

Voluntary Product Accessibility Template® (VPAT®)

Version 2.3-September 2020

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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 2.3 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 2.3 – September 2020

Name of Product/Version: Bloomsbury Publishing Platform

Date: September 01, 2020

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"> - Screen reader reads unnecessary alternative text 'Login Icon' for the image associated with 'User Account Dropdown'. - [Selected resources only]: alternative text for the images available on Digital Archive view is not meaningful. - [Selected resources 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) 	Supports with Exceptions	<p>All video and audio files (with the sole exception below) have transcripts, and the video is properly synchronized with the audio track and transcript.</p> <p>[Drama Online only] The LA Theatre Works audio productions do not have text transcripts.</p>
<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) 	Supports	Synchronized captions are provided for all videos across the BPP product range.
<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) 	Supports with Exceptions	<p>Audio description, or meaningful descriptive information in the form of captions, is available for video content across the BPP product range, with the following exception:</p> <p>[Drama Online only] The audio information is not fully sufficient for understanding and interpreting the information available in the videos on this platform. There are number of activities and gestures in the videos which require additional audio information to explain them. Screen reader users would not be able to get the complete information by listening to the audio only.</p>
<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 user cannot browse Save, Download, Print, etc. links by pressing its initial character from link list on Content page. - Screen reader reads hidden 'First/Previous' and 'Next/Last' pagination links in first and last search results page. - Screen reader reads 'back to top' link sometimes at the top of the page and sometimes does not read anywhere in page.
<p>1.3.2 Meaningful Sequence (Level A)</p>	Supports with Exceptions	Throughout the website, sequence of content is meaningful and

Criteria	Conformance Level	Remarks and Explanations
<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>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:</p> <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.
<p>1.3.3 Sensory Characteristics (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	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.
<p>Any 1.4.1 Use of Color (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	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.
<p>1.4.2 Audio Control (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) 	Not Applicable	There are no audio files available in the website that play automatically as soon as the page is launched.
<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>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.</p> <p>Instances:</p> <ul style="list-style-type: none"> - [Selected products]: World Map and Timeline are not accessible to keyboard-only navigation.
<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	Keyboard focus does not get trapped on the website.
<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) 	Not Applicable	There is no activity in the website where the page time needs to be adjusted or extended.
<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	The video player includes Play and Pause buttons so that users can perform desired actions on the video controls. Play and Pause buttons are also available on homepage carousels and image sliders.
<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	There is no content in the website which flashes more than 3 times per second.
<p>2.4.1 Bypass Blocks (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	'Skip to Main Content' links are provided at the top of each content item page, allowing Keyboard-only/Screen reader users to jump directly to the beginning of the main section of page in order to skip repetitive content.
<p>2.4.2 Page Titled (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	All the pages in the website have a page title that sufficiently describes the purpose of the page.
<p>2.4.3 Focus Order (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>In most cases, the focus order moves in a correct sequence.</p> <p>Exceptions:</p> <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)</p>	Supports with Exceptions	Majority of the links present in the application are provided with

Criteria	Conformance Level	Remarks and Explanations
<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>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) 	Supports with Exceptions	<p>Users are able to identify and understand the language of the page content. An HTML Lang <html lang="en"> attribute is present on all web pages with English language content, but there is no equivalent present for the rare cases of content in other languages.</p>
<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	<p>There are no interactive elements that are triggered automatically on receiving the focus.</p>
<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	<p>Change of context does not happen when user changes the setting of any element or controls.</p>
<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	<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.</p>
<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	<p>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:</p> <ul style="list-style-type: none"> - Screen reader reads unnecessary label "Area collapsed / Area expanded" with 'Book Summary/Abstract' and 'Table of Contents' links on book landing page. - 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.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA) 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	There are no live videos in the website.
<p>1.2.5 Audio Description (Prerecorded) (Level AA) 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>Audio description, or meaningful descriptive information in the form of captions, is available for video content across the BPP product range, with the following exception:</p> <p>[Drama Online only] The audio information is not fully sufficient for understanding and interpreting the information available in the videos on this platform. There are number of activities and gestures in the videos which require additional audio information to explain them. Screen reader users would not be able to get the complete information by listening to the audio only.</p>
<p>1.4.3 Contrast (Minimum) (Level AA) 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	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 colored hyperlinked text in some sites.
<p>1.4.4 Resize text (Level AA) 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	All elements and content of website is operable and readable when application pages resize up to 200%, allowing full functionality for low vision users.
<p>1.4.5 Images of Text (Level AA) 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	The sites do not contain images of text.
<p>2.4.5 Multiple Ways (Level AA) 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	Although there is no Sitemap, users can access all content on the site via multiple routes, including global navigation browses, search, Related Content.
<p>2.4.6 Headings and Labels (Level AA) 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	<p>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.</p> <p>This criterion was tested manually using screen readers.</p>
<p>2.4.7 Focus Visible (Level AA) 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>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:</p> <ul style="list-style-type: none"> [Selected resources only] Keyboard focus is not visible on thumbnail previews of museum image content
<p>3.1.2 Language of Parts (Level AA) 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 vast majority of content is in the English language only. There are only a small number of passages within the content of selected resources where the language of the part needs to be defined.
<p>3.2.3 Consistent Navigation (Level AA) 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	Repeated components occur in the same order on every page of the application, which helps user to predict the location of different web elements on each page.
<p>3.2.4 Consistent Identification (Level AA) 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	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.
<p>3.3.3 Error Suggestion (Level AA) Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 	Supports	Error messages are descriptive enough to understand the error and identify the location where the error is occurring.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		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. [Selected resources only]: Alternative text for the images available on Digital Archive pages is not meaningful. [Selected resources 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 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 with Exceptions	Textual alternative in the form of text transcripts and captions are available for all videos. However, there are no transcripts for the LA Theatre Works audio plays on Drama Online, making these inaccessible for hearing-impaired users.
302.5 With Limited Hearing	Supports with Exceptions	Textual alternative in the form of text transcripts and captions are available for all videos. However, there are no transcripts for the LA Theatre Works audio plays on Drama Online, making these inaccessible for hearing-impaired users. Audio/video controls are provided, so that users can increase or decrease the audio volume according to their needs.
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 some 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. However, the presence of a 'skip to main content' link helps to facilitate page navigation 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	Heading cell – no response required

	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	There is an online form on the Contact us page, where users can contact technical support. In addition, the Accessibility Statement provides information regarding a specific customer support service to meet the requirements of end users with disability.