

Vitalsource Accessibility Conformance Report

VPAT® Version 2.4

Name of product/version:	Bookshelf Windows version 10.2.9
Product description:	Windows native application
Report date:	29 July 2022
Contact information	[for the client to fill in - an email address is sufficient]
Notes	Book content is provided by the publishers.
Evaluation methods used:	<p>This conformance report is based on the results of an accessibility audit conducted by TPGi on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.</p> <p>The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <p>Assistive technologies: JAWS</p> <p>Accessibility testing tools: Colour Contrast Analyser</p>
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <p>Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.</p> <p>Web Content Accessibility Guidelines (WCAG) 2.1 Level A/AA.</p>

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 Level AAA criteria.

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WCAG 2.x Report

Table 1: Web Content Accessibility Guidelines (WCAG) 2.1, Level A

Notes:

Criteria	Conformance level	Remarks and explanations
<u>1.1.1 Non-text Content</u> (Level A)	Partially supports	<p>Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions:</p> <ul style="list-style-type: none"> • The informative warning icon does not have a text alternative. • The tick alongside a book indicating it has been downloaded lacks a text alternative <p>Note: Alternative text for book content is provided by the publishers. There may be instances where the alternative text is not sufficiently descriptive.</p>
<u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)	Not applicable	Bookshelf contains no audio-only or video-only content.
<u>1.2.2 Captions (Prerecorded)</u> (Level A)	Not applicable	Bookshelf does not contain synchronized media with prerecorded audio content.
<u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)	Not applicable	Bookshelf does not contain any synchronized media which would require an alternative for time-based media or audio description.
<u>1.3.1 Info and Relationships</u> (Level A)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with one exception:

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> Paragraph text (for version number) in the About modal is announced as heading text.
1.3.2 Meaningful Sequence (Level A)	Supports	The correct reading sequence of content can be programmatically determined.
1.3.3 Sensory Characteristics (Level A)	Supports	Instructions provided Bookshelf do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound.
1.4.1 Use of Color (Level A)	Partially supports	<p>While in the majority of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there is one minor exception:</p> <ul style="list-style-type: none"> The highlighted text in search results and book content is only indicated with a background color. Different highlight colors for different purposes are not conveyed to assistive technology
1.4.2 Audio Control (Level A)	Supports	For all audio which plays automatically for more than 3 seconds, the Bookshelf provides a mechanism to pause or stop the audio / a mechanism to control the volume of the audio. Bookshelf includes 'Read

Criteria	Conformance level	Remarks and explanations
		Aloud' functionality which includes pause/stop functionality.
2.1.1 Keyboard (Level A)	Partially supports	<p>The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are some exceptions. These include:</p> <ul style="list-style-type: none"> • The ability to highlight text for annotation purposes is not possible using the keyboard; it is only possible with the use of a mouse/trackpad. • Highlights previously made (with mouse) cannot be selected by keyboard but the menu that shows when activated by mouse is keyboard-operable. • The feedback facility is keyboard operable but not when JAWS is running (it does work with NVDA screen reader and when no screen reader is running).
2.1.2 No Keyboard Trap (Level A)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only)	Supports	Bookshelf uses keyboard shortcuts, but these

Criteria	Conformance level	Remarks and explanations
		shortcuts do not include single key printable characters.
2.2.1 Timing Adjustable (Level A)	Partially supports	There are no time limits with the exception of “Success” and “Error” message toast notifications. The time limits on these toast notifications cannot be adjusted or extended.
2.2.2 Pause, Stop, Hide (Level A)	Supports	Bookshelf does not feature moving, blinking nor scrolling content presented in parallel with other content.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	Bookshelf does not contain anything that flashes more than three times in any one second period
2.4.1 Bypass Blocks (Level A)	Supports	Bookshelf contains a “Skip to main content” link.
2.4.2 Page Titled (Level A)	Not applicable	Desktop native application
2.4.3 Focus Order (Level A)	Partially supports	<p>Focusable components receive focus in an order that preserves meaning and operability, with the following exceptions:</p> <ul style="list-style-type: none"> • When “About” and “Citation” dialogs open, the focus is not moved to the dialog content. • In the “CoachMe” feature, focus is lost when using carousel navigation buttons (at left/rightmost boundaries). • Book details content receives focus (incorrectly – it is not interactive content)

