

## VitalSource Accessibility Conformance Report

VPAT® Version 2.4\*

Name of product/version:	Bookshelf iOS app (version 10.1 3335)
Product description:	Native iOS application
Report date:	29 November 2021
Contact information:	accessibility@vitalsource.com
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 <a href="#">TPG Interactive</a> 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 <a href="#">W3C Website Accessibility Conformance Evaluation Methodology</a> (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <p>Assistive technologies: VoiceOver</p> <p>Accessibility testing tools: Accessibility Inspector, Colour Contrast Analyser</p>
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none"> <li>• <a href="#">Web Content Accessibility Guidelines 2.0</a> Level A/AA</li> <li>• <a href="#">Web Content Accessibility Guidelines 2.1</a> Level A/AA</li> </ul>

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\* "Voluntary Product Accessibility Template" and "VPAT" are registered service marks of the Information Technology Industry Council (ITI)

## 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with a minor exception: <ul style="list-style-type: none"><li>Decorative chevrons in the Search results content are not hidden from assistive technology.</li></ul> Alternative text for book content is provided by the publishers. There may be instances where the alternative text is not sufficiently descriptive.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	The application contains no audio-only or video-only content.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	The application does not contain synchronized media with prerecorded audio content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	The application does not contain any synchronized media which would require an alternative for time-based media or audio description.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Partially supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with one exception: <ul style="list-style-type: none"><li>Visual headings in the “What’s New” flow are not indicated as such programmatically.</li></ul>

Criteria	Conformance level	Remarks and explanations
<a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A)	Supports	The correct reading sequence of content can be programmatically determined.
<a href="#"><u>1.3.3 Sensory Characteristics</u></a> (Level A)	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.
<a href="#"><u>1.4.1 Use of Color</u></a> (Level A)	Partially supports	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, with one exception: <ul style="list-style-type: none"> <li>• The selected state of options within the Feedback form is only indicated by a change in color.</li> </ul>
<a href="#"><u>1.4.2 Audio Control</u></a> (Level A)	Not applicable	The application does not contain any audio which plays automatically for more than 3 seconds.
<a href="#"><u>2.1.1 Keyboard</u></a> (Level A)	Partially supports	The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, with some exceptions: <ul style="list-style-type: none"> <li>• In the book details panel of the main library, the three Workbook controls ("Highlights," etc.), the "Check for Book Updates" control, and the "Remove from Device" control are not operable with a keyboard alone.</li> <li>• The chapters in the table of contents cannot be</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<p>expanded by keyboard alone.</p> <ul style="list-style-type: none"> <li>The Flashcard edit buttons are not focusable or operable via keyboard alone.</li> <li>Keyboard-only and Voiceover users (via touch) are not able to select text in the main book content, which would trigger a context menu with features to highlight the text or create notes relating to it.</li> </ul>
<a href="#"><u>2.1.2 No Keyboard Trap</u></a> (Level A)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
<a href="#"><u>2.1.4 Character Key Shortcuts</u></a> (Level A 2.1 only)	Not applicable	The application does not provide keyboard shortcuts.
<a href="#"><u>2.2.1 Timing Adjustable</u></a> (Level A)	Not applicable	The application does not feature any time limits.
<a href="#"><u>2.2.2 Pause, Stop, Hide</u></a> (Level A)	Partially supports	<p>The application contains some minor moving, blinking, scrolling or auto-updating content which does not provide any mechanisms to pause, stop, hide, or control the frequency of the update.</p> <ul style="list-style-type: none"> <li>An animated image in the About screen cannot be paused or stopped.</li> </ul>
<a href="#"><u>2.3.1 Three Flashes or Below Threshold</u></a> (Level A)	Supports	The application does not contain anything that flashes more than three times in any one second period.
<a href="#"><u>2.4.1 Bypass Blocks</u></a> (Level A)	Not applicable	Bookshelf iOS application is a software product.

Criteria	Conformance level	Remarks and explanations
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	All pages have titles that describe their topic or purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Partially supports	<p>Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include:</p> <ul style="list-style-type: none"> <li>• The focus order of the search page with results present does not match the visual order.</li> <li>• When the “Updating Library” status message completes, focus is not managed and lands on a random control on the main library page.</li> <li>• Focus in the Add/Edit Highlighter screen is not properly managed which could cause information to be missed.</li> </ul>
<a href="#">2.4.4 Link Purpose (In Context)</a> (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.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only)	Not applicable	The application does not use multi-pointer/multi-touch interactions or path-based gestures.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only)	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 only)	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.

