apply</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) | Supports | <p>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.</p> |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|--|
| Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | The name, role, state, and value of most user interface components can be programmatically determined. The following exceptions exist: <ul style="list-style-type: none"> Screen readers announce unclear or generic labels like “filler” and “button,” which may cause some confusion to users. Key fields (e.g., “Scan your library card,” “Enter Your User ID”) and interactive buttons lack accessible names. |

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 <ul style="list-style-type: none"> 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) | Not Applicable | Live multimedia files with audio are not present, so synchronized captions are not required. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|--|
| <ul style="list-style-type: none"> 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | Prerecorded multimedia files are not present, so audio descriptions are not required. |
| 1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) | Not Applicable | This criterion is not applicable because the software is designed for use on fixed-orientation devices such as tablets or desktop workstations. The display orientation is predetermined by the hardware setup, and users do not rely on device rotation to access or interact with the content. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|--|
| Revised Section 508 – Does not apply | | |
| 1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 | Not Applicable | This criterion is not applicable because the application is deployed on public tablets or desktop workstations, where input fields are not used to collect or store personal information. As a result, there is no need to programmatically identify the purpose of input fields for autofill or personalization, which this criterion is intended to support. |
| 1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | Most of the default content meets minimum contrast requirements. The following exceptions exist: <ul style="list-style-type: none"> Button text fails to meet the minimum contrast ratio of 4.5:1 against its background. |
| 1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) | Does Not Support | The desktop application does not respond to system-level text resizing settings (e.g., Windows Accessibility > Text Size). When users attempt to increase text size for improved readability, the application's UI remains unchanged. An exception is observed in the login/logout dialog, where the |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | text at the top of the login modal is truncated with an ellipsis, and the "OK" and "Cancel" buttons are partially cut off at the bottom. This issue is consistent across the Sierra Express Lane environment. |
| 1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Not Applicable | The application does not use images of text. |
| 1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) | Does Not Support | The desktop application does not support content reflow when OS-level display scaling is applied (e.g., 150% or 200%). Content and layout remain fixed, resulting in potential clipping or loss of readability for users who rely on enlarged display settings. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 | 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: <ul style="list-style-type: none"> Button focus indicators lack sufficient contrast against the background. |
| 1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 | Does Not Support | The desktop application does not respond to system-level text resizing settings (e.g., Windows Accessibility > Text Size). When users increase text size to improve readability, the application's UI remains unchanged. While Windows OS does not provide direct user controls for line height, the lack of responsiveness to text resizing suggests that the application may not support the necessary mechanisms for adjusting text spacing. |
| 1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) | Supports | 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. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 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 | | |
| 2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 | Not Applicable | This criterion is not applicable because the software is classified as closed and does not operate within a web-based environment. |
| 2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) | Supports | Headings and labels for form and interactive controls are informative for most of the elements |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| <ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| <p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Partially Supports | <p>It is visually apparent which page element is currently receiving keyboard focus on most of the page, The following exceptions exist:</p> <ul style="list-style-type: none"> Editable fields show only a blinking cursor without a visible focus indicator, making it hard to identify focus. Actionable elements lack visible focus styling, hindering navigation for keyboard users and users with low vision. |
| <p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Supports | User interface components receive keyboard focus, each component is not entirely hidden due to author-created content. |
| <p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Not Applicable | This criterion is not applicable because the application does not include any components or functionality that require dragging movements for interaction. |
| <p>2.5.8 Target Size (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p> | Supports | Most interactive elements meet the minimum target size |
| <p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply | Not Applicable | This criterion could not be tested because static text within the application is not announced by screen readers. As the software is closed and does not rely on web technologies where language attributes are typically defined, the concept of programmatically identifying the language of the page does not apply. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|--|
| <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | | |
| 3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 | Not Applicable | This criterion is not applicable because the software is classified as closed and does not operate within a web-based environment. |
| 3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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) | Not Applicable | This criterion is not applicable because the software is classified as closed and does not operate within a web-based environment. |

