

Springshare Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.4Rev)

Name of Product/Version: LibConnect

Report Date: November 7, 2023

Product Description: Web Application for tracking liaison activities, conducting online marketing campaigns, and creating email newsletters.

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Notes:

Evaluation Methods Used: Knowledge of the product; SiteImprove, iOS VoiceOver; Browser developer tools; Lighthouse; Accessibility Insights for Web

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) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
<ul style="list-style-type: none"> • 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 / 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.
- **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 be used only in WCAG 2.0 Level AAA.

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
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web, Electronic Docs: All images other than decorative images are accompanied by alternative text by default.</p> <p>Authoring Tool: The email campaign thumbnails and preview images are missing alt texts. An internal ticket has been filed for this issue.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: N/A</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not contain audio-only or video-only prerecorded media.</p>
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p>	<p>Web: N/A</p>	<p>Web: LibConnect does not contain prerecorded media.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: N/A Authoring Tool: Supports</p>	<p>Electronic Docs: We do not have prerecorded media on our “Ask Springshare” documentation site.</p> <p>Authoring Tool: All videos under Dashboard -> Tutorials are captioned.</p>
<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"> • 9.1.2.3 (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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Authoring Tool: Does not support</p>	<p>Web, Electronic Docs: LibConnect does not have any audio or videos in their public interface nor in its electronic docs.</p> <p>Authoring Tool: All videos under Dashboard -> Tutorials do not have a transcript to follow along nor audio description of the video content.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Authoring Tool: Empty tables have empty tbody. An internal ticket has been filed to hide empty tbody from view.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: LibConnect contains clear heading and sub heading labels to assist users with reading content in proper sequence.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) <p>Revised Section 508</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring tool: There are no instructive elements in LibConnect which rely solely on sensory characteristics. All elements are constructed with corresponding text-based information that's visible to assistive devices.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Electronic Docs: Color is not used as a means of conveying information in our support documentations.</p> <p>Authoring Tool: Color is not used as a means of conveying information. Charts use different color palettes but are also labelled with appropriate legends and data value names.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A Electronic Docs: N/A Authoring Tool: Supports</p>	<p>Web, Electronic Docs: We do not have prerecorded media on our “Ask Springshare” documentation site.</p> <p>Authoring Tool: All videos under Dashboard -> Tutorials offer audio controls.</p>
<p>2.1.1 Keyboard (Level A)</p>	<p>Web: Supports</p>	

Criteria	Conformance Level	Remarks and Explanations
<p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Electronic Docs: All functional elements are keyboard navigable.</p> <p>Authoring Tool:</p> <ul style="list-style-type: none"> - The BeeFree editor tool we use for the email template does not fully support keyboard navigation and relies on the usage of the mouse. - All functional elements are keyboard navigable outside of BeeFree editor. <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: All functional elements have been tested to ensure there are no keyboard traps.</p>
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p>	<p>Web: N/A Electronic Docs: N/A Authoring Tool: N/A</p>	<p>Web, Electronic Docs, Authoring Tool: As LibConnect is all web-based, browser shortcuts apply but are not altered or controlled by LibConnect.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 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		
<p>2.2.1 Timing Adjustable (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: N/A</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not contain timed elements.</p>
<p>2.2.2 Pause, Stop, Hide (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: Supports</p>	<p>Web, Authoring Tool: LibConnect does not contain native video/audio.</p> <p>Electronic Docs: All video media under Dashboard -> Tutorials have video controls that allow users to pause and control video speed.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>2.3.1 Three Flashes or Below Threshold (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not contain any elements that flash.</p>
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised 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 	<p>Web: N/A Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Web: We do not have any recurring set of navlinks in the email templates.</p> <p>Electronic Docs: Our documentation pages contain a ‘Skip to Main Content’ link.</p> <p>Authoring Tool: We have a ‘Skip to Main Content’ link for all authoring tool pages that allows users to skip the top navigation.</p> <ul style="list-style-type: none"> - There are exceptions with some of the Admin menu subpages: Email Settings, Roles and Permissions, and System Settings - There is an exception with the BeeFree editor tool where there are no bypass blocks.

