

Voluntary Product Accessibility Template® (VPAT®)

Version 2.2 July 2018

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About This Document

“Voluntary Product Accessibility Template” and “VPAT,” including the template format, are Federally Registered Service Marks of the Information Technology Industry Council (ITI). VPAT 2.2 users agree not to deviate materially from the template format provided by ITI, and to use the service mark (“®”) where appropriate.

The purpose of the Voluntary Product Accessibility Template, or VPAT™, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

There are three columns in each table, column one of the each Table describes the success criteria. The second column describes the “Conformance Level”, which are described in detail under ‘Terms’ section below. The third column contains any additional remarks and explanations regarding the product.

Accessibility Conformance Report

VPAT® Version 2.2 – July 2018

Name of Product/Version: Bloomsbury Collections

Date: May 28, 2020

Evaluation Methods Used: This report was generated based on tests conducted via a pair testing methodology involving two testers, one of whom was non-sighted and the other sighted. Below is the list of tools, which were used while testing:

- JAWS 18
- NVDA 2018
- VoiceOver
- Color Contrast Analyzer
- Browser Zoom up to 200%

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA(No)
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017 Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	(Yes)

Terms:

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

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Equivalent alternative text is given for non-text elements in the majority of cases. Exceptions: <ul style="list-style-type: none"> - Text equivalent is not given for jacket cover images of 'Related Books' on book landing pages. - Screen reader users cannot distinguish between open and closed locks on the Collections page because the icons do not have labels.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There are no videos in this product.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There are no videos in this product.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no multimedia.
1.3.1 Info and Relationships (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	On the main content pages, content is correctly tagged to allow screen readers to properly identify the relevant information available in the application, so that visually impaired users are able to perceive the relationships between a particular element and its role easily. However, there are some exceptions elsewhere in the site: <ul style="list-style-type: none"> - Collections page: sub headings are not tagged as heading - Collections > Subject Collections of Latest Research 2013 – Present page: screen reader reads the complete information for each collection without the user clicking on the 'Show more' link, which could be confusing to a user - Library Resources page: sub headings on page are not tagged as heading - Book landing page: screen reader reads Table of contents as multiple lists instead of single list - Search Results page: no meaningful heading provided at the beginning of search results - My Collections: no heading provided to mark the beginning of favorites section
1.3.2 Meaningful Sequence (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	Throughout the website, sequence of content is meaningful and appropriate and does not affect the meaning of given content. However, there is an issue on Book pages, under 'Go to Page' section, where tab sequence is incorrect and screen reader reads 'Go' button first and then 'Page number' edit field using both tab and arrow keys.
1.3.3 Sensory Characteristics (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Website does not contain elements that depend purely upon the size, location, and shapes of an object to convey information to user.
1.4.1 Use of Color (Level A) Also applies to: 2017 Section 508	Supports with Exceptions	There is one instance where information is presented through color alone without textual explanation for screen reader users: in My

