Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: LibApps

Report Date: October 9, 2024

Product Description: Web Application to manage accounts, authentication, domains and certificates for all Springshare products. The LTI tool builder, ILS integration, and image manager are managed through LibApps as well.

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Notes:

Evaluation Methods Used: Knowledge of the product; SiteImprove, VoiceOver, WAVE; Browser developer tools

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes)

Standard/Guideline	Included In Report
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.1](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Web Content Accessibility Guidelines 2.2](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
[Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018](#)	Yes
[EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)](#) *AND* [EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)](#)	Yes

Terms

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

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

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.1.1.1 (Web) 10.1.1.1 (Non-web document) 11.1.1.1.1 (Open Functionality Software) 11.1.1.1.2 (Closed Functionality Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All images other than decorative images are accompanied by alternative text by default. All images from the Image Manager are accompanied by an alt text field to encourage web authors to include this info.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibApps does not contain audio- or video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	**Web, Authoring Tool**: LibApps does not contain audio- or video-only content. **Electronic Docs**: Both short-form and long-form training videos on our training site are captioned.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibApps and our help docs do not contain synchronized media.
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs**: Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

Criteria	Conformance Level	Remarks and Explanations
11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		**Authoring Tool**: Exceptions are listed below: 1. Some pages skip heading levels. 2. The tab components do not have proper aria roles (tablist and tab). An internal ticket has been filed for these issues.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.1.3.2 (Web) 10.1.3.2 (Non-web document) 11.1.3.2.1 (Open Functionality Software) 11.1.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: LibApps pages are structured to provide users with the correct reading sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.1.3.3 (Web) 10.1.3.3 (Non-web document) 11.1.3.3 (Open Functionality Software) 11.1.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring tool:** There are no instructive elements in LibApps which rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.

Criteria	Conformance Level	Remarks and Explanations
12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** We don't use color to convey meaning in our help documentation. **Authoring Tool:** Color is not generally used as a means of conveying info in our authoring tool. There is an exception where some links within a body of text do not have anything to distinguish themselves other than color. We have an internal ticket filed for this issue.
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Authoring Tool**: There are no audio components that play more than 3 seconds in the default LibApps interface. **Electronic Docs:** Our video documentation does not include autoplaying videos/audio. All videos/prerecorded content can be paused/started/stopped at will.

Criteria	Conformance Level	Remarks and Explanations
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** We fully support keyboard navigation. **Authoring Tool**: Some tooltips are not keyboard accessible. An internal ticket has been filed for this issue.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All functional elements have been tested to ensure there are no keyboard traps, especially in elements like selector menus and modal windows.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** As LibApps is all web-based, browser shortcuts apply but are not altered or controlled by LibApps.

Criteria	Conformance Level	Remarks and Explanations
• 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** LibApps does not contain timed elements.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Not Applicable	**Web, Authoring Tool:** LibApps does not contain native video/audio. **Electronic Docs:** Our recorded documentation can be paused, stopped, and hidden at will.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibApps does not contain elements that flash.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Not Applicable Electronic Docs: Supports Authoring Tool: Does Not Support	**Web:** We do not have any recurring set of navlinks in standalone Patron landing page. **Electronic Docs:** Our web interface contain a skip to main content link to help users bypass repeated page navigation menus. **Authoring Tool**: We do not have a 'Skip to Main Content' link for all authoring tool pages that allows users to skip the top navigation. An internal ticket has been filed for this issue.
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** All pages have meaningful page titles.

Criteria	Conformance Level	Remarks and Explanations
9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 9.2.4.3 (Web) 10.2.4.3 (Non-web document) 11.2.4.3 (Open Functionality Software) 11.2.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Content is presented in a meaningful sequential way using appropriate html headers.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria 9.2.4.4 (Web) 10.2.4.4 (Non-web document) 11.2.4.4 (Open Functionality Software) 11.2.4.4 (Closed Software	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:** The purpose of links presented in LibApps can generally be determined from the link text alone. When images are used (as in the case of font awesome icons), we include accessible text so their purpose can be understood. **Authoring Tool**: SiteImprove is flagging the top navbar's user account and logout buttons incorrectly on smaller

Criteria	Conformance Level	Remarks and Explanations
• 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		screens as violating this criterion. We have tested keyboard navigation with screenreaders and verified that the user account and the word logout are announced when focused.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** There are no multi-point or path-based gestures.
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.3 (Web)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:** Label names contain the same text that is presented visually.

