

Voluntary Product Accessibility Template® (VPAT®)

Version 2.2-July 2018

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About This Document

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.2 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

There are three columns in each table, column one of the each Table describes the success criteria. The second column describes the “Conformance Level”, which are described in detail under ‘Terms’ section below. The third column contains any additional remarks and explanations regarding the product.

Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

Name of Product/Version: Bloomsbury Publishing Platform

Date: January 28, 2019

Evaluation Methods Used: This report was generated based on tests conducted via a pair testing methodology involving two testers, one of whom was non-sighted and the other sighted. Below is the list of tools, which were used while testing:

- JAWS 18
- NVDA 2018
- VoiceOver
- Color Contrast Analyzer
- Browser Zoom upto 200%

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 http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA(No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(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.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Equivalent alternative text is given for non-text elements. However, text equivalent is either inappropriate or missing for some non-text elements.</p> <ul style="list-style-type: none"> - Website Logos have incorrect alternative text, and some home page images lack alt text. - Screen reader reads unnecessary alternative text 'Login Icon' for the image associated with 'User Account Dropdown'. - [Arcadian Library only]: alternative text for the images available on Digital Archive view is not meaningful. - [Arcadian Library Online only] Default alt text 'Slider image' is used for all images in the home page carousel - [Selected resources only] World map and timeline features are not accessible to screen reader users.
<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Video is not included in any BPP resources.
<p>1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Video is not included.
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Video is not included.
<p>1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Screen reader properly identifies most of the information available on the site. Visually impaired users are able to perceive the relationships between a particular element and its role easily. However, there are a few areas where visually impaired users have difficulty in understanding the information and corresponding relationship as heading structure is not implemented properly.</p> <p>Instances:</p> <ul style="list-style-type: none"> - Screen reader reads an unlabeled link "Javascript" after book title heading on Monograph Book page. - Headings on book landing pages and chapter views are tagged with incorrect levels. - No heading is present to indicate Footnotes section in Monograph as Reference Chapter Page for screen reader user. - Screen reader does not read close button on Share window on Content Page - Screen reader user cannot browse Save, Download, Print, etc. links by pressing its initial character from link list on Content page. - Navigation bar links (About, Explore and Browse) are not tagged as heading for screen reader users - Screen reader reads hidden 'First/Previous' and 'Next/Last' pagination links in first and last search results page. - Main region landmark is not provided in web pages. - Screen reader reads 'back to top' link sometimes at the top

Criteria	Conformance Level	Remarks and Explanations
		of the page and sometimes does not read anywhere in page.
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Throughout the website, sequence of content is meaningful and appropriate and does not affect the meaning of given content. Screen reader user can read the content present on page line wise using up/down arrow keys. Screen reader reads each paragraph of a book chapter in same reading order as visually seen on screen. However, there are instances where the tab sequence is incorrect for Android device users: <ul style="list-style-type: none"> Reading order is incorrect after expanding the navigation panel on Android device. Reading order is incorrect after expanding the Refine section on Android device.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The website does not contain any elements that depend purely upon the size, location, or shape of an object to convey information to user. For example, icons for content type all have equivalent text, so do not purely rely on their visual significance.
Any 1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Wherever color is used to indicate any type of information on page such as bullet points, section headings, links or buttons, an appropriate html tag is provided with a text label that allows screen reader users to identify their correct role.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no audio files available in the website that play automatically as soon as the page is launched.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Most of the interactive elements and functionalities are accessible using the keyboard. However, there are instances where motor impaired users and screen reader users are not able to perform actions through keyboard. Instances: <ul style="list-style-type: none"> Keyboard user cannot expand/collapse the filter categories present under 'Refine Results' heading. [Selected products]: World Map and Timeline are not accessible to keyboard-only navigation.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Keyboard focus does not get trapped in the website, except at one instance where the Tab focus traps on the expand/collapse icon in the post-search filters.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no activity in the website where the page time needs to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no videos.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Video files in some products contain flashing lights, but we have tested samples and not found any examples of more than 3 flashes per second.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	'Skip to Main Content' links are not provided, which means that Keyboard-only/Screen reader users cannot jump directly to the beginning of the main section of page in order to skip repetitive content
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All the pages in the website have a page title that sufficiently describes the purpose of the page.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508	Supports with Exceptions	In most cases, the focus order moves in a correct sequence. Exceptions:

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<ul style="list-style-type: none"> Screen reader focus shifts to the top of the page on adding/deleting row on Advanced search page. Focus does not move to username field on launching the Login page.
<p>2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>Majority of the links present in the application are provided with link text which clarifies the purpose of link. However, there are couple of instances where the link text is either incorrect or missing.</p> <ul style="list-style-type: none"> Screen reader reads link text for 'Subscription required' link twice on book landing page (for non-subscribers) Screen reader reads link text for 'Read Screenplay link' twice on screenplay summary page. Link text is not sufficient for the link available to expand/collapse filter options in search result page. Screen reader reads Remove Filter link associated with selected filter option incorrectly as 'Close link' on search result page. Link text is incorrect for the expand/collapse icon associated with each book title on search result page. No link text is provided for help icon present on Advance search page.
<p>3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does Not Support	Users are able to identify and understand the language of the page content. However, HTML Lang <html lang="en"> attribute is missing on all web pages.
<p>3.2.1 On Focus (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There are no interactive elements that are triggered automatically on receiving the focus.
<p>3.2.2 On Input (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Change of context does not happen when user changes the setting of any element or controls.
<p>3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>Screen reader does not automatically notify the user of errors on form pages; however, the user can find the error through navigating the page. Examples:</p> <ul style="list-style-type: none"> Screen reader does not read the error message when submitting an invalid form on the Sign Up page. Screen reader user is not notified when the character limit is exceeded while typing in message field on Contact Us page.
<p>3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>The web site provides support for motor impaired and cognitive users, as labels and instructions are provided for form fields, which are clearly visible and readable to such users. However, there are instances where visually impaired users find it difficult to understand the purpose of form fields.</p> <p>Instances:</p> <ul style="list-style-type: none"> Text label missing for 'Search within this book' and 'Go To Page' edit fields on book landing pages Search button is incorrectly labeled. Form fields are not labelled properly on the search results page. Password fields are not labeled on Sign Up page. Terms and Conditions checkbox is incorrectly labeled on Account Sign Up page. Message edit field is not labelled on Contact us page.
<p>4.1.1 Parsing (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	<p>The validation tool identifies errors and warnings in the HTML code, but these do not impact the user experience or interfere with correct operation of assistive technologies. Errors include:</p> <ul style="list-style-type: none"> The align attribute on the div element is obsolete Element div is not allowed as a child of element h2 in this context The aria-labelledby attribute must point to an element in the same document.
<p>4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Most of the web elements have proper labels associated with their role and screen readers recognize them correctly when values are updated. However, there are a few instances where screen readers do not read the label, role and current state of a particular element:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> - Screen reader reads 'Collapse all sections / expand all sections' toggle links as plain text on book and digital archive landing pages. - Screen reader reads unnecessary label "Area collapsed / Area expanded" with 'Book Summary/Abstract' and 'Table of Contents' links on book landing page. - Screen reader reads image controls as plain text - Screen reader user cannot read the typed text in message field using arrow keys on Contact us page. - Title dropdown is not properly accessible to screen reader user on Account Sign Up page. - Screen reader does not read the required state of mandatory form fields. - Screen reader reads delete Row Button as plain text in Advanced search page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There are no live videos in the website.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	No video is included.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Color scheme is appropriate and color contrast ratio of almost all interactive elements is equal to or greater than standard ratio 4.5:1. Exceptions include the 'Back to top' links throughout the sites, 'Search' icon in main navigation bars, and colored hyperlinked text in some sites.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	All elements and content of website is operable and readable when application pages resize up to 200%, allowing full functionality for low vision users.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The sites do not contain images of text.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 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 	Supports	Although there is no Sitemap, users can access all content on the site via multiple routes, including global navigation browses, search, Related Content.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Headings and Labels provide sufficient information to understand the purpose and context of the content. Users can easily perform desired actions on different web elements by reading the label of the respective element. This criterion was tested manually using screen readers.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Tab focus is clearly visible on almost all of the interactive elements and keyboard users can easily track their tab location on screen through focus indicators which appear while navigating via tab keys. However, there are couple of instance where focus is not visible: <ul style="list-style-type: none"> - Keyboard focus is not visible on 'Search' and 'Go' buttons - Focus is not visible in the 'Explore By' and 'Browse Contents' navigation menus
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The content is in the English language only. There are no passages in the content where the language of the part needs to be defined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508	Supports	Repeated components occur in the same order on every page of the