| Criteria | Conformance Level | Remarks and Explanations |
|--|-------------------|---|
| <ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) | Supports | If input errors are automatically detected, suggestions are provided in text for correcting the input. |
| 3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) | Not Applicable | This criterion is not applicable because users do not enter personal, financial, legal, or other sensitive data into the application. The software operates in a public kiosk or workstation environment, and its functionality does not involve transactions or data submissions that would require error prevention mechanisms. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------|---|
| <ul style="list-style-type: none"> 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 | This criterion is not applicable because the application does not require users to authenticate using cognitive function tests such as recalling passwords, solving puzzles, or transcribing one-time codes. The software operates in a closed environment (e.g., kiosk or workstation) where user authentication is either not required or is handled through simplified mechanisms that do not rely on memory or problem-solving tasks. |
| 4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 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 | Does Not Support | Status messages (e.g., confirmations, errors, or updates) within the application are not programmatically conveyed to assistive technologies such as screen readers. |

Table 3: Success Criteria, Level AAA

Notes: The product was not assessed for WCAG 2.2 AAA conformance.

Revised Section 508 Report

Notes:

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------|---|
| 302.1 Without Vision | Partially Supports | Most functionality is usable without vision. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 4.1.2, 1.4.3, 1.4.11, 2.4.7, and 4.1.3 |
| 302.2 With Limited Vision | Partially Supports | Most functionality is usable With Limited Vision. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 3.3.2, 4.1.2, 1.4.3, 1.4.11, 1.4.4, 1.4.10, and 1.4.12 |
| 302.3 Without Perception of Color | Partially Supports | Most functionality is usable without Perception of Color. Exceptions are noted in: WCAG 3.3.1, 1.4.3, and 1.4.11 |
| 302.4 Without Hearing | Supports | Most functionality is usable without hearing. |
| 302.5 With Limited Hearing | Partially Supports | Most functionality is usable with Limited Hearing. Exceptions are noted in: WCAG 3.3.1 |
| 302.6 Without Speech | Supports | No WCAG 2.0 criteria apply |
| 302.7 With Limited Manipulation | Partially Supports | Most functionality is usable with Limited Manipulation. Exceptions are noted in: WCAG 2.1.1, 4.1.2, and 2.4.7 |
| 302.8 With Limited Reach and Strength | Supports | No WCAG 2.0 criteria apply |
| 302.9 With Limited Language, Cognitive, and Learning Abilities | Partially Supports | Most functionality is usable with Limited Language, Cognitive, and Learning Abilities. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 3.3.2, 4.1.2, 2.4.7, 1.4.10, and 1.4.12 |

Chapter 4: [Hardware](#)

Notes: not applicable. The criteria in this chapter are not relevant to the product.

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.

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 | The application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section. |
| 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 | Support documentation is available via electronic means through the Help link in the product. If alternate formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional cost. 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 |
| 603.2 Information on Accessibility and Compatibility Features | Supports | An Accessibility Statement is provided for Sierra Express Lane for information on accessibility features and limitations. |
| 603.3 Accommodation of Communication Needs | Supports | Clarivate Support services are available to accommodate the communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, and contact us through |

| Criteria | Conformance Level | Remarks and Explanations |
|----------|-------------------|---|
| | | the web form. Staff have experience working with users with disabilities. |

EN 301 549 Report

Notes:

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

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.2.1 Usage without vision | Partially Supports | Most functionality is usable without vision. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 4.1.2, 1.4.3, 1.4.11, 2.4.7, and 4.1.3 |
| 4.2.2 Usage with limited vision | Partially Supports | Most functionality is usable with limited vision. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 3.3.2, 4.1.2, 1.4.3, 1.4.11, 1.4.4, 1.4.10, and 1.4.12 |
| 4.2.3 Usage without perception of colour | Partially Supports | Most functionality is usable without perception of colour. Exceptions are noted in: WCAG 3.3.1, 1.4.3, and 1.4.11 |
| 4.2.4 Usage without hearing | Supports | Most functionality is usable without hearing. |
| 4.2.5 Usage with limited hearing | Partially Supports | Most functionality is usable with limited hearing. Exceptions are noted in: WCAG 3.3.1 |
| 4.2.6 Usage with no or limited vocal capability | Supports | Our platforms do not require user to generate vocal input. |
| 4.2.7 Usage with limited manipulation or strength | Partially Supports | Most functionality is usable with limited manipulation or strength. Exceptions are noted in: WCAG 2.1.1, 4.1.2, and 2.4.7 |
| 4.2.8 Usage with limited reach | Supports | Most functionality is usable with limited reach |
| 4.2.9 Minimize photosensitive seizure triggers | Supports | Our platforms do not include flashing content. |

