

***VitalSource Bookshelf iOS App v.4.4***

***Voluntary Product Accessibility Template***

Presented to: VitalSource Technologies, Inc.

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Rev 1.0

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# Executive Summary: VitalSource Bookshelf iOS App VPAT

TFA’s latest evaluation of the VitalSource Bookshelf iOS App identified accessibility features and functionalities of the application. This evaluation provided the information required to assess the conformance of the VitalSource Bookshelf iOS App with the Section 508 Accessibility Standards. TFA concludes that the application mostly conforms with the Section 508 standards.

The Information Technology Industry Council (ITIC) has published recommended language to be used in completing VPAT documents that has been designed to create simplicity and uniformity/consistency in VPATs presented by a variety of suppliers. In preparing the VitalSource Bookshelf iOS App VPAT, TFA has used the ITIC-recommended *VPAT 2.2 508 format*.

Based on this evaluation and on information published on the ITIC website ([*http://www.itic.org*](http://www.itic.org)), TFA presents the revised VPAT document for the VitalSource Bookshelf iOS App on the following pages.

**VitalSource Bookshelf Online  
Accessibility Conformance Report**

**Revised Section 508 Edition**

**VPAT® Version 2.2 – November 5, 2018**

**Name of Product/Version: VitalSource Bookshelf iOS App Build 4.4**

**Product Description:** Digital content delivery platform to download and access eBooks on iOS phones or tablets.

**Date: November 5, 2018**

**Contact information:** accessibility@vitalsource.com

**Notes: This VPAT document is for VitalSource Bookshelf iOS App only and does not cover content (books and other media).**

**Evaluation Methods Used:**

The accessibility assessment was conducted according to the following steps:

1. A sighted accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired and low vision users.
2. Keyboard accessibility analysis (for mobility and physically challenged users) was conducted by attempting to thoroughly navigate the apps through the Bluetooth keyboard, without using gestures.
3. For deaf and hard of hearing users, testing was performed for proper captioning.
4. The apps’ accessibility for low vision users was evaluated two ways: (1) using Zoom screen magnification, Invert Colors and Larger Text options provided by the operating system; and (2) using Color Contrast Analyzer version 2.2.
5. The screen reader testing was conducted by an expert non-visual accessibility evaluator. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the selected screens using the VoiceOver screen reading program. Any screens found to have screen reader issues were re-examined in interactive sessions with an expert accessibility design evaluator.
6. Any usability issues for users with disabilities encountered during the accessibility assessments in Steps I-V were noted for subsequent mention.

**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/*](http://www.w3.org/TR/2008/REC-WCAG20-20081211/) | Level A (Yes)  Level AA (Yes)  Level AAA (No) |
| [Revised Section 508 standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) as published by the U.S. Access Board in the Federal Register on January 18, 2017  [Corrections to the ICT Final Rule](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/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.
* **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 2.0 Report**

Tables 1 and 2 also document conformance with:

* Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
* Chapter 6 – 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.0 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](https://www.w3.org/TR/WCAG20/#conformance-reqs).

**Table 1: Success Criteria, Level A**

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) (Level A) | Supports | All non-text content has text equivalents. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Supports | No audio-only and video-only content |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Not Applicable | No audio or video content |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) (Level A) | Not Applicable | No audio or video content |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) (Level A) | Supports | Elements are structured and relationships are preserved where supported by iOS. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Supports | Elements are in a meaningful sequence. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) (Level A) | Supports | Sensory characteristics are not used as the sole means of conveying information. |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | Supports | Color is not used as the solo identifying characteristic. |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Supports | Audio does not play automatically. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Partially Supports | VoiceOver must be turned on to make full use of Bluetooth keyboard navigation. Highlights and notes cannot be created using keyboard. |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Supports | No keyboard traps in the app. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Supports | No time limits are set. |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Supports | No automatically updated information is present. Book downloads can be paused/stopped. |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Supports | No flashing content is present. |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports | Heading and semantic structure can be used to skip blocks of content. |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Supports | Screen titles are adequately descriptive. |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Partially Supports | In some instances, focus is placed at the top of the screen rather than in the correct location. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Supports | Links are descriptive. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) (Level A) | Not Applicable | Language cannot be defined in an application. |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports | Elements do not initiate a change of context when focused. |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports | Elements do not initiate a change of context. |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports | On Create an Account screen, validation does not add errors to all missing fields.  Not all fields receive adequate error messages. |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Partially Supports | Some elements are not labeled or not sufficiently labeled.  Search by Title or Author field is not correctly labeled. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Not Applicable | It’s a native app. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Partially Supports | Some elements are not correctly marked up as interactive.  Highlights and notes are not identified to screen reader users. Unable to make highlights or notes with a screen reader or keyboard. |