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> • Focus is lost after dismissing “Search” or “Workbook” panels. • Focus is lost after opening “Redeem Codes”. “Sharing”, “Highlighters” dialogs in Explore page (from “Tools” menu).
2.4.4 Link Purpose (In Context) (Level A)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context
2.5.1 Pointer Gestures (Level A 2.1 only)	Not applicable	Bookshelf does not use multi-pointer/multi-touch interactions or path-based gestures.
2.5.2 Pointer Cancellation (Level A 2.1 only)	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location
2.5.3 Label in Name (Level A 2.1 only)	Partially supports	For all user interface components with labels that include text or images of text, the accessible name of the component contains the text that is presented visually, with one exception: <ul style="list-style-type: none"> • The main menu button (hamburger menu) has visible tooltip text “Open side menu” but is exposed to assistive technology as “Main menu”
2.5.4 Motion Actuation (Level A 2.1 only)	Not applicable	Bookshelf does not feature functionality that can be operated by device or user motion.

Criteria	Conformance level	Remarks and explanations
3.1.1 Language of Page (Level A)	Supports	The human language of all pages in Bookshelf is correctly identified.
3.2.1 On Focus (Level A)	Supports	Components do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A)	Supports	Changing the settings of user interface components does not automatically cause a change of context.
3.3.1 Error Identification (Level A)	Supports	For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text. These include: <ul style="list-style-type: none"> Email or password errors are provided to the user in textual form.
3.3.2 Labels or Instructions (Level A)	Partially supports	Content that requires user input includes labels or instructions, with some exceptions: <ul style="list-style-type: none"> Search library input field Search book input field Add note input field Note: all specified input fields utilize placeholder text as visible labels.
4.1.1 Parsing (Level A)	Not applicable	Desktop native application
4.1.2 Name, Role, Value (Level A)	Partially supports	The application provides the correct name, role, state, and other important accessibility information for most controls, with the following exceptions: <ul style="list-style-type: none"> The search combobox, in the main navigation, does not announce the list

Criteria	Conformance level	Remarks and explanations
		<p>of suggestions, and the labels of items when navigated.</p> <ul style="list-style-type: none"><li data-bbox="1031 394 1356 737">• The “About” dialog is not exposed as a dialog, does not announce version details in JAWS automatically (announced “Close” button that has focus).<li data-bbox="1031 747 1356 1012">• Menu items in tools (“Redeem codes” etc) are incorrectly exposed to assistive technology as toggle buttons instead of menu items.

Table 2: Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.4 Captions (Live) (Level AA)	Not applicable	Bookshelf does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not applicable	Bookshelf does not contain any synchronized media which would require an audio description.
1.3.4 Orientation (Level AA 2.1 only)	Not applicable	Bookshelf is a software product.
1.3.5 Identify Input Purpose (Level AA 2.1 only)	Not applicable	Bookshelf is a software product.
1.4.3 Contrast (Minimum) (Level AA)	Partially supports	The majority of text and images of text has sufficient contrast, with some exceptions. These include: <ul style="list-style-type: none"> • “Delete” controls in Reader preferences > Highlighters • Inactive tabs in Workbook panel • Redeem dialog “+More codes” control
1.4.4 Resize text (Level AA)	Supports	Text can be resized by zooming the page without assistive technology up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA)	Supports	Bookshelf uses text characters to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 only)	Not applicable	Bookshelf is a software product.
1.4.11 Non-text Contrast (Level AA 2.1 only)	Supports	The majority of interface components and graphical

