Springshare Accessibility Conformance Report

International Edition

VPAT® Version 2.3 – December 2018

Name of Product/Version: LibGuides 2 & LibGuides CMS 2

Product Description: Web application for creating, embedding, and publishing content

Date: September 10, 2019

Contact information: Cindi Blyberg | support@springshare.com

Notes:

Evaluation Methods Used: Knowledge of the product, assistive technology

Applicable Standards/Guidelines

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

<table>
<thead>
<tr>
<th>Standard/Guideline</th>
<th>Included In Report</th>
</tr>
</thead>
<tbody>
<tr>
<td>Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a></td>
<td>Level A (Yes)</td>
</tr>
<tr>
<td></td>
<td>Level AA (Yes)</td>
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<td>Level AAA (No)</td>
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</table>
Web Content Accessibility Guidelines 2.1 at [https://www.w3.org/TR/WCAG21/](https://www.w3.org/TR/WCAG21/)

<table>
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<tr>
<th>Section</th>
<th>Conformance Level Information</th>
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<tbody>
<tr>
<td>Revised Section 508 standards</td>
<td>Level A (Yes) Level AA (Yes) Level AAA (No)</td>
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<tr>
<td>as published by the U.S. Access Board in the Federal Register on January 18, 2017</td>
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<tr>
<td>Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018</td>
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<tr>
<td>EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at <a href="https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf">https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.01.02_60/en_301549v020102p.pdf</a></td>
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**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, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
Note: When reporting on conformance with the WCAG 2.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:

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<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
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<td>EN 301 549 Criteria</td>
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<td>Web: supports</td>
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<td>• 11.1.1.1.2 (Closed Functionality Software)</td>
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<tr>
<td>• 11.8.2 (Authoring Tool)</td>
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<td>Remarks and Explanations</td>
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• 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) | | |

**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  
Software: supports  
Closed: supports  
Authoring Tool: supports | Web:  
Electronic Docs:  
Software:  
Closed:  
Authoring Tool: |

**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)  
• 12.2.4 (Support Docs)  
Revised Section 508  
• 501 (Web)(Software)  
• 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | Web: supports  
Electronic Docs: supports  
Software: supports  
Closed: supports  
Authoring Tool: supports | Web:  
Electronic Docs:  
Software:  
Closed:  
Authoring Tool: |
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**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)

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<th>Electronic Docs: supports</th>
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<td>Software:</td>
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**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)

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<td>Web: N/A</td>
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**2.1.1 Keyboard** (Level A)

Also applies to:
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

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### 2.1.2 No Keyboard Trap (Level A)

Also applies to:

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<td>• 11.8.2 (Authoring Tool)</td>
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### 2.1.4 Character Key Shortcuts (Level A 2.1 only)

Also applies to:

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Web: as LibGuides is all web-based, browser shortcuts apply but are not altered or controlled by LibGuides.
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**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)

**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)
• 11.8.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
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• 12.1.2 (Product Docs)  
• 12.2.4 (Support Docs) | Revised Section 508 – Does not apply | |
| 2.5.4 Motion Actuation (Level A 2.1 only) | Web: N/A  
Electronic Docs: N/A  
Software: Closed  
Authoring Tool: N/A | Web:  
Electronic Docs:  
Software:  
Authoring Tool: |
| Also applies to:  
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• 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 | |
| 3.1.1 Language of Page (Level A) | Web: supports  
Electronic Docs: supports  
Software: Closed  
Authoring Tool: supports | Web:  
Electronic Docs:  
Software:  
Authoring Tool: |
| Also applies to:  
EN 301 549 Criteria  
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• 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 | |
| 3.2.1 On Focus (Level A) | Web: supports  
Electronic Docs: supports  
Software: Closed  
Authoring Tool: | Web:  
Electronic Docs:  
Software:  
Authoring Tool: |
| Also applies to:  
EN 301 549 Criteria  
• 9.3.2.1 (Web) | | |
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<td>Authoring Tool: partially supports</td>
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### Table 2: Success Criteria, Level AA

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<td>Closed:</td>
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| • 504.2 (Authoring Tool)  
• 602.3 (Support Docs) | | |

**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: N/A
Electronic Docs: does not support
Software: Closed:
Authoring Tool: N/A

**1.3.4 Orientation (Level AA 2.1 only)**

Also applies to:
EN 301 549 Criteria
- 9.1.3.4 (Web)
- 10.1.3.4 (Non-web document)
- 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

Web: supports
Electronic Docs: supports
Software: Closed:
Authoring Tool: supports

**1.3.5 Identify Input Purpose (Level AA 2.1 only)**

Also applies to:
EN 301 549 Criteria
- 9.1.3.5 (Web)
- 10.1.3.4 (Non-web document)
- 11.1.3.5 (Open Functionality Software)

Web: supports
Electronic Docs: supports
Software: Closed:
Authoring Tool: supports

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**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)

**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)
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**1.4.12 Text Spacing** (Level AA 2.1 only)
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

**1.4.13 Content on Hover or Focus** (Level AA 2.1 only)
Also applies to:
EN 301 549 Criteria
- 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

**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)
Revised Section 508 – Does not apply
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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

- 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)

