

# ■ Accessibility Conformance Report

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VPAT® Version 2.0 – October 2017

Product

**SIERRA WEBPAC** Example Set 2015

## Description

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

## Report Date

December 29, 2017

## Contact Information

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## Scope

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

The following pages were reviewed and represent the main templates and workflows used throughout the website: User login, basic and advanced item search, search results, item detail, request item, bag, user list and holds and program calendar. The evaluation of each web page included the common elements (Header, Footer, User Record (Account) Navigation and Search Refinement) as well as the main content.

## Evaluation Methods Used

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

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

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

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A – Yes Level AA – Yes Level AAA – No
Section 508 as published in 2017, at <a href="http://www.Section508.gov">http://www.Section508.gov</a>	Yes

# Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

# WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: Conformance with the WCAG 2.0 Success Criteria, are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

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

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"><li>▪ 501 (Web)(Software)</li></ul>	Web:  Supports with Exceptions	Web:  The active images used on the Calendar page, such as the linked images that open the calendar navigation popup, perform the logout function, print the events, apply filters and submit the search have no alternative text defined. The decorative clock images used in the calendar have no text alternative. The List and Grid View images used on the Calendar page have a text alternative but are already described in the adjacent link anchor text.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)  Also applies to:  2017 Section 508 <ul style="list-style-type: none"><li>▪ 501 (Web)(Software)</li></ul>	Web:  Not Applicable	Web:  No audio-only or video-only content on the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.2.2 Captions (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>
<p><b><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No pre-recorded video content for synchronized media on the pages reviewed.</p>
<p><b><u>1.3.1 Info and Relationships</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Table data cells, such as the “title location” tables used on the Search Results page, are not associated with column headers. The table used on the User Account (holds) page uses multiple levels of header cells that are not associated with the table data cells. The Programs, Month/Year, Limit to Type and Program Search headings on the Calendar page are not defined as semantic headings. The navigation links used in the User Record (Account) navigation and the action and Resources links used on the Search Results page are not defined as lists. Most of the pages use layout tables that do not have their semantics removed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.2 Meaningful Sequence</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Each record that is output on the Search Results page contains a visually hidden "Rating" heading that is read by screen readers. Ratings are not used on this page.</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Instructions for content do not rely on sensory characteristics.</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The links in the Search Refinement that are used to sort the search results use color as the only means of indicating the current sort order of the search results.</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No Audio content is present.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>2.1.1 Keyboard</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The My Library and Help Topics menus used in the website header cannot be opened or used with the keyboard, they can only be used with the mouse. The active image that opens the calendar navigation popup on the Calendar page cannot be used with the keyboard.</p>
<p><a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>No keyboard trap found on the pages reviewed.</p>
<p><a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Does not Support</p>	<p>Web:</p> <p>The Advanced Search page closes without warning and the user is redirected to the default search page after a set amount of time. The user session expires without a warning or opportunity to extend the session on the Bag page.</p>
<p><a href="#"><u>2.2.2 Pause, Stop, Hide</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No moving, blinking, scrolling, or auto-updating content found on the pages reviewed.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The pages reviewed have no flashing content that flashes more than three times in any one second period.</p>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A skip navigation link is provided in the website header. However, ARIA landmark roles or the equivalent HTML5 sectioning elements are not used, and some pages (Login) do not have an h1 heading at the start of the main content.</p>
<p><b><u>2.4.2 Page Titled</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The HTML page title elements are the same across some of the pages. In some cases, the title does not include the page name or website name.</p>



Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.3 Focus Order</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Each active element in the website header uses a tabindex value greater than zero. Depending on which content page is currently loaded in the browser, the active page elements receive keyboard focus before the active elements in the website header. On the Search Results page, the link used to "jump to" a record receives keyboard focus before the textbox used to input the record number to jump to. When the Search Tips dialog is closed, keyboard focus is moved to the website header instead of back to the element that opened the dialog.</p>
<p><b><u>2.4.4 Link Purpose (In Context)</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Links' purpose, such as the Request links used on the Search Results page, cannot be determined from the link text and the page context.</p>
<p><b><u>3.1.1 Language of Page</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The calendar page does not specify the default language. Screen readers may not read the content with the correct pronunciation.</p>
<p><b><u>3.2.1 On Focus</u></b> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>A change of context is not initiated when elements on the pages reviewed receive focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>3.2.2 On Input</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The Search Type select control, when present in the website header, causes the current page to reload when a value is selected from the list.</p>
<p><a href="#"><u>3.3.1 Error Identification</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Errors are provided to the users in text on the pages reviewed.</p>
<p><a href="#"><u>3.3.2 Labels or Instructions</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>All User input controls have labels and instructions on the pages reviewed.</p>
<p><a href="#"><u>4.1.1 Parsing</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>Most pages contain coding errors that may prevent assistive technologies (AT) from interpreting content correctly. ID attributes values are duplicated, and some elements are not nested correctly.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The Search Type select control, when present in the website header, has no label defined. Some form fields such as those used in the Search Refinement and the Search Scope form field on the home screen have programmatic labels defined but the labels use the CSS display: none property so they are not read by all screen readers. The checkboxes used to limit search results in the Search Refinement have no labels defined. The My Library and Help Topics menus in the website header are not defined as menus and their state is not indicated. Error messages that are displayed at the top of the form on the Login, Search Results, Request and Advanced Search pages are not programmatically associated to the form and are positioned where screen reader users may not locate them. The Search Tips dialog is no defined with a role or label. Screen reader users are not notified the dialog has opened or told its purpose.</p>

