

# ProQuest - Primo Accessibility Conformance Report WCAG Edition

(Based on VPAT® Version 2.4)

## **Name of Product/Version:**

Ex Libris Primo – Primo VE / February 2021 release

## **Report Date:**

2021/03/22

## **Product Description:**

Ex Libris Primo provides a fast, comprehensive, and personalized discovery solution with the intuitive user experience library patrons have come to expect. A single search interface provides a gateway to a wealth of scholarly content, including print, electronic and digital collections. Primo's sophisticated search and relevancy ranking algorithm ensures the most relevant results, based on the context of the search and the user's profile.

## **Contact Information:**

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## **Notes:**

This report has been authored based upon an evaluation report conducted by Deque Systems Inc. and finalized on Dec. 21<sup>st</sup>, 2020.

The report is considered accurate at the time of publishing.

## **Evaluation Methods Used:**

Deque's auditing methodology includes automated tests using the industry standard Axe rules engine, and further manually evaluated by trained accessibility experts at Deque. Manual assessment was performed using both Firefox with NVDA and Chrome with JAWS on Windows 10 and included exclusive use of the keyboard.

## Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)

## 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 2.1 Report

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, the criteria are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#) and [WCAG 2.1 Conformance Requirements](#).

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)            All non-text content that is presented to the user has a text alternative that serves the equivalent purpose, except for the situations listed below.</p> <ul style="list-style-type: none"> <li>• <b>Controls, Input:</b> If non-text content is a control or accepts user input, then it has a name that describes its purpose. (Refer to Success Criterion 4.1.2 for additional requirements for controls and content that accepts user input.)</li> <li>• <b>Time-Based Media:</b> If non-text content is time-based media, then text alternatives at least provide descriptive identification of the non-text content. (Refer to Guideline 1.2 for additional requirements for media.)</li> <li>• <b>Test:</b> If non-text content is a test or exercise that would be invalid if presented in text, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>Sensory:</b> If non-text content is primarily intended to create a specific sensory experience, then text alternatives at least provide descriptive identification of the non-text content.</li> <li>• <b>CAPTCHA:</b> If the purpose of non-text content is to confirm that content is being accessed by a person rather than a computer, then text alternatives that identify and describe the purpose of the non-text content are provided, and alternative forms of CAPTCHA using output modes for different types of</li> </ul>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 2 reported instances of missing or incorrect text alternatives</li> <li>• User impact is Moderate, and impacts non-sighted users who will not know why the image is there</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p>sensory perception are provided to accommodate different disabilities.</p> <ul style="list-style-type: none"> <li>• <b>Decoration, Formatting, Invisible:</b> If non-text content is pure decoration, is used only for visual formatting, or is not presented to users, then it is implemented in a way that it can be ignored by assistive technology.</li> </ul>		
<p><a href="#"><u>1.2.1 Audio-only and Video-only (Prerecorded)</u></a> (Level A) For prerecorded audio-only and prerecorded video-only media, the following are true, except when the audio or video is a media alternative for text and is clearly labeled as such:</p> <ul style="list-style-type: none"> <li>• <b>Prerecorded Audio-only:</b> An alternative for time-based media is provided that presents equivalent information for prerecorded audio-only content.</li> <li>• <b>Prerecorded Video-only:</b> Either an alternative for time-based media or an audio track is provided that presents equivalent information for prerecorded video-only content.</li> </ul>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#"><u>1.2.2 Captions (Prerecorded)</u></a> (Level A) Captions are provided for all prerecorded audio content in synchronized media, except when the media is a media alternative for text and is clearly labeled as such.</p>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#"><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u></a> (Level A) Captions are provided for all live audio content in synchronized media.</p>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#"><u>1.3.1 Info and Relationships</u></a> (Level A) Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.</p>	<b>Supports</b>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#"><u>1.3.2 Meaningful Sequence</u></a> (Level A) When the sequence in which content is presented affects its</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 1 instance where screen reader “falls out” of a modal dialog, disrupting the reading order</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p>meaning, a correct reading sequence can be programmatically determined.</p>		<ul style="list-style-type: none"> <li>• User impact here is Serious as it introduces confusion to non-sighted users, and has a negative impact on keyboard-only users</li> <li>• 1 instance where some hidden elements are being announced</li> <li>• User impact here is Serious – if content is hidden from sighted users, it should also be hidden to non-sighted users</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><u>1.3.3 Sensory Characteristics</u></b> (Level A)  Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components such as shape, color, size, visual location, orientation, or sound.  <i>Note:</i> For requirements related to color, refer to Guideline 1.4.</p>	<b>Supports</b>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><u>1.4.1 Use of Color</u></b> (Level A)  Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.  <i>Note:</i> This success criterion addresses color perception specifically. Other forms of perception are covered in Guideline 1.3 including programmatic access to color and other visual presentation coding.</p>	<b>Supports</b>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><u>1.4.2 Audio Control</u></b> (Level A)  If any audio on a Web page plays automatically for more than 3 seconds, either a mechanism is available to pause or stop the audio, or a mechanism is available to control audio volume independently from the overall system volume level.</p>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether or not it is used to meet other success criteria) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>		