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: All pages have meaningful page titles.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: This has been tested with the Accessibility Insights for Web plugin tool, which displays tab/focus order. We have also tested with physical keyboard controls.</p> <p>Authoring Tool:</p> <ul style="list-style-type: none"> - There is an exception with a modal in Email Campaigns when you try to duplicate a selected email campaign. The focus should be on the Cancel button but gets reset to the start of the page. <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: The purpose of links presented in LibConnect can generally be determined from the link text alone. When images are used (as in</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>case of font awesome icons), we include accessible text so their purpose can be understood.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Authoring Tool, Electronic Docs: There are no multi-point or path-based gestures.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: There are no multi-point or path-based gestures.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.5.3 Label in Name (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Electronic Docs: Label names contain the same text that is presented visually.</p> <p>Authoring Tool: Visual labels and accessible names do not match in the video thumbnail under Dashboard -> Tutorials.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>2.5.4 Motion Actuation (Level A 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not contain functionality that relies on device motion.</p>
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: The default language of each page is declared in the appropriate html lang attribute.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: There are no elements that change context on focus in LibConnect.</p>
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: Form elements that can trigger a change of context (like submit buttons) have values which clearly describe the action/change.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Support</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Electronic Docs, Authoring Tool: Errors in form submissions are described in warning info boxes or snackbar notifications. Fields that have errors have red outlines.</p> <p>Authoring Tool: Some error messages disappear too quickly from the snackbar. We have filed an internal ticket to make the error message dismissable instead.</p>
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Electronic Docs: All input elements have appropriate labels.</p> <p>Authoring Tool: The System Time zone in Admin -> System Settings does not have a label.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Users should consider using best accessibility practices when editing the email campaigns.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect elements have complete start/end tags, elements are nested appropriately, pages do not contain duplicate attributes and all IDs are unique.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<p>Authoring Tool:</p> <ul style="list-style-type: none"> - Duplicate IDs on Edit Notes for Person profile when additional links are added. - Duplicate IDs on Reports -> Report Files page - Duplicate IDs when adding additional filters on Report Templates - Duplicate IDs when adding new conditionals, mapping fields, and reviewing sync in ILS Data Sync pages - Duplicate IDs on Emails -> Email Template page - Duplicate IDs on the Email Template editor tool
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Web, Electronic Docs: All elements meet this criterion.</p> <p>Authoring Tool:</p> <ul style="list-style-type: none"> - Although SiteImprove is tossing an error with “hidden elements under the have focusable contents” whenever there is a modal, you cannot keyboard focus on elements behind the modal. - The Email Template editor plugin we use is reporting missing the alternative text for the iframe content.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: N/A</p>	<p>Web, Authoring Tool: LibConnect does not include any live videos.</p> <p>Electronic Docs: Our 'Ask Springshare' LibConnect documentations do not contain any videos.</p>
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: Does not support</p>	<p>Web, Electronic Docs: LibConnect does not contain prerecorded video/synchronized media</p> <p>Authoring Tool: All videos under Dashboard -> Tutorials do not have an audio description of the video content.</p>
<p><u>1.3.4 Orientation</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not restrict users to viewing content in portrait or landscape mode and functions in either view.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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		
<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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: Supports Electronic Docs: Supports Authoring Tool: Does not support	<p>Authoring Tool: New Account Fields do not have the type attributes (email). They do not have autocomplete attributes. We do not want to add autocomplete to the new account email fields because this could be set to any new email.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	<p>Electronic Docs: All texts, buttons, and links meet the minimum 4.5:1 contrast ratio.</p> <p>Authoring Tool:</p> <ul style="list-style-type: none"> - The “New!” pill-badge color under Dashboard -> LibConnect News has a contrast ratio of 3.09:1. - Table and form labels have contrast ratio of 2.92:1. - An internal ticket has been filed to address these issues. - Some colors in the email templates are below the accessible contrast ratio. <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>using best accessibility practices when editing the email campaigns.</p> <p>Disabled buttons are an exception that do not need to comply to the 4.5:1 contrast ratio rule.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: Text can be resized without assistive technology without loss of content/function.</p>