Criteria	Conformance Level	Remarks and Explanations
• 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		**Authoring Tool**: There is a small exception with the username in the top navbar. The aria-label indicates the purpose of the username but does not explicitly include the actual username.
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool:** There are no features that contain functionality that relies on device motion.
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: The default language of each page is declared in the appropriate html lang attribute.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: There are no elements that change context on focus in LibApps.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change.
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	**Web**: There are no help links on the Patron pages.

Criteria	Conformance Level	Remarks and Explanations
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** Errors in form submissions are described to the user on screen in text beneath the relevant fields. **Authoring Tool:** 1. Some error messages are not announced using the screenreader. An internal ticket has been filed for these issues.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web:** LibApps includes appropriate labels when content requires input. **Electronic Docs**: All forms on our help site contains appropriate labels when content requires input. **Authoring Tool**: 1. Some input fields have incorrect label 'for' association values. An internal ticket has been filed for these issues.
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web**: The Patron Edit Account Info form auto populates the account information fields (First Name, Last Name, Passsword).
4.1.1 Parsing (Level A) Applies to:	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates

Criteria	Conformance Level	Remarks and Explanations
WCAG 2.0 and 2.1 – Always answer 'Supports' WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		this criterion is always supported. See the WCAG 2.0 Editorial Errata and the WCAG 2.1 Editorial Errata.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs:** In cases where we have created our own, non-native HTML elements, the name and role of those elements can be programmatically determined as described in the guidelines. **Authoring Tool:** 1.Some input fields are missing accessible labels (see 3.3.2 Labels or Instructions section). A ticket has been filed for these issues.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.4 (Web) • 10.1.2.4 (Non-web document) • 11.1.2.4 (Open Functionality Software) • 11.1.2.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Partially Supports Authoring Tool: Not Applicable	**Web, Authoring Tool**: LibApps does not natively contain videos or support video uploads. **Electronic Docs**: We provide captions for our shorter documentation videos but we do not provide concomitant closed captioning for our live webinar sessions.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.1.2.5 (Web) • 10.1.2.5 (Non-web document) • 11.1.2.5 (Open Functionality Software) • 11.1.2.5 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs, Authoring Tool**: LibApps does not contain prerecorded video/synchronized media.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool**: LibApps does not restrict users to viewing content in portrait or landscape mode, and functions in either view.

Criteria	Conformance Level	Remarks and Explanations
11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 11.1.3.5.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Does Not Support Electronic Docs: Supports Authoring Tool: Does Not Support	**Web:** The first and last name fields on the Patron landing page's Account Information do not have proper autocomplete attributes. **Authoring Tool**: New Account Fields do not have the type attributes (email) nor autocomplete attributes. We do not want to add autocomplete to the new account email fields because this could be set to any new email. The self-identifiable inputs on the My Account page do not have any autocomplete attributes.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria 9.1.4.3 (Web) 10.1.4.3 (Non-web document) 11.1.4.3 (Open Functionality Software) 11.1.4.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs:** The 4.5:1 contrast ratio is maintained for all page elements. **Web**: The exception is listed below: 1. The default Springshare link in the footer has a contrast ratio of 4.18:1 on the Patron landing page. The contrast difference is small. **Authoring Tool:** Exceptions are listed below: 1. Home – Springy News dates have contrast ratio (CR) of 4.48:1 2. My Account – Email Me button has CR of 2.09:1 3. My Account – Password help text has CR of 1.6:1 4. Some datatables use pipe "|" for decorative purposes