| Criteria | Conformance Level | Remarks and Explanations |
|---|--------------------|---|
| 4.2.10 Usage with limited cognition, language or learning | Partially Supports | Most functionality is usable with limited cognition, language or learning. Exceptions are noted in: WCAG 1.3.1, 2.1.1, 3.3.1, 3.3.2, 4.1.2, 2.4.7, 1.4.10, and 1.4.12 |
| 4.2.11 Privacy | Supports | Privacy settings are made available to users in an accessible way. |

Chapter 5: [Generic Requirements](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|--|
| 5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |
| 5.1.2 General | Heading cell – no response required | Heading cell – no response required |
| 5.1.2.1 Closed functionality | See 5.2 through 13 | See information in 5.2 through 13 |
| 5.1.2.2 Assistive technology | See 5.1.3 through 5.1.6 | See information in 5.1.3 through 5.1.6 |
| 5.1.3 Non-visual access | Heading cell – no response required | Heading cell – no response required |
| 5.1.3.1 Audio output of visual information | Not Applicable | |
| 5.1.3.2 Auditory output delivery including speech | Not Applicable | |
| 5.1.3.3 Auditory output correlation | Not Applicable | |
| 5.1.3.4 Speech output user control | Not Applicable | |
| 5.1.3.5 Speech output automatic interruption | Not Applicable | |
| 5.1.3.6 Speech output for non-text content | Not Applicable | |
| 5.1.3.7 Speech output for video information | Not Applicable | |
| 5.1.3.8 Masked entry | Not Applicable | |
| 5.1.3.9 Private access to personal data | Not Applicable | |
| 5.1.3.10 Non-interfering audio output | Not Applicable | |
| 5.1.3.11 Private listening volume | Not Applicable | |
| 5.1.3.12 Speaker volume | Not Applicable | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|-------------------------------------|---|
| 5.1.3.13 Volume reset | Not Applicable | |
| 5.1.3.14 Spoken languages | Not Applicable | |
| 5.1.3.15 Non-visual error identification | Not Applicable | |
| 5.1.3.16 Receipts, tickets, and transactional outputs | Not Applicable | |
| 5.1.4 Functionality closed to text enlargement | Not Applicable | |
| 5.1.5 Visual output for auditory information | Not Applicable | |
| 5.1.6 Operation without keyboard interface | Heading cell – no response required | Heading cell – no response required |
| 5.1.6.1 Closed functionality | See 5.1.3.1 through 5.1.3.16 | See information in 5.1.3.1 through 5.1.3.16 |
| 5.1.6.2 Input focus | Not Applicable | |
| 5.1.7 Access without speech | Not Applicable | |
| 5.2 Activation of accessibility features | Not Applicable | |
| 5.3 Biometrics | Not Applicable | |
| 5.4 Preservation of accessibility information during conversion | Not Applicable | |
| 5.5 Operable parts | Heading cell – no response required | Heading cell – no response required |
| 5.5.1 Means of operation | Not Applicable | |
| 5.5.2 Operable parts discernibility | Not Applicable | |
| 5.6 Locking or toggle controls | Heading cell – no response required | Heading cell – no response required |
| 5.6.1 Tactile or auditory status | Not Applicable | |
| 5.6.2 Visual status | Not Applicable | |
| 5.7 Key repeat | Not Applicable | |
| 5.8 Double-strike key acceptance | Not Applicable | |
| 5.9 Simultaneous user actions | Not Applicable | |