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: Supports Electronic Docs: Partially Supports Authoring Tool: Supports</p>	<p>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.</p> <p>Authoring Tool: We don't use images of text in the authoring tool.</p> <p>Web: The email campaign templates are created using the third-party app BeeFree. Editors should consider using best accessibility practices when editing the email campaigns.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports</p>	<p>Web: The BeeFree editor allows users to design responsive email templates.</p> <p>Electronic Docs: The LibConnect documentations are fully responsive.</p> <p>Authoring Tool: Some admin pages do not reflow on a smaller device and require both vertical and horizontal scrolling.</p>
<p>1.4.11 Non-text Contrast (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: User interface components and graphical objects meet this contrast ratio requirement. It's possible to customize all CSS elements in the email contents and care should be taken to remain in compliance.</p>
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports Electronic Docs: Supports Authoring Tool: Supports</p>	<p>Web, Electronic Docs, Authoring Tool: Text spacing conforms to these requirements.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508 – Does not apply</p>	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs: There are no elements that require hover or focus in order to display additional content.</p> <p>Authoring Tool: We've updated the tooltips to open on click.</p>
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised 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 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>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.</p> <p>There is an exception on the Email Template editor tool, where the third-party editor tool BeeFree is loaded.</p>
<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) 	<p>Web: Supports</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Partially Supports</p>	<p>Web, Electronic Docs: Headings and labels describe the topic/purpose of each page/piece of content within the page.</p> <p>Authoring Tool:</p> <ul style="list-style-type: none"> - Heading level is skipped in Dashboard. H3 is used to style button.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		<ul style="list-style-type: none"> - Heading level is skipped in Admin -> System Configuration An internal ticket has been filed to address these issues. Web: The email campaign templates are created using the third-party app BeeFree . Editors should consider using best accessibility practices when editing the email campaigns.
<p>2.4.7 Focus Visible (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 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 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Web: Supports Electronic Docs: Supports Authoring Tool: Partially Supports	Web, Electronic Docs: All focusable elements have visible focus indicators. Authoring Tool: <ul style="list-style-type: none"> - There are some elements/components within the Bee Free editor tool we use for the Email Template editor that do not have a visible focus indicator. - Other than the Bee Free editor tool, all focusable elements have visible focus indicators.
<p>3.1.2 Language of Parts (Level AA)</p> Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.3.1.2 (Web) • 10.3.1.2 (Non-web document) • 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	Web: Supports Electronic Docs: Supports Authoring Tool: Supports	Web, Electronic Docs, Authoring Tool: We use the html language attribute to declare the language of each full page.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised 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 	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: Navigational mechanisms that repeat are always presented in the same relative order.</p> <p>Web: Email contents generally do not contain consistent navigation.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) • 12.2.4 (Support Docs) <p>Revised 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 	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: The top navigation is consistent and available throughout the pages.</p> <p>Web: Email campaigns are generally one-offs and are not part of a set of pages.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: We provide text descriptions to identify required fields. These required fields also contain aria-required properties.</p>
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 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) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Web: N/A</p> <p>Electronic Docs: N/A</p> <p>Authoring Tool: N/A</p>	<p>Web, Electronic Docs, Authoring Tool: LibConnect does not handle legal or financial data.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) 	<p>Web: N/A</p> <p>Electronic Docs: Supports</p> <p>Authoring Tool: Supports</p>	<p>Electronic Docs, Authoring Tool: Status messages are presented using roles and can be presented without receiving focus.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 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: BeeFree does not contain form input unless customized through the HTML editor.