Criteria	Conformance Level	Remarks and Explanations
		An internal ticket has been filed for these issues.
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Electronic Docs**: Text can be resized without assistive technology without loss of content/function. **Authoring Tool**: SiteImprove has flagged an issue with the image file name within the Image Manager interface. According to the WCAG 2.2 Understanding Resize Text documentation, we can resolve this using overflow ellipsis. The full file name is still accessible by viewing the image content details. An internal ticket has been filed for these issues.
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.1.4.5 (Web) • 10.1.4.5 (Non-web document) • 11.1.4.5.1 (Open Functionality Software) • 11.1.4.5.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Authoring Tool**: We do not use images of text in LibApps. **Electronic Docs**: Our help docs will sometimes include screenshots which include text to label screenshot elements; these are always accompanied by text information within the same page.
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: There is an exception with the dropdown in the Account Information modal where the options do not display properly below the select element.

Criteria	Conformance Level	Remarks and Explanations
9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		**Electronic Docs**: LibApps documentations are fully responsive. **Authoring Tool**: Some admin pages do not reflow on a smaller device and require both vertical and horizontal scrolling.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Web, Authoring Tool**: User interface components and graphical objects meet this contrast ratio requirement. **Electronic Docs**: Elements in our documentation and authoring tool meet this contrast requirement.
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs:, Authoring Tool**: Text spacing conforms to these requirements.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Where receiving and then removing pointer hover or keyboard focus

Criteria	Conformance Level	Remarks and Explanations
• 9.1.4.13 (Web) • 10.1.4.13 (Non-web document) • 11.1.4.13 (Open Functionality Software) • 11.1.4.13 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply		triggers additional content to become visible and then hidden, that content is dismissible, hoverable, and persistent.
[2.4.5 Multiple Ways](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Does Not Support Electronic Docs: Supports Authoring Tool: Supports	**Authoring Tool**: The top navigation bar is available on all authoring tool pages that has the link to the main landing page and other component pages. **Web**: The only way to get to the Patron page is to go to "Manage Account" when viewing blog posts.
[2.4.6 Headings and Labels](#) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Partially Supports	**Authoring Tool:** Headings and labels describe the topic/purpose of each page/piece of content within the page. **Web, Authoring Tool:** There are some pages where heading levels are skipped. An internal ticket has been filed for these issues.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Focusable elements are highlighted by the user agent styling outline styling.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web:** All focusable elements are visible when keyboard focus is received.
2.5.7 Dragging Movements (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Not Applicable	**Web:** There are no components in LibApps that required dragging movements.
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web**: The size of all targets for pointer inputs are at least 24 by 24 CSS pixels or are positioned so that if a 24 CSS pixel diameter circle is centered on the bounding box of each, the circles do not intersect another target or the circle for another undersized target.
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web**: We use the html language attribute to declare the language of each full page. If the language of content changes within the page, content creators can specify these language changes using xml language attributes.

Criteria	Conformance Level	Remarks and Explanations
• 11.3.1.2 (Open Functionality Software) – Does not apply • 11.3.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		This generally does not happen, i.e. pages do not tend to contain more than one language. **Electronic Docs, Authoring Tool:** We use the html language attribute to declare the language of each full page.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.3 (Web) • 10.3.2.3 (Non-web document) – Does not apply • 11.3.2.3 (Open Functionality Software) – Does not apply • 11.3.2.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs, Authoring Tool:** Navigational mechanisms that repeat are always presented in the same relative order.
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs)	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	**Electronic Docs, Authoring Tool**: The top navigation is consistent and available throughout the pages. **Web**: There is only one Patron page in LibApps.

Criteria	Conformance Level	Remarks and Explanations
• 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Partially Supports Electronic Docs: Supports Authoring Tool: Supports	**Web, Electronic Docs**: We provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property. **Web**: There is an exception with the Edit Account Info form on the Patron page where the error suggestion is not announced through the screenreader. **Authoring Tool**: We generally provide text descriptions to identify required fields which weren't completed and identify these areas with the aria- required property.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Web: Not Applicable Electronic Docs: Not Applicable Authoring Tool: Not Applicable	**Web, Electronic Docs. Authoring Tool:** LibApps does not handle legal or financial data.