<p><b>2.1.1 Keyboard</b> (Level A)  All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes, except where the underlying function requires input that depends on the path of the user's movement and not just the endpoints.</p> <p><i>Note 1:</i> This exception relates to the underlying function, not the input technique. For example, if using handwriting to enter text, the input technique (handwriting) requires path-dependent input but the underlying function (text input) does not.</p> <p><i>Note 2:</i> This does not forbid and should not discourage providing mouse input or other input methods in addition to keyboard operation.</p>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 1 reported instances where a function cannot be achieved via keyboard alone</li> <li>• User impact is Critical – keyboard only users will be unable to perform the function(s) – this includes both non-sighted users as well as users with mobility impairments</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b>2.1.2 No Keyboard Trap</b> (Level A)  If keyboard focus can be moved to a component of the page using a keyboard interface, then focus can be moved away from that component using only a keyboard interface, and, if it requires more than unmodified arrow or tab keys or other standard exit methods, the user is advised of the method for moving focus away.</p> <p><i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>	<p><b>Supports</b></p>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 only)</p> <p>If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> A mechanism is available to turn the shortcut off;</li> <li>• <b>Remap:</b> A mechanism is available to remap the shortcut to include one or more non-printable keyboard keys (e.g., Ctrl, Alt);</li> <li>• <b>Active only on focus:</b> The keyboard shortcut for a user interface component is only active when that component has focus.</li> </ul>	<p><b>Supports</b></p>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>For each time limit that is set by the content, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Turn off:</b> The user is allowed to turn off the time limit before encountering it; or</li> <li>• <b>Adjust:</b> The user is allowed to adjust the time limit before encountering it over a wide range that is at least ten times the length of the default setting; or</li> <li>• <b>Extend:</b> The user is warned before time expires and given at least 20 seconds to extend the time limit with a simple action (for example, "press the space bar"), and the user is allowed to extend the time limit at least ten times; or</li> <li>• <b>Real-time Exception:</b> The time limit is a required part of a real-time event (for example, an auction), and no alternative to the time limit is possible; or</li> <li>• <b>Essential Exception:</b> The time limit is essential and extending it would invalidate the activity; or</li> <li>• <b>20 Hour Exception:</b> The time limit is longer than 20 hours.</li> </ul>	<p><b>Supports</b></p>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)  For moving, blinking, scrolling, or auto-updating information, all of the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Moving, blinking, scrolling:</b> For any moving, blinking or scrolling information that (1) starts automatically, (2) lasts more than five seconds, and (3) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it unless the movement, blinking, or scrolling is part of an activity where it is essential; and</li> <li>• <b>Auto-updating:</b> For any auto-updating information that (1) starts automatically and (2) is presented in parallel with other content, there is a mechanism for the user to pause, stop, or hide it or to control the frequency of the update unless the auto-updating is part of an activity where it is essential.</li> </ul> <p><i>Note 1:</i> For requirements related to flickering or flashing content, refer to Guideline 2.3.</p> <p><i>Note 2:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p> <p><i>Note 3:</i> Content that is updated periodically by software or that is streamed to the user agent is not required to preserve or present information that is generated or received between the initiation of the pause and resuming presentation, as this may not be technically possible, and in many situations could be misleading to do so.</p> <p><i>Note 4:</i> An animation that occurs as part of a preload phase or similar situation can be considered essential if interaction cannot occur during that phase for all users and if not</p>	<p><b>Supports</b></p>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p>indicating progress could confuse users or cause them to think that content was frozen or broken.</p>		
<p><b><u>2.3.1 Three Flashes or Below Threshold</u></b> (Level A)  Web pages do not contain anything that flashes more than three times in any one second period, or the flash is below the general flash and red flash thresholds.  <i>Note:</i> Since any content that does not meet this success criterion can interfere with a user's ability to use the whole page, all content on the Web page (whether it is used to meet other success criteria or not) must meet this success criterion. See Conformance Requirement 5: Non-Interference.</p>	<b>Not Applicable</b>	<ul style="list-style-type: none"> <li>No flashing content present</li> </ul>
<p><b><u>2.4.1 Bypass Blocks</u></b> (Level A)  A mechanism is available to bypass blocks of content that are repeated on multiple Web pages.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><u>2.4.2 Page Titled</u></b> (Level A)  Web pages have titles that describe topic or purpose.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>1 reported instance of a page with insufficient page title</li> <li>User impact is Serious – this primarily impacts non-sighted users, who depend on the page title to confirm where they are on the site</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><u>2.4.3 Focus Order</u></b> (Level A)  If a Web page can be navigated sequentially and the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>1 reported instance of non-conforming navigation order</li> <li>User impact is Serious - Focus order related to some buttons ("Main Library Available..." button, "Request" button (if signed in) or "Sign In" button (if not signed in), is not logical in such a way that it affects the meaning or operability of the content.</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A) 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, except where the purpose of the link would be ambiguous to users in general.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 only) All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 only) For functionality that can be operated using a single pointer, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>No Down-Event:</b> The down-event of the pointer is not used to execute any part of the function;</li> <li>• <b>Abort or Undo:</b> Completion of the function is on the up-event, and a mechanism is available to abort the function before completion or to undo the function after completion;</li> <li>• <b>Up Reversal:</b> The up-event reverses any outcome of the preceding down-event;</li> <li>• <b>Essential:</b> Completing the function on the down-event is essential.</li> </ul>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.5.3 Label in Name</a> (Level A 2.1 only) For user interface components with labels that include text or images of text, the name contains the text that is presented visually.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 only) Functionality that can be operated by device motion or user</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS