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [7: ICT with Video Capabilities](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [8: Hardware](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

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

Notes:

Chapter [10: Non-Web Documents](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|-----------------------------------|--------------------------------------|-------------------------------------|
| 10.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 10.1.1.1 through 10.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 10.5 Caption positioning | Not Applicable | |
| 10.6 Audio description timing | Not Applicable | |

Chapter [11: Software](#)

Notes:

| Criteria | Conformance Level | Remarks and Explanations |
|--|--------------------------------------|-------------------------------------|
| 11.0 General (informative) | Heading cell – no response required | Heading cell – no response required |
| 11.1.1.1 through 11.4.1.3 | See WCAG 2.x section | See information in WCAG 2.x section |
| 11.5 Interoperability with assistive technology | Heading cell – no response required | Heading cell – no response required |
| 11.5.1 Closed functionality | Heading cell – no response required | Heading cell – no response required |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|---|
| 11.5.2 Accessibility services | Heading cell – no response required | Heading cell – no response required |
| 11.5.2.1 Platform accessibility service support for software that provides a user interface | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.2 Platform accessibility service support for assistive technologies | See 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.3 Use of accessibility services | See information in 11.5.2.5 through 11.5.2.17 | See information in 11.5.2.5 through 11.5.2.17 |
| 11.5.2.4 Assistive technology | Supports | This product does not disrupt or 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 |
| 11.5.2.5 Object information | Supports | See WCAG 2.5.3 |
| 11.5.2.6 Row, column, and headers | Partially Supports | See WCAG 1.3.1 |
| 11.5.2.7 Values | Partially Supports | See WCAG 4.1.2 |
| 11.5.2.8 Label relationships | Partially Supports | See WCAG 4.1.2 |
| 11.5.2.9 Parent-child relationships | Partially Supports | See WCAG 4.1.2, 1.3.1 |
| 11.5.2.10 Text | Supports | See WCAG 1.3.1, 4.1.2 |
| 11.5.2.11 List of available actions | Supports | See WCAG 4.1.2 |
| 11.5.2.12 Execution of available actions | Supports | See WCAG 2.1.1 |
| 11.5.2.13 Tracking of focus and selection attributes | Supports | See WCAG 4.1.2 |
| 11.5.2.14 Modification of focus and selection attributes | Partially Supports | See WCAG 4.1.2, 4.1.3 |
| 11.5.2.15 Change notification | Partially Supports | See WCAG 4.1.2, 4.1.3 |
| 11.5.2.16 Modifications of states and properties | Partially Supports | See WCAG 4.1.2, 4.1.3 |
| 11.5.2.17 Modifications of values and text | Supports | See WCAG 4.1.2 |
| 11.6 Documented accessibility usage | Heading cell – no response required | Heading cell – no response required |
| 11.6.1 User control of accessibility features | Supports | |
| 11.6.2 No disruption of accessibility features | Supports | |

| Criteria | Conformance Level | Remarks and Explanations |
|---|---|-------------------------------------|
| 11.7 User preferences | Supports | |
| 11.8 Authoring tools | Heading cell – no response required | Heading cell – no response required |
| 11.8.1 Content technology | Heading cell – no response required | Heading cell – no response required |
| 11.8.2 Accessible content creation | See WCAG 2.x section (If not authoring tool, enter “Not Applicable”) | See information in WCAG 2.x section |
| 11.8.3 Preservation of accessibility information in transformations | Not Applicable | |
| 11.8.4 Repair assistance | Not Applicable | |
| 11.8.5 Templates | Not Applicable | |

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 | Supports | The application was designed to work with assistive technology, with limitations provided in above WCAG 2.x section. |
| 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 | Supports | An Accessibility Statement is provided for Sierra Express Lane for information on accessibility features and limitations |
| 12.2.3 Effective communication | Supports | Clarivate Support services are available to accommodate communication needs of users with disabilities. Users can communicate with customer support by phone, email, chat, contact us web form. Staff have experience working with users with disabilities. |
| 12.2.4 Accessible documentation | See WCAG 2.x section | See information in WCAG 2.x section |

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.