Criteria	Conformance Level	Remarks and Explanations
<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 		application, which helps user to predict the location of different web elements on each page.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 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 	Supports	Elements that have the same functionality across multiple web pages, such as header links and footer links, have the same labels or same name. Screen reader users can therefore recognize such elements consistently throughout the application.
3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Error messages are descriptive enough to understand the error and identify the location where the error is occurring. This criterion was validated manually using screen reader.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The sites do not include forms relating to legal commitments or financial data.

Table 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Most of the areas in the application are accessible using screen readers, such as JAWS, NVDA and VoiceOver. However, heading structures are not always implemented properly, which can mean that visually impaired users find it difficult to understand the hierarchical structure and relationship of the content. Examples: <ul style="list-style-type: none"> Headings on book landing pages and chapter views are tagged with incorrect levels. Screen reader reads an unlabeled link "Javascript" after book title heading on Monograph Book page. Screen reader reads link text for 'Subscription required link' twice on Monograph Book page. [Arcadian Library Online only]: Alternative text for the images available on Digital Archive pages is not meaningful. [Selected products only]: World Map and Timeline are not accessible to screen readers.
302.2 With Limited Vision	Supports with Exceptions	Content of application is easily readable when application pages resize up to 200% and in high contrast mode. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1. Exceptions include the 'Back to top' links throughout the sites, 'Search' icon in main navigation bars, and colored hyperlinked text in some sites.
302.3 Without Perception of Color	Supports	Whenever color is used to display information to the user, the same information is also available in textual form.
302.4 Without Hearing	Supports	There is no audio content, so all content can be accessed without hearing.
302.5 With Limited Hearing	Supports	There is no audio content, so all content can be accessed without hearing.
302.6 Without Speech	Supports	Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Supports with Exceptions	Users with limited manipulation can use adaptive keyboards to navigate the websites. Android and iOS users can use voice input features to type in forms, and can also use Switch Access feature for object navigation. However, there are certain areas where users may find it difficult to perform the actions due to interactive elements lacking tab focus, and incorrect focus order as mentioned in 2.1.1 and 2.4.3 above.
302.8 With Limited Reach and Strength	Supports with Exceptions	There are instances where it is difficult to access interactive elements using tab key and arrow keys. This is a limitation for keyboard users accessing the elements while navigating in tab sequence. The lack of a 'skip to main content' link is also an obstacle for keyboard-only users.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Features in the website offer good support for user with cognitive disabilities: there is no multimedia playing automatically which could confuse users, and no flashing elements that could cause seizures. However, users with reading disabilities may experience difficulty with

lengthy text passages and long paragraphs.

Table 4: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The Help page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies.
602.3 Electronic Support Documentation	Supports	The Help page includes information on content and functionality, and this is accessible to all users.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Support information is provided online only, so no alternate format is required.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	The Help page includes a dedicated Accessibility Statement which describes accessibility features and compatibility with assistive technologies. This includes a link to the Contact Us page where users can use the form to raise technical queries and request for information regarding accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Supports with Exceptions	There is an online form on the Contact us page, where users can contact technical support. However, there is no specific support services to meet the requirement of end users with disabilities.