Criteria	Conformance Level	Remarks and Explanations
<p>motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:</p> <ul style="list-style-type: none"> <li>• <b>Supported Interface:</b> The motion is used to operate functionality through an accessibility supported interface;</li> <li>• <b>Essential:</b> The motion is essential for the function and doing so would invalidate the activity.</li> </ul>		
<p><b>3.1.1 Language of Page</b> (Level A) The default human language of each Web page can be programmatically determined.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b>3.2.1 On Focus</b> (Level A) When any user interface component receives focus, it does not initiate a change of context.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b>3.2.2 On Input</b> (Level A) Changing the setting of any user interface component does not automatically cause a change of context unless the user has been advised of the behavior before using the component.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b>3.3.1 Error Identification</b> (Level A) If an input error is automatically detected, the item that is in error is identified and the error is described to the user in text.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b>3.3.2 Labels or Instructions</b> (Level A) Labels or instructions are provided when content requires user input.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b>4.1.1 Parsing</b> (Level A) In content implemented using markup languages, elements have complete start and end tags, elements are nested according to their specifications, elements do not contain duplicate attributes, and any IDs are unique, except where the specifications allow these features.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• Few instances of multiple static elements with the same id attribute</li> <li>• User impact is Minor – this will only cause issues if/when something else is referencing the ID value</li> <li>• 1 instance where the Document has multiple active elements with the same id attribute</li> <li>• Users impact is Serious</li> </ul>