## Table 2: Success Criteria, Level AA

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

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#"><u>1.2.4 Captions (Live)</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>Live audio content is not present on the pages reviewed.</p>
<p><a href="#"><u>1.2.5 Audio Description (Prerecorded)</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not applicable</p>	<p>Web:</p> <p>Pre-recorded video content is not present on the pages reviewed.</p>
<p><a href="#"><u>1.4.3 Contrast (Minimum)</u></a> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The text used on the pages that indicates the logged in user name and the error messages used on the Login page have insufficient color contrast. The white text used on the blue background (both regular and large text elements) on the Calendar page has insufficient color contrast.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.4.4 Resize text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The text on all reviewed pages could be enlarged to 200% without issues.</p>
<p><b><u>1.4.5 Images of Text</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The media type images used on the Search Results, Item Detail and Bag pages are images of text.</p>
<p><b><u>2.4.5 Multiple Ways</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>There was more than one way to locate a web page on the pages reviewed.</p>
<p><b><u>2.4.6 Headings and Labels</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The form control labels for the Pickup Location controls on the User Account page are duplicated and not unique for each control.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>2.4.7 Focus Visible</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports with Exceptions</p>	<p>Web:</p> <p>The Search Type select control, when present in the website header, and the "All" links used on the Calendar page have no visible indication of focus.</p>
<p><b><u>3.1.2 Language of Parts</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>The human language of each passage or phrase in the content can be programmatically determined.</p>
<p><b><u>3.2.3 Consistent Navigation</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Navigation methods used are defined consistently on the pages reviewed.</p>
<p><b><u>3.2.4 Consistent Identification</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software) – Does not apply to non-web software</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Components with the same functionality are defined consistently.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>3.3.3 Error Suggestion</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Supports</p>	<p>Web:</p> <p>Suggestions for correcting errors are provided.</p>
<p><b><u>3.3.4 Error Prevention (Legal, Financial, Data)</u></b> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>501 (Web)(Software)</li> </ul>	<p>Web:</p> <p>Not Applicable</p>	<p>Web:</p> <p>No Legal or Financial data present on the pages reviewed.</p>

# 2017 Section 508 Report

Notes: None

## Chapter 3: Functional Performance Criteria (FPC)

Notes: None

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Users using a screen reader will encounter challenges as noted in table 1 and table 2 above with form controls, keyboard access, interactive controls, images, and data tables.
302.2 With Limited Vision	Supports with Exceptions	Some of the content has insufficient color contrast. The Advanced Search page redirects users to the basic search page without warning, and the session times out on the Bag page without a prompt or method to extend the time.
302.3 Without Perception of Color	Supports with Exceptions	Users without perception of color may have difficulty knowing the order in which content is sorted on the Search Results page.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the pages reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the pages reviewed.



Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	Supports with Exceptions	Some interactions on the pages, such as the My Library and Help Topics menus in the website header require mouse action. The Advanced Search page redirects users to the basic search page without warning, and the session times out on the Bag page without a prompt or method to extend the time.
302.8 With Limited Reach and Strength	Supports with Exceptions	Some interactions on the pages, such as the My Library and Help Topics menus in the website header require mouse action. The Advanced Search page redirects users to the basic search page without warning, and the session times out on the Bag page without a prompt or method to extend the time.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	The Advanced Search page redirects users to the basic search page without warning, and the session times out on the Bag page without a prompt or method to extend the time.

## Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Not Applicable	No documentation was evaluated
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	No documentation was evaluated
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Not Applicable	No services were evaluated
603.3 Accommodation of Communication Needs	Not Applicable	No services were evaluated

### Legal Disclaimer

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