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Collections, the current state of a selected folder is presented in the form of color only.
1.4.2 Audio Control (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no audio files on the site that play automatically as soon as the page is launched.
2.1.1 Keyboard (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Interactive elements and functions are accessible using the keyboard throughout.
2.1.2 No Keyboard Trap (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The keyboard focus does not get trapped anywhere in the website. This criterion was tested manually using keyboard, and observed that focus does not get trapped anywhere in the website using tab, arrow, page up/down keys etc.
2.2.1 Timing Adjustable (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no such activity present in the website, where page time need to be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	The dynamic carousel present on the home page includes a 'pause' feature.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no element in the site that flashes more than 3 times per second.
2.4.1 Bypass Blocks (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	A 'Skip to Main Content' link is available on all site pages, allowing Keyboard-only and Screen reader users to jump directly to the beginning of the main section of page in order to skip repetitive content.
2.4.2 Page Titled (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All the pages in the website have page titles, which describe the purpose of the page and allow users to uniquely distinguish each page.
2.4.3 Focus Order (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	In the majority of cases, the focus order moves in the correct sequence. Exceptions include: <ul style="list-style-type: none"> - Screen reader focus does not move to the modal window on selecting Author name associated with book title on Search Results page. - Screen reader focus shifts to the top of the page on selecting Add row button in Advance search. - Focus does not shift to Rename Folder name edit field on selecting Rename folder button in My Collections.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	The majority of the links present in the application are provided with link text, which clarifies the purpose of link. However, there are couple of exceptions: <ul style="list-style-type: none"> - Link text is incorrect for the YouTube video and Download title List link on Library resources page. - Link text is inappropriate for the links available to adjust font size on book chapter pages.
3.1.1 Language of Page (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Users are able to identify and understand the language of the page content and HTML Lang <html Lang="en"> attribute is present on all web pages.
3.2.1 On Focus (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	No interactive element is triggered automatically on receiving the focus.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Change of context does not happen when user changes the setting of any element or controls.
3.3.1 Error Identification (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Screen reader does not automatically notify the user with an error message when submitting an invalid form entries on the Register and Login pages. However, screen reader users can navigate the page manually and read the error message.
3.3.2 Labels or Instructions (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Application provides support for motor impaired and cognitive users as the labels and instructions are provided for form fields, which are clearly visible and readable to such users. However, there are instances where visually impaired users may find it difficult to understand the purpose of form fields: <ul style="list-style-type: none"> - Search Results page: no text label for the Search edit field, Page number edit field, Sort by drop-down and Results per page drop-down - Book page: edit fields are not labelled properly on Email popup - No text label is present for Other Title edit field on Register page. - Occupation radio buttons are not labeled with their legend text on Registration form. - Sign in button is incorrectly labelled as Send button on 'My collections' page. - No text label is present for New Folder edit field under manage Folders.
4.1.1 Parsing (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	We have validated the website using validator and came across few errors and warnings on code level. However, we have validated at UI/Platform level only and we did not observe any discrepancy wherein Assistive technologies are interpreting the content, which is totally irrelevant with the expected output. <ul style="list-style-type: none"> - Bad value cleartype for attribute http-equiv on element meta - Element ul not allowed as child of element ul in this context. (Suppressing further errors from this subtree. - Attribute xmlns:url not allowed here. - An img element must have an alt attribute, except under certain conditions. For details, consult guidance on providing text alternatives for images. - Bad value for attribute for on element label: An ID must not be the empty string. - Attribute type not allowed on element textarea at this point.
4.1.2 Name, Role, Value (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Most of the web elements have proper labels associated with their role and screen readers are recognizing them correctly with updated values. However, there are a few instances in the website, where the screen reader is not reading the label, role and the current state of a particular element: <ul style="list-style-type: none"> - No notification message is given to user on successful email sending on book page. - Screen reader user is not notified anything on selecting Deselect all / Select All button associated with subject checkboxes in advanced search. - Screen reader does not read the expanded/collapsed state of Browse by Subject, Recently Viewed and Recent Searches links in global navigation. - Required attribute is not provided in mandatory fields for screen reader user on Register page. - Screen reader reads 'Rename Folder Name' edit field incorrectly as menu using arrow keys on Rename folder page. - Screen reader does not read the expanded/collapsed state of dropdown button present on cite page.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no videos on the website.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There are no videos on the website.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Color scheme is appropriate and color contrast ratio of almost all interactive elements is equal or greater than standard ratio 4.5:1. However, color contrast ratio of few instances is less than the standard ratio. Instances: <ul style="list-style-type: none"> The expandable/collapsible links on the home page in red, green and light blue Purple text (on carousel, and 'Show more' links on Collections page) Gray text on white background (author and publisher names on Search Results page and in Related Books sections); gray 'close' icon on Citation overlay on book chapter page Social media links are not visible in High contrast mode.
1.4.4 Resize text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	All elements and content of the site are operable and readable when pages resize up to 200%. Also, low vision users would be able to perform desired actions as per their needs.
1.4.5 Images of Text (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	There is no text presented in the form of an image in the website.
2.4.5 Multiple Ways (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	The site provides multiple ways to access the same information given in the website: all books and chapters can be found by searching, browsing by subject from the global navigation, or following links to books by the same author or Related Books.
2.4.6 Headings and Labels (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Headings and Labels provide sufficient information for understanding the purpose and context of the content. Users can easily perform desired actions on different web elements by reading the label of the respective element. This criterion was tested manually using screen reader on sample pages of each content type.
2.4.7 Focus Visible (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports with Exceptions	Tab focus is visible on almost all of the interactive elements and keyboard users can easily track their tab location on screen through focus indicator which appears while navigating through tab key. However, there are a couple of instances where focus is not visible (Social Media links in the footer, Clear and Send buttons in the Contact Us form).
3.1.2 Language of Parts (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The content is in English language only. There are no passage or phrase available in the content where language of part needs to be defined.
3.2.3 Consistent Navigation (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Repeated components are occurring in the same order on every page of the application, which helps user to predict the location of different web elements on each page.
3.2.4 Consistent Identification (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Elements that have the same functionality across multiple web pages (such as header links or footer links) have same the labels or same name throughout. Screen reader users are able to recognize such elements consistently throughout the site.
3.3.3 Error Suggestion (Level AA)	Supports	Error messages are descriptive enough to understand the error and