Web: supports
Electronic Docs: supports
Software: supports
Closed: supports
Authoring Tool: supports
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<td><strong>3.2.4 Consistent Identification</strong> (Level AA)</td>
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<td></td>
</tr>
<tr>
<td>Also applies to:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>EN 301 549 Criteria</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 9.3.2.3 (Web)</td>
<td>Web: supports</td>
<td></td>
</tr>
<tr>
<td>• 10.3.2.3 (Non-web document)</td>
<td>Electronic Docs: supports</td>
<td></td>
</tr>
<tr>
<td>• 11.3.2.3 (Open Functionality Software) – Does not apply</td>
<td>Software:</td>
<td></td>
</tr>
<tr>
<td>• 11.3.2.3 (Closed Software) – Does not apply</td>
<td>Authoring Tool: supports</td>
<td>Authoring Tool:</td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>----------------------------------------------</td>
<td>-------------------</td>
<td>--------------------------</td>
</tr>
<tr>
<td>• 9.3.2.4 (Web)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 10.3.2.4 (Non-web document) – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.3.2.4 (Open Functionality Software) – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.3.2.4 (Closed Software) – Does not apply</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 11.8.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 12.1.2 (Product Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 12.2.4 (Support Docs)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Revised Section 508</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 501 (Web)(Software) – Does not apply to non-web software</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 504.2 (Authoring Tool)</td>
<td></td>
<td></td>
</tr>
<tr>
<td>• 602.3 (Support Docs) – Does not apply to non-web docs</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**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: supports
Electronic Docs: supports
Software: supports
Closed:
Authoring Tool: supports

**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)

Revised Section 508
- 501 (Web)(Software)
- 504.2 (Authoring Tool)
- 602.3 (Support Docs)

Web: N/A
Electronic Docs: N/A
Software: N/A
Closed:
Authoring Tool: N/A
**Criteria Conformance Level Remarks and Explanations**

- **12.1.2 (Product Docs)**
- **12.2.4 (Support Docs)**

Revised Section 508
- **501 (Web)(Software)**
- **504.2 (Authoring Tool)**
- **602.3 (Support Docs)**

**4.1.3 Status Messages** (Level AA 2.1 only)

Also applies to:
- EN 301 549 Criteria
  - **9.4.1.3 (Web)**
  - **10.4.1.3 (Non-web document) – Does not apply**
  - **11.4.1.3 (Open Functionality Software) – Does not apply**
  - **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

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**Table 3: Success Criteria, Level AAA**

Notes: LibGuides has not been tested to level AAA

**Revised Section 508 Report**

Notes:

**Chapter 3: Functional Performance Criteria (FPC)**

Notes:
<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>302.1 Without Vision</td>
<td>Partially Supports</td>
<td>We have tested all elements of the LibGuides interface using VoiceOver, and regularly test LibGuides using Sitelmprove 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. We are currently in the process of expanding our use of name and role elements to reach full conformance for users without vision.</td>
</tr>
<tr>
<td>302.2 With Limited Vision</td>
<td>Supports</td>
<td>LibGuides can be used with limited vision.</td>
</tr>
<tr>
<td>302.3 Without Perception of Color</td>
<td>Supports</td>
<td>LibGuides 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. An example of this is in the guide Publication status button – and in this case there is alternate information included on the button to convey this status.</td>
</tr>
<tr>
<td>302.4 Without Hearing</td>
<td>Supports</td>
<td>LibGuides does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibGuides).</td>
</tr>
<tr>
<td>302.5 With Limited Hearing</td>
<td>Supports</td>
<td>LibGuides does not contain audio/video elements by default (though this content can be embedded from 3rd party sites into LibGuides).</td>
</tr>
<tr>
<td>302.6 Without Speech</td>
<td>Supports</td>
<td>LibGuides does not require speech to</td>
</tr>
<tr>
<td>Criteria</td>
<td>Conformance Level</td>
<td>Remarks and Explanations</td>
</tr>
<tr>
<td>---------------------------------------------------------------</td>
<td>-------------------</td>
<td>----------------------------------------------------------------------------------------</td>
</tr>
<tr>
<td>302.7 With Limited Manipulation</td>
<td>Supports</td>
<td>LibGuides is usable by people with limited manipulation, and page elements are reachable using the keyboard.</td>
</tr>
<tr>
<td>302.8 With Limited Reach and Strength</td>
<td>Supports</td>
<td></td>
</tr>
<tr>
<td>302.9 With Limited Language, Cognitive, and Learning Abilities</td>
<td>Supports</td>
<td></td>
</tr>
</tbody>
</table>

**Chapter 4: Hardware**

Notes: This chapter does not apply to LibGuides

**Chapter 5: Software**

Notes: This chapter does not apply to LibGuides

**Chapter 6: Support Documentation and Services**

Notes:

<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td>601.1 Scope</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602 Support Documentation</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>602.2 Accessibility and Compatibility Features</td>
<td>Supports</td>
<td>The documentation for LibGuides lists and explains the compatibility features of the product.</td>
</tr>
<tr>
<td>602.3 Electronic Support Documentation</td>
<td>See WCAG 2.0 section</td>
<td>See information in WCAG section</td>
</tr>
<tr>
<td>602.4 Alternate Formats for Non-Electronic Support Documentation</td>
<td>Not Applicable</td>
<td>All necessary documentation for LibGuides is provided electronically.</td>
</tr>
<tr>
<td>603 Support Services</td>
<td>Heading cell – no response required</td>
<td>Heading cell – no response required</td>
</tr>
<tr>
<td>603.2 Information on Accessibility and Compatibility Features</td>
<td>Not Applicable</td>
<td>Our support team can answer questions about the accessibility of LibGuides through our support channels.</td>
</tr>
<tr>
<td>603.3 Accommodation of Communication Needs</td>
<td>Supports</td>
<td>Our support team can answer questions</td>
</tr>
</tbody>
</table>

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<table>
<thead>
<tr>
<th>Criteria</th>
<th>Conformance Level</th>
<th>Remarks and Explanations</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>about the accessibility of LibGuides through our support channels.</td>
</tr>
</tbody>
</table>
EN 301 549 Report

Notes: These guidelines are addressed in Tables 1 and 2.

Legal Disclaimer (Company)

Include your company legal disclaimer here, if needed.