

EBSCO Information Services

Accessibility Conformance Report

VPAT® (Voluntary Product Accessibility Template) Version 2.0 – October 2017

Name of Product/Version: eBooks

Product Description: EBSCO eBooks offers more than 1.5 million high-quality e-book titles and 100,000 audiobooks from more than 1,500 major academic publishers and university presses from around the world. EBSCO eBooks can be read online or downloaded by chapter or full book for offline reading.

Date: January 2020

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Notes: We are continually improving/fixing our interface so that it is accessible to all our customers and users. This VPAT may not contain all the fixes and enhancements made to date to improve our interface.

Evaluation Methods Used:

- JAWS + IE (PC), NVDA + Firefox (PC), VoiceOver + Safari (iOS and Mac), TalkBack + Chrome (Android)
- aXe

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)
Section 508 as published in 2017, at http://www.Section508.gov	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	(No)

Terms

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Supports with exceptions</p>	<p>Includes some decorative images alt text that should be null. E.g., Category browse</p> <p>Most PDFs do not have alt text for images. SVG graphics are used without any text equivalent.</p> <p>Some redundant links</p> <p>Some Icon fonts are defined in the CSS using content property instead of using aria-label</p> <p>Controls, Input: All controls have a name with a description.</p> <p>Time-based media: EBSCO eBooks does not contain time-based media.</p> <p>Test: EBSCO eBooks does not contain tests or exercises.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Sensory: EBSCO eBooks does not contain Sensory non-text content.</p> <p>CAPTCHA: There is a CAPTCHA workflow in EBSCO eBooks intended to prevent content harvesting. It can be completed with a keyboard and/or screen reader.</p> <p>Decorative, Formatting, Invisible: There are a number of small known issues with decorative images throughout EBSCO eBooks.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>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	EBSCO eBooks does not contain audio or video content, but the help site content meets this criterion.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>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	EBSCO eBooks does not contain audio or video content, but the help site content meets this criterion.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	EBSCO eBooks does not contain audio or video content, but the help site content meets this criterion.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>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	Structural information is available via screen readers, however, some form input fields are not explicitly associated with their labels; e.g. Search Options/Advanced Search

Criteria	Conformance Level	Remarks and Explanations
		Labels, forms, and instructions are provided when content requires input. PDF eBook content does not contain this structural information currently. EPUB content does. EBSCO is working with publishers to remediate this issue.
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Headings and landmarks are provided for navigating the page in a meaningful order based on importance of content. User can also tab through page to find appropriate information.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Sensory characteristics alone are not used to convey information
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exceptions	In general, color alone is not used to convey information. However, some text has insufficient color contrast.
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	EBSCO eBooks does not contain audio content or audio that plays automatically.
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) 	Supports	Responsive design supports resized text and features.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<p>2.1.1 Keyboard (Level A)</p> <p>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>All critical workflows in EBSCO eBooks are keyboard accessible.</p> <p>The filter panel options are not semantically defined; e.g. using spacebar for selection of button control.</p> <p>Multiple links that go to the same destination are adjacent to each other causing two tab stops for each link.</p> <p>The SVG elements receive an extra tab stop in addition to the link/button they are inside.</p> <p>There are some inconsistencies between screen readers with regard to shortcut keys.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>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	There is one keyboard trap within a tool that will be addressed.
<p>2.2.1 Timing Adjustable (Level A)</p> <p>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	The session sometimes times out. without a prompt and without providing a way for users to extend the session.
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>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 is no content in EBSCO eBooks that updates automatically, without the user taking an action
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>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	EBSCO eBooks does not use flashing elements.
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p>	Supports	Skip links and heading levels exist for screen reader users.

Criteria	Conformance Level	Remarks and Explanations
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 		
<u>2.4.2 Page Titled</u> (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	Web pages have titles that describe topic or purpose.
<u>2.4.3 Focus Order</u> (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	In general the tab order follows a logical sequence.
<u>2.4.4 Link Purpose (In Context)</u> (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	All critical links in the eBook viewer workflow can be understood contextually. There are some cases outside of the ebook viewer where the purpose of one or more links cannot be determined from the link text alone; e.g., The "Show More" links in the filter panel.
<u>3.1.1 Language of Page</u> (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	All pages on the platform identify the language. However, there are some documents, as provided by the publisher, that do not specify language on the page to a screen reader.
<u>3.2.1 On Focus</u> (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	Some workflows in EBSCO eBooks will send focus to the start of the page after completing the workflow. E.g. Focus returns to the top of the page after the "Save Pages to PDF" panel closes.
<u>3.2.2 On Input</u> (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	Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component. Exception, filter panel selections refresh the page.
<u>3.3.1 Error Identification</u> (Level A)		In the ebook viewer, error messages are

Criteria	Conformance Level	Remarks and Explanations
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	read by screen readers. Elsewhere on the platform, some errors are defined so that they are visually apparent only.
<u>3.3.2 Labels or Instructions</u> (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	There are some cases where labels or instructions are not provided when content requires user input. E.g. Advanced search page
<u>4.1.1 Parsing</u> (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	In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any ids are unique, except when specifications allow these features.
<u>4.1.2 Name, Role, Value</u> (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	Some buttons are incorrectly defined and do not specify button name. The expand and collapse function does not convey link purpose or current state to assistive technology users. Semantic information about modal windows is communicated visually but assistive technology users are not notified that a box is opened or its purpose.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<u>1.2.4 Captions (Live)</u> (Level AA) Also applies to: EN 301 549 Criteria 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	EBSCO eBooks does not contain live content.
<u>1.2.5 Audio Description (Prerecorded)</u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	EBSCO eBooks does not contain video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>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	Some text has insufficient color contrast.
<p>1.4.4 Resize text (Level AA)</p> <p>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	It is possible to resize both the interface and book content up to 200% without loss of content or functionality.
<p>1.4.5 Images of Text (Level AA)</p> <p>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	Some older PDF content may contain images of text.
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <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	There are multiple paths to reach all pages in EBSCO eBooks.
<p>2.4.6 Headings and Labels (Level AA)</p> <p>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>EBSCO eBooks uses descriptive headings and labels throughout the product.</p> <p>Elsewhere on the platform, accessible name defined by the alt attribute for the "Next Search Result" button does not match or describe the button action.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>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 keyboard focus is visible throughout EBSCO eBooks with the exception of a small set of buttons.</p> <p>E.g., The "author" active page element for each eBook has no visible focus indicator. Mouse users get visible cues that a page element is actionable (mouse pointer change, rollover color change, etc.) that</p>

Criteria	Conformance Level	Remarks and Explanations
		are not available to keyboard-only E.g., The carousel navigation links have no visible focus indicator.
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 with exceptions	The UI may be translated into 30+ languages. Some ebooks may not have language of parts identified.
3.2.3 Consistent Navigation (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	All pages in EBSCO eBooks use consistent navigation
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	All components with the same functionality are identified consistently in EBSCO eBooks
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 with exceptions	Some errors are defined so that they are visually apparently only.
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) 	Supports	EBSCO eBooks does not deal with Legal or Financial data. User data can be controlled by the user.

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with exceptions	
302.2 With Limited Vision	Supports with exceptions	
302.3 Without Perception of Color	Supports	
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	

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	
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

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