Criteria	Conformance Level	Remarks and Explanations
Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		identify the location where error is occurring.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	Bloomsbury Collections does not include forms relating to legal commitments or financial data.

Table 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Most of the areas in the application are accessible using screen readers, such as JAWS, NVDA and VoiceOver. However, heading structures are not always implemented properly due to which visually impaired users may find it difficult to understand the hierarchical structure and relationship of content on the page. Examples: <ul style="list-style-type: none"> Sub headings are not tagged as heading on Collections page Link text is inappropriate for the links available to adjust font size on HTML book chapter page. Edit fields are not labelled properly on Email popup on Book page. No text label is present for Other Title edit field on Register page. Required attribute is not provided in mandatory fields for screen reader users on Register page.
302.2 With Limited Vision	Supports with Exceptions	Content of application is easily readable when application pages resize up to 200% and in high contrast mode. Color scheme is appropriate and color contrast ratio of most of the interactive elements is equal to or greater than standard ratio 4.5:1. However, there are few instances where low vision user will find it difficult to recognize web elements as their color contrast ratio is less than the standard ratio and Social media links are not visible in high contrast mode, as mentioned in 1.4.3.
302.3 Without Perception of Color	Supports with Exceptions	Whenever color is used to display information to the user, the same information is also available in textual form. The exception is in My Collections: where the state of the selected folder is conveyed through colors only and there are no alternatives provided for screen reader users.
302.4 Without Hearing	Not Applicable	There is no multimedia in this site.
302.5 With Limited Hearing	Not Applicable	There is no multimedia in this site.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity.
302.7 With Limited Manipulation	Supports with Exceptions	Users with limited manipulation can use adaptive keyboards to navigate through site pages. Android and iOS user can use voice input feature to type in forms, and can also use Switch Access feature for object navigation. However, there are certain areas where users may find it difficult to perform the required actions because the focus order is incorrect for some of the elements, and some elements work only with mouse event handlers as mentioned in 2.4.3 above.
302.8 With Limited Reach and Strength	Supports	Keyboard users can access navigation elements using tab key and arrow keys.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with Exceptions	Many features in the website support users with cognitive disabilities well, for the following reasons: <ol style="list-style-type: none"> Website does not have any moving text/images/animations which disrupt in reading. Website does not have any multimedia which plays automatically and confuses the user. Website does not have any flashing elements. Each form field has clear label text. <p>However, users with reading disabilities may have difficulties owing to the length and complexity of book chapters and paragraphs.</p>

Table 4: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation	Heading cell – no response required	Heading cell – no response required

602.2 Accessibility and Compatibility Features	Supports	There is a section available under Help and FAQs, which contains the accessibility statement describing that the website has been tested for conformance Level AA of the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG), including testing for screen readers and a color contrast test, and covering browser compatibility, and specifying the different types of screen readers and assistive technologies supported.
602.3 Electronic Support Documentation	Supports	The Help and FAQs section describe all of the site's features thoroughly. People with visual, motor as well as cognitive disabilities are able to read and understand this information easily.
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	Since the application provides information through the digital medium and it allows user to access the 'Support Services' feature for further help regarding the digital content and documentation, there is no requirement for alternate formats for non-electronic support documentation.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports with Exceptions	A Help and FAQs page is available, but this does not include a customer support number whereby users can request information regarding accessibility and compatibility features. However, online contact us form and email address is available for general enquires.
603.3 Accommodation of Communication Needs	Supports with Exceptions	There is a section on Contact us page, which provides the information regarding customer support where user can either contact using e-mail communication or by filling in a contact form. However, there is no specific support services available to meet the requirement of end users with disabilities.