Criteria	Conformance level	Remarks and explanations
		<p>objects have a contrast ratio of at least 3:1, with some exceptions. These include:</p> <ul style="list-style-type: none"> • The clear search control in the Book Search panel (in Library page) • The top icons in vertical navigation area in Library (“Library”, “Explore”) when they are active
<p>1.4.12 Text Spacing (Level AA 2.1 only)</p>	<p>Not applicable</p>	<p>Bookshelf does not provide a feature to increase text spacing</p>
<p>1.4.13 Content on Hover or Focus (Level AA 2.1 only)</p>	<p>Partially supports</p>	<p>Tool tips are implemented on some button controls using standard Windows application tool tip functionality. These tool tips are not hoverable or persistent, however, the hoverable content (examples below) refer to icon buttons that also illustrate the function of the button) and in some cases, such as icons in the side menu when expanded) show the text equivalent alongside the icon.</p> <ul style="list-style-type: none"> • “Give feedback” • “Store” • “Account” • “Tap here to sign out” • “Redeem one or more codes” • “Refresh the library” • “Search Book”

Criteria	Conformance level	Remarks and explanations
		<ul style="list-style-type: none"> “Reader Preferences” “Highlights, Notes, Bookmarks and Flashcards”
2.4.5 Multiple Ways (Level AA)	Not applicable	Bookshelf is a software product.
2.4.6 Headings and Labels (Level AA)	Partially supports	All headings and labels appropriately describe the topic or purpose of their related content, with the following exception: <ul style="list-style-type: none"> “Close” control on advertising banner not clear what it will close (present on non-modal content, before the content it relates to)
2.4.7 Focus Visible (Level AA)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA)	Not applicable	Bookshelf is a software product.
3.2.4 Consistent Identification (Level AA)	Not applicable	Bookshelf is a software product.
3.3.3 Error Suggestion (Level AA)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user. These include: <ul style="list-style-type: none"> Incorrect email and password entries.

Criteria	Conformance level	Remarks and explanations
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p>	<p>Not applicable</p>	<p>Bookshelf does not contain pages that cause legal commitments or financial transactions to occur.</p>
<p>4.1.3 Status Messages (Level AA 2.1 only)</p>	<p>Supports</p>	<p>Most status messages can be presented to the user by assistive technologies without receiving focus, with one exception:</p> <ul style="list-style-type: none"> • When the Refresh button is triggered, the notification that the library is being updated is not conveyed to assistive technologies.

Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

Criteria	Conformance level	Remarks and explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 only)	Not evaluated	
1.4.6 Contrast Enhanced (Level AAA)	Not evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not evaluated	
1.4.8 Visual Presentation (Level AAA)	Not evaluated	
1.4.9 Images of Text (No Exception) Control (Level AAA)	Not evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not evaluated	
2.2.3 No Timing (Level AAA)	Not evaluated	
2.2.4 Interruptions (Level AAA)	Not evaluated	
2.2.5 Re-authenticating (Level AAA)	Not evaluated	
2.2.6 Timeouts (Level AAA 2.1 only)	Not evaluated	
2.3.2 Three Flashes (Level AAA)	Not evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 only)	Not evaluated	
2.4.8 Location (Level AAA)	Not evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not evaluated	
2.4.10 Section Headings (Level AAA)	Not evaluated	
2.5.5 Target Size (Level AAA 2.1 only)	Not evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 only)	Not evaluated	
3.1.3 Unusual Words (Level AAA)	Not evaluated	
3.1.4 Abbreviations (Level AAA)	Not evaluated	
3.1.5 Reading Level (Level AAA)	Not evaluated	
3.1.6 Pronunciation (Level AAA)	Not evaluated	

Criteria	Conformance level	Remarks and explanations
3.2.5 Change on Request (Level AAA)	Not evaluated	
3.3.5 Help (Level AAA)	Not evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not evaluated	

Legal disclaimer

Include your company legal disclaimer here, if needed.