Criteria	Conformance Level	Remarks and Explanations
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Web: Supports	**Web**: There may be an authentication component for certain LibApps pages. The authentication component comes from a 3rd party tool such as CAS or SAML. Although the default LibApps login page does not have a 2-factor authentication method, we do include proper input types (email and password) on the email and password fields, which can be saved by the user-agent as per the Authentication Approaches section on the WCAG 2.2 Understanding Accessible Authentication documentation.
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Web: Partially Support Electronic Docs: Supports Authoring Tool: Partially Supports	**Electronic Docs, Authoring Tool**: Status messages are presented using roles and can be presented without receiving focus. **Web**: When saving changes to the patron account info, the Success message does not have the proper role. An internal ticket has been filed for this issue. **Authoring Tool**: Some forms have editable fields where the changes are saved with no feedback. We have an internal ticket filed to address this issue.

Table 3: Success Criteria, Level AAA

Notes: LibApps has not been evaluated against level AAA conformance.

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Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	We have tested all elements of the LibApps interface using VoiceOver, and regularly test LibApps using SiteImprove and WAVE. Page content is structured in a meaningful hierarchy and can be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision.
302.2 With Limited Vision	Supports	LibApps can be used with limited vision.
302.3 Without Perception of Color	Supports	LibApps generally does not rely on color to convey meaning. In the limited cases where this is the case, an alternative means of understanding the meaning conveyed by color is included.
302.4 Without Hearing	Supports	LibApps by default does not have any video or audio recordings.
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Not Applicable	LibApps does not require speech to function.
302.7 With Limited Manipulation	Supports	The public web interface can be navigated using keyboard controls.
302.8 With Limited Reach and Strength	Supports	

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Not applicable to LibApps.

Chapter 5: [Software](#)

Notes: See https://www.section508.gov/buy/determine-ict-standards/#1 504 refers to authoring tool. Our web content is considered a website https://www.section508.gov/content/glossary/

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See [WCAG 2.x](#) section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not Applicable	
502.2.2 No Disruption of Accessibility Features	Not Applicable	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	
502.3.2 Modification of Object Information	Not Applicable	
502.3.3 Row, Column, and Headers	Not Applicable	
502.3.4 Values	Not Applicable	
502.3.5 Modification of Values	Not Applicable	
502.3.6 Label Relationships	Not Applicable	
502.3.7 Hierarchical Relationships	Not Applicable	
502.3.8 Text	Not Applicable	
502.3.9 Modification of Text	Not Applicable	
502.3.10 List of Actions	Not Applicable	
502.3.11 Actions on Objects	Not Applicable	
502.3.12 Focus Cursor	Not Applicable	
502.3.13 Modification of Focus Cursor	Not Applicable	
502.3.14 Event Notification	Not Applicable	
502.4 Platform Accessibility Features	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	Applications that are designed to be isolated from their underlying platform system, including Web applications, shall not be required to conform to 503.2.
503.3 Alternative User Interfaces	Not Applicable	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See [WCAG 2.x](#) section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Supports	
504.2.2 PDF Export	Supports	
504.3 Prompts	Supports	
504.4 Templates	Supports	

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation for LibApps lists and explains the compatibility features of the product.
602.3 Electronic Support Documentation	See [WCAG 2.x](#) section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Does Not Support	Our documentation are all web-based.
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	Our support team can answer questions about the accessibility of LibApps through our support channels.
603.3 Accommodation of Communication Needs	Supports	Our support team can answer questions about the accessibility of LibApps through our support channels.