**Table 2: Success Criteria, Level AA**

| **Criteria** | | **Conformance Level** | **Remarks and Explanations** | |
| --- | --- | --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) (Level AA) | | Not Applicable | | No live audio/video content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) (Level AA) | | Not Applicable | | No audio/video content. |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | | Supports | | All elements have sufficient color contrast. |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | | Supports | | Content scales well when text size is doubled using Book Reader controls or Zoom feature in iOS. |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA) | | Supports | | Images of text are not used. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA) | | Not Applicable | | It’s an application |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | | Supports | | Some elements are not correctly labeled. |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | | Supports | | When used with VoiceOver. |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA) | | Not Applicable | | No other languages used. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | | Supports | | Screens have consistent navigation mechanisms. |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | | Supports | | Elements are consistently identified. |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA) | | Partially Supports | | Some error messages are not correctly associated with the fields. |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | | Supports | | Data entered by the user is checked for input errors and the user is provided an opportunity to correct them. |

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Notes:

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

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 302.1Without Vision | Partially Supports |  |
| 302.2 With Limited Vision | Supports |  |
| 302.3Without Perception of Color | Supports |  |
| 302.4Without Hearing | Supports |  |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With Limited Manipulation | Partially Supports |  |
| 302.8With Limited Reach and Strength | Partially Supports |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Partially Supports |  |

**Chapter 5: Software**

Notes:

| **Criteria** | **Conformance Level** | **Remarks and Explanations** |
| --- | --- | --- |
| 501.1 Scope – Incorporation of WCAG 2.0 AA | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| ***502 Interoperability with Assistive Technology*** | Heading cell – no response required | Heading cell – no response required |
| 502.2.1 User Control of Accessibility Features | Not Applicable | Control of accessibility features provided by operating system. |
| 502.2.2 No Disruption of Accessibility Features | Supports | Does not disrupt accessibility features |
| ***502.3 Accessibility Services*** | Heading cell – no response required | Heading cell – no response required |
| 502.3.1 Object Information | Partially Supports | Most elements in the app are correctly marked up for their role. |
| 502.3.2 Modification of Object Information | Partially Supports | Most elements provide correct state information. |
| 502.3.3 Row, Column, and Headers | Not Applicable | No table elements are present in the Bookshelf iOS App interface. |
| 502.3.4 Values | Partially Supports | Most elements provide correct value information to assistive technology. |
| 502.3.5 Modification of Values | Supports | When values are modified, this information is accessible by assistive technology. |
| 502.3.6 Label Relationships | Partially Supports | With a single exception, all fields are correctly associated with their programmatically determinable labels. |
| 502.3.7 Hierarchical Relationships | Supports | Hierarchical relationships are presented correctly. |
| 502.3.8 Text | Supports |  |
| 502.3.9 Modification of Text | Supports |  |
| 502.3.10 List of Actions | Supports | Interactive elements provide hint text informing users of possible interactions. |
| 502.3.11 Actions on Objects | Partially Supports | With very few exceptions, interactive elements are marked up as such. |
| 502.3.12 Focus Cursor | Supports | When used with VoiceOver, elements receive visible focus cursor. |
| 502.3.13 Modification of Focus Cursor | Not Applicable | Controlled by the operating system. |
| 502.3.14 Event Notification | Supports | Users are notified of event occurrence. |
| 502.4 Platform Accessibility Features | Supports | All required iOS accessibility features are supported. |
| ***503 Applications*** | Heading cell – no response required | Heading cell – no response required |
| 503.2 User Preferences | Partially Supports | Does not support Large Font settings. |
| 503.3 Alternative User Interfaces | Not Applicable | No alternative interface |
| ***503.4 User Controls for Captions and Audio Description*** | Heading cell – no response required | Heading cell – no response required |
| 503.4.1 Caption Controls | Not Applicable | No live audio/video content. |
| 503.4.2 Audio Description Controls | Not Applicable | No live audio/video content. |
| ***504 Authoring Tools*** | Heading cell – no response required | Heading cell – no response required |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable | Not an authoring tool |
| 504.2.2 PDF Export | Not applicable | Not an authoring tool |
| 504.3 Prompts | Not applicable | Not an authoring tool |
| 504.4 Templates | Not applicable | Not an authoring tool |

**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 | Does not Support | Accessibility and Compatibility features are not documented. |
| 602.3 Electronic Support Documentation | See [WCAG 2.0](#WCAG) section | See information in WCAG section |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Supports | Alternate formats available upon request. |
| **603 Support Services** | Heading cell – no response required | Heading cell – no response required |
| 603.2 Information on Accessibility and Compatibility Features | Does not Support | Not provided |
| 603.3 Accommodation of Communication Needs | Supports | Support provided electronically |