Table 3: Success Criteria, Level AAA

Notes: LibConnect has not been tested to level AAA.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>We have tested all elements of the LibConnect interface using VoiceOver, 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.</p> <p>Custom email contents created through BeeFree and proper care should be taken to remain in compliance by their creators.</p>
302.2 With Limited Vision	Supports	LibConnect can be used with limited vision.
302.3 Without Perception of Color	Supports	LibConnect does not rely solely on color to convey meaning.
302.4 Without Hearing	Supports	All tutorial videos have closed captioning.
302.5 With Limited Hearing	Supports	All tutorial videos have closed captioning.
302.6 Without Speech	Supports	LibConnect does not require speech to function.
302.7 With Limited Manipulation	Supports	
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: [Hardware](#)

Notes: Not Applicable

Chapter 5: [Software](#)

Notes: Not Applicable

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.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All necessary documentation for LibConnect is provided electronically.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Our support staff can answer questions about the accessibility of LibConnect.
603.3 Accommodation of Communication Needs	Supports	Our support staff can answer questions about the accessibility of LibConnect.

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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 LibConnect interface using VoiceOver, 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	LibConnect can be used with limited vision
4.2.3 Usage without perception of colour	Supports	LibConnect does not rely solely on color to convey meaning
4.2.4 Usage without hearing	Supports	Video tutorials are closed captioned
4.2.5 Usage with limited hearing	Supports	Video tutorials are closed captioned
4.2.6 Usage with no or limited vocal capability	Not applicable	Does not contain content relevant to 4.2.6
4.2.7 Usage with limited manipulation or strength	Not applicable	Does not contain content relevant to 4.2.7
4.2.8 Usage with limited reach	Not applicable	Does not contain content relevant to 4.2.8
4.2.9 Minimize photosensitive seizure triggers	Not applicable	LibConnect does not contain any flashing visuals
4.2.10 Usage with limited cognition, language or learning	Supports	
4.2.11 Privacy	Not applicable	Does not contain content relevant to 4.2.11

Chapter [5: Generic Requirements](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
5.1 Closed functionality	Heading cell – no response required	Heading cell – no response required
5.1.2 General	Heading cell – no response required	Heading cell – no response required
5.1.2.1 Closed functionality	See 5.2 through 13	See information in 5.2 through 13
5.1.2.2 Assistive technology	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
5.1.3 Non-visual access	Heading cell – no response required	Heading cell – no response required
5.1.3.1 Audio output of visual information	Partially supports	See WCAG criteria 1.1.1. For the video tutorials, we offer closed captioning but do not offer audio descriptions of the videos
5.1.3.2 Auditory output delivery including speech	Not applicable	
5.1.3.3 Auditory output correlation	Supports	Video tutorials are closed captioned
5.1.3.4 Speech output user control	Not applicable	
5.1.3.5 Speech output automatic interruption	Not applicable	
5.1.3.6 Speech output for non-text content	Supports	See WCAG criteria 1.1.1
5.1.3.7 Speech output for video information	Does not support	See WCAG criteria 1.2.5
5.1.3.8 Masked entry	Not applicable	
5.1.3.9 Private access to personal data	Not applicable	
5.1.3.10 Non-interfering audio output	Not applicable	
5.1.3.11 Private listening volume	Supports	Video players come with volume controls
5.1.3.12 Speaker volume	Supports	Video players come with volume controls
5.1.3.13 Volume reset	Not applicable	
5.1.3.14 Spoken languages	Supports	
5.1.3.15 Non-visual error identification	Not applicable	
5.1.3.16 Receipts, tickets, and transactional outputs	Not applicable	
5.1.4 Functionality closed to text enlargement	Not applicable	
5.1.5 Visual output for auditory information	Does not support	

Criteria	Conformance Level	Remarks and Explanations
5.1.6 Operation without keyboard interface	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	Supports	See WCAG 2.4.7, 2.4.3, 3.2.1
5.1.7 Access without speech	Not applicable	
5.2 Activation of accessibility features	Not applicable	
5.3 Biometrics	Not applicable	
5.4 Preservation of accessibility information during conversion	Not applicable	
5.5 Operable parts	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	Not applicable	
5.5.2 Operable parts discernibility	Not applicable	
5.6 Locking or toggle controls	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	Not applicable	
5.6.2 Visual status	Not applicable	
5.7 Key repeat	Not applicable	
5.8 Double-strike key acceptance	Not applicable	
5.9 Simultaneous user actions	Not applicable	

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable

Chapter [7: ICT with Video Capabilities](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
7.1 Caption processing technology	Heading cell – no response required	Heading cell – no response required
7.1.1 Captioning playback	Supports	Tutorial videos offer closed captioning

Criteria	Conformance Level	Remarks and Explanations
7.1.2 Captioning synchronization	Supports	
7.1.3 Preservation of captioning	Supports	
7.1.4 Captions characteristics	Partially supports	We offer language selection: English or Spanish
7.1.5 Spoken subtitles	Does not support	Videos are in English with Spanish cc support
7.2.1 Audio description playback	Does not support	See WCAG criteria 1.2.5
7.2.2 Audio description synchronization	Does not support	See WCAG criteria 1.2.5
7.2.3 Preservation of audio description	Does not support	See WCAG criteria 1.2.5
7.3 User controls for captions and audio description	Partially support	We offer language selection: English or Spanish

Chapter **8: Hardware**

Notes: Not applicable

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

Notes: See WCAG 2.x section

Chapter **10: Non-Web Documents**

Notes:

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	Supports	Captions do not obscure relevant information in the tutorial videos.
10.6 Audio description timing	Does not support	There is no audio description associated with the tutorial videos. We only offer closed captioning services.

Chapter 11: Software

Notes: Not applicable. LibConnect is a web-based app.

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	Not applicable	Does not contain content relevant to 12.1.1
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	
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

Legal Disclaimer (Company)

Our Accessibility Statement can be found here: <https://springshare.com/accessibility.html>