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Notes:

Chapter 4: Functional Performance Statements (FPS)

Notes:

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	We have tested all elements of the LibApps interface using VoiceOver, and regularly test LibApps using SiteImprove and WAVE. Page content is structured in a meaningful hierarchy and can be navigated and understood using a keyboard and/or screenreader, and we strive to make sure all development is executed in a way that's meaningful and clearly understandable to users without vision.
4.2.2 Usage with limited vision	Supports	LibApps can be used with limited vision.
4.2.3 Usage without perception of colour	Supports	LibApps generally does not rely on colour to convey meaning. In the limited cases where this is the case, an alternative means of understanding the meaning conveyed by color is included.
4.2.4 Usage without hearing	Supports	LibApps by default does not have any video or audio recordings.
4.2.5 Usage with limited hearing	Supports	
4.2.6 Usage with no or limited vocal capability	Not Applicable	LibApps does not require speech to function.
4.2.7 Usage with limited manipulation or strength	Not Applicable	
4.2.8 Usage with limited reach	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
4.2.9 Minimize photosensitive seizure triggers	Supports	LibApps does not have any flashing elements.
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Supports	

Chapter 5: Generic Requirements

Notes: LibApps does not have closed functionality, and so the scoping of Chapter 5 seems to not apply according to the EN 301 549 V3.2.1.

Chapter 6: ICT with Two-Way Voice Communication

Notes: Not applicable to LibApps.

Chapter 7: ICT with Video Capabilities

Notes: Not applicable to LibApps.

Chapter 8: Hardware

Notes: LibApps is not considered a hardware product.

Chapter 9: Web *(see WCAG 2.x section)*

Notes:

Chapter 10: Non-Web Documents

Notes: The authoring tool has the Export to CSV functions.

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

Criteria	Conformance Level	Remarks and Explanations
10.6 Audio description timing	Not Applicable	

Chapter 11: Software

Notes: LibApps is web-based and not considered software. Requirements in clauses 11.1 to 11.5 do not apply to web pages. See WCAG 2.x section.

Criteria	Conformance Level	Remarks and Explanations
11.0 General (informative)	Heading cell – no response required	Heading cell – no response required
11.1.1.1 through 11.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required
11.5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.3 Use of accessibility services	See information in 11.5.2.5 through 11.5.2.17	See information in 11.5.2.5 through 11.5.2.17
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Not Applicable	
11.5.2.6 Row, column, and headers	Not Applicable	
11.5.2.7 Values	Not Applicable	
11.5.2.8 Label relationships	Not Applicable	
11.5.2.9 Parent-child relationships	Not Applicable	
11.5.2.10 Text	Not Applicable	
11.5.2.11 List of available actions	Not Applicable	
11.5.2.12 Execution of available actions	Not Applicable	
11.5.2.13 Tracking of focus and selection attributes	Not Applicable	
11.5.2.14 Modification of focus and selection attributes	Not Applicable	

Criteria	Conformance Level	Remarks and Explanations
11.5.2.15 Change notification	Not Applicable	
11.5.2.16 Modifications of states and properties	Not Applicable	
11.5.2.17 Modifications of values and text	Not Applicable	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required
11.6.1 User control of accessibility features	Not Applicable	
11.6.2 No disruption of accessibility features	Supports	
11.7 User preferences	Supports	For web content, the underlying platform is the user agent.
11.8 Authoring tools	Heading cell – no response required	Heading cell – no response required
11.8.1 Content technology	Heading cell – no response required	Heading cell – no response required
11.8.2 Accessible content creation	See WCAG 2.x section (If not authoring tool, enter "Not Applicable")	See information in WCAG 2.x section
11.8.3 Preservation of accessibility information in transformations	Not Applicable	
11.8.4 Repair assistance	Not Applicable	It is possible for the content creators to create content that do not fully meet the accessible criteria from clauses 9 (Web) or 10 (Non-web documents). We do not provide a built-in accessibility checking functionality in the authoring tool.
11.8.5 Templates	Supports	

Chapter 12: Documentation and Support Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	We offer an accessibility statement available on our website as per 12.1.1 Note 3.

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Our support team can answer questions about the accessibility of LibApps through our support channels.
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: Not applicable to LibApps.

Legal Disclaimer (Company)

Our Accessibility Statement can be found at https://springshare.com/accessibility.html