Criteria	Conformance level	Remarks and explanations
<a href="#"><u>2.5.4 Motion Actuation</u></a> (Level A 2.1 only)	Not applicable	The application does not feature functionality that can be operated by device or user motion.
<a href="#"><u>3.1.1 Language of Page</u></a> (Level A)	Supports	The human language of the application is correctly identified.
<a href="#"><u>3.2.1 On Focus</u></a> (Level A)	Supports	Components do not initiate a change of context when they receive focus.
<a href="#"><u>3.2.2 On Input</u></a> (Level A)	Supports	Changing the settings of user interface components does not automatically cause a change of context.
<a href="#"><u>3.3.1 Error Identification</u></a> (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.
<a href="#"><u>3.3.2 Labels or Instructions</u></a> (Level A)	Partially supports	Labels or instructions are provided for the majority of content that requires user input, with some minor exceptions. These include: <ul style="list-style-type: none"> <li>Multiple form fields in the Feedback screen use placeholder text as their only visual label.</li> </ul>
<a href="#"><u>4.1.1 Parsing</u></a> (Level A)	Not applicable	Bookshelf iOS application is a software product.
<a href="#"><u>4.1.2 Name, Role, Value</u></a> (Level A)	Partially supports	For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there



Criteria	Conformance level	Remarks and explanations
		<p>are some exceptions. These include:</p> <ul style="list-style-type: none"> <li>• The “Main Menu” button in the Library does not convey its collapsed/expanded state to assistive technology.</li> <li>• The “Email” toggle switch in the Feedback screen does not have an accessible name.</li> <li>• The selected state of options within the Feedback form is not programmatically conveyed.</li> <li>• The “What’s New?” modal dialog does not have an accessible name.</li> <li>• The adjustable control for navigating through the “What’s New?” slides does not have an accessible name.</li> <li>• The current page announcement by VoiceOver in the “What’s New?” flow indicates the wrong number of slides.</li> <li>• The selected state of the bookmark control in the main reader is not programmatically conveyed.</li> <li>• The currently selected highlighter color in the Add/Edit Highlighter screen is not programmatically conveyed.</li> <li>• The Display and Highlighters tabs in the</li> </ul>

Criteria	Conformance level	Remarks and explanations
		<p>Reader Preferences are incorrectly conveyed as buttons.</p> <ul style="list-style-type: none"> <li>• Each control in the “My Highlighters” section of the Highlighters screen is conveyed as static text.</li> <li>• Each of the color selections in the Add/Edit Highlighter screen is conveyed as static text.</li> <li>• The tabs in the Search results screen are incorrectly conveyed as buttons and do not programmatically convey their selected state.</li> <li>• The Chapter disclosure widgets in the Search results do not convey their expanded/collapsed state.</li> <li>• The Proficiencies modal dialog in the Flashcard section of the Workbook does not have an accessible name.</li> </ul>

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

Notes:

Criteria	Conformance level	Remarks and explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	The application does not contain synchronized media with live audio content.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	The application does not contain any synchronized media which would require an audio description.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 only)	Partially supports	The majority of content and functionality are presented and usable at different orientations, with some exceptions. These include: <ul style="list-style-type: none"> <li>The main library and related screens are locked in portrait mode.</li> </ul>
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 only)	Not applicable	Bookshelf iOS application is a software product.
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The visual presentation of text has a contrast ratio of at least 4.5:1.
<a href="#">1.4.4 Resize text</a> (Level AA)	Partially supports	The majority of pages in the application allow text to be resized / zoomed up to 200% without loss of content or functionality, with some exceptions. These include: <ul style="list-style-type: none"> <li>The text in the “What’s New” flow increases inconsistently.</li> <li>The text in the Search screen increases inconsistently.</li> </ul>
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	The application uses text characters to convey

Criteria	Conformance level	Remarks and explanations
		information rather than images of text.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)	Not applicable	Bookshelf iOS application is a software product.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)	Partially supports	The majority of interface components and graphical objects have a contrast ratio of at least 3:1, with some exceptions. These include: <ul style="list-style-type: none"> <li>Some highlighter colors have low contrast.</li> </ul>
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 only)	Not applicable	The content is not implemented in a markup language.
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 only)	Not applicable	The application does not contain additional content that appears on hover or focus.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not applicable	Native iOS application.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	All headings and labels appropriately describe the topic or purpose of their related content.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Supports	The human language of all screens in the application is correctly identified.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Not applicable	Bookshelf iOS application is a software product.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Not applicable	Bookshelf iOS application is a software product.
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.

Criteria	Conformance level	Remarks and explanations
<a href="#"><b>3.3.4 Error Prevention (Legal, Financial, Data)</b></a> (Level AA)	Not applicable	The application does not contain pages that cause legal commitments or financial transactions to occur.
<a href="#"><b>4.1.3 Status Messages</b></a> (Level AA 2.1 only)	Not applicable	The application does not feature status messages created in a markup language.

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

Notes:

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

Criteria	Conformance level	Remarks and explanations
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Not evaluated	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Not evaluated	
<a href="#">3.3.5 Help</a> (Level AAA)	Not evaluated	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Not evaluated	

## Legal disclaimer

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