Criteria	Conformance Level	Remarks and Explanations
<p><i>Note:</i> Start and end tags that are missing a critical character in their formation, such as a closing angle bracket or a mismatched attribute value quotation mark are not complete.</p>		Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><a href="#">4.1.2 Name, Role, Value</a></b> (Level A)            For all user interface components (including but not limited to: form elements, links and components generated by scripts), 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.  <i>Note:</i> This success criterion is primarily for Web authors who develop or script their own user interface components. For example, standard HTML controls already meet this success criterion when used according to specification.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 3 reported instances where the name, role, value, states, or properties of user interface components cannot be programmatically determinable by assistive technologies.</li> <li>• User impact is Moderate -to- Serious. The accessible name, role or value of elements are critical for screen reader users to fully understand how to interact with a widget</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.2.4 Captions (Live)</a></b> (Level AA)            Captions are provided for all live audio content in synchronized media.</p>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><a href="#">1.2.5 Audio Description (Prerecorded)</a></b> (Level AA)            Audio description is provided for all prerecorded video content in synchronized media.</p>	<b>Supports</b>	<ul style="list-style-type: none"> <li>• The website does not contain prerecorded media.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><u>1.3.4 Orientation</u></b> (Level AA 2.1 only) Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><u>1.3.5 Identify Input Purpose</u></b> (Level AA 2.1 only) The purpose of each input field collecting information about the user can be programmatically determined when:</p> <ul style="list-style-type: none"> <li>• The input field serves a purpose identified in the Input Purposes for User Interface Components section; and</li> <li>• The content is implemented using technologies with support for identifying the expected meaning for form input data.</li> </ul>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><u>1.4.3 Contrast (Minimum)</u></b> (Level AA) The visual presentation of text and images of text has a contrast ratio of at least 4.5:1, except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Large Text:</b> Large-scale text and images of large-scale text have a contrast ratio of at least 3:1;</li> <li>• <b>Incidental:</b> Text or images of text that are part of an inactive user interface component, that are pure decoration, that are not visible to anyone, or that are part of a picture that contains significant other visual content, have no contrast requirement.</li> <li>• <b>Logotypes:</b> Text that is part of a logo or brand name has no contrast requirement.</li> </ul>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 6 reported instances of insufficient color contrast (text on background)</li> <li>• User impact is Minor-to-Moderate, and primarily impacts low-vision users.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><u>1.4.4 Resize text</u></b> (Level AA) Except for captions and images of text, text can be resized without assistive technology up to 200 percent without loss of content or functionality.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 1 reported instance where text does not re-size properly.</li> <li>• User impact is Serious - Content is lost due to clipping when the page is zoomed to 200%.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.4.5 Images of Text</a> (Level AA)            If the technologies being used can achieve the visual presentation, text is used to convey information rather than images of text except for the following:</p> <ul style="list-style-type: none"> <li>• <b>Customizable:</b> The image of text can be visually customized to the user's requirements;</li> <li>• <b>Essential:</b> A particular presentation of text is essential to the information being conveyed.</li> </ul> <p><i>Note:</i> Logotypes (text that is part of a logo or brand name) are considered essential.</p>	<p><b>Supports</b></p>	<p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#">1.4.10 Reflow</a> (Level AA 2.1 only)            Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:</p> <ul style="list-style-type: none"> <li>• Vertical scrolling content at a width equivalent to 320 CSS pixels;</li> <li>• Horizontal scrolling content at a height equivalent to 256 CSS pixels;</li> </ul> <p>Except for parts of the content which require two-dimensional layout for usage or meaning.</p>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 5 reported instances where text reflow is not properly supported</li> <li>• User impact is Serious - Content or functionality is lost due to overlapping content when page width is adjusted to 320px.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 only)            The visual presentation of the following have a contrast ratio of at least 3:1 against adjacent color(s):</p> <ul style="list-style-type: none"> <li>• <b>User Interface Components:</b> Visual information required to identify user interface components and states, except for inactive components or where the appearance of the component is determined by the user agent and not modified by the author;</li> <li>• <b>Graphical Objects:</b> Parts of graphics required to understand the content, except when a particular presentation of graphics is essential to the information being conveyed.</li> </ul>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 6 reported instances where on-screen controls do not have sufficient color contrast</li> <li>• User impact is Serious – Low-vision users may not be able to identify the controls due to lack of contrast</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">1.4.12 Text Spacing</a></b> (Level AA 2.1 only)</p> <p>In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all of the following and by changing no other style property:</p> <ul style="list-style-type: none"> <li>• Line height (line spacing) to at least 1.5 times the font size;</li> <li>• Spacing following paragraphs to at least 2 times the font size;</li> <li>• Letter spacing (tracking) to at least 0.12 times the font size;</li> <li>• Word spacing to at least 0.16 times the font size.</li> </ul> <p>Exception: Human languages and scripts that do not make use of one or more of these text style properties in written text can conform using only the properties that exist for that combination of language and script.</p>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 1 reported instance where text spacing is not properly supported</li> <li>• User impact is Serious</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><b><a href="#">1.4.13 Content on Hover or Focus</a></b> (Level AA 2.1 only)</p> <p>Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:</p> <ul style="list-style-type: none"> <li>• <b>Dismissible:</b> A mechanism is available to dismiss the additional content without moving pointer hover or keyboard focus, unless the additional content communicates an input error or does not obscure or replace other content;</li> <li>• <b>Hoverable:</b> If pointer hover can trigger the additional content, then the pointer can be moved over the additional content without the additional content disappearing;</li> <li>• <b>Persistent:</b> The additional content remains visible until the hover or focus trigger is removed, the user dismisses it, or its information is no longer valid.</li> </ul> <p>Exception: The visual presentation of the additional content is controlled by the user agent and is not modified by the author.</p>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 2 reported instances of non-support, all related to tooltips appearing on hover</li> <li>• User impact is Serious – Additional content that becomes available on hover does not allow the user to move the pointer over that same additional content without the additional content disappearing.</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>



Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA) More than one way is available to locate a Web page within a set of Web pages except where the Web Page is the result of, or a step in, a process.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA) Headings and labels describe topic or purpose.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 1 reported instance ("Locations" dropdown) where the programmatic label and visual label do not convey consistent information, and the programmatic label does not convey the purpose of the control.</li> <li>• User impact is Moderate</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA) Any keyboard operable user interface has a mode of operation where the keyboard focus indicator is visible.</p>	<b>Partially Supports</b>	<ul style="list-style-type: none"> <li>• 3 reported instances where there is no (or insufficient) visible tab focus - focus indicator (e.g. border or dotted underline / background etc.) is not visible as one tabs through the page.</li> <li>• User impact is Serious</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>
<p><a href="#">3.1.2 Language of Parts</a> (Level AA) The human language of each passage or phrase in the content can be programmatically determined except for proper names, technical terms, words of indeterminate language, and words or phrases that have become part of the vernacular of the immediately surrounding text.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS

Criteria	Conformance Level	Remarks and Explanations
<p><b><a href="#">3.2.3 Consistent Navigation</a></b> (Level AA)            Navigational mechanisms that are repeated on multiple Web pages within a set of Web pages occur in the same relative order each time they are repeated, unless a change is initiated by the user.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><a href="#">3.2.4 Consistent Identification</a></b> (Level AA)            Components that have the same functionality within a set of Web pages are identified consistently.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><a href="#">3.3.3 Error Suggestion</a></b> (Level AA)            If an input error is automatically detected and suggestions for correction are known, then the suggestions are provided to the user, unless it would jeopardize the security or purpose of the content.</p>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS
<p><b><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a></b> (Level AA)            For Web pages that cause legal commitments or financial transactions for the user to occur, that modify or delete user-controllable data in data storage systems, or that submit user test responses, at least one of the following is true:</p> <ul style="list-style-type: none"> <li>• <b>Reversible:</b> Submissions are reversible.</li> <li>• <b>Checked:</b> Data entered by the user is checked for input errors and the user is provided an opportunity to correct them.</li> <li>• <b>Confirmed:</b> A mechanism is available for reviewing, confirming, and correcting information before finalizing the submission.</li> </ul>	<b>Supports</b>	Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">4.1.3 Status Messages</a> (Level AA 2.1 only)            In content implemented using markup languages, status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</p>	<p><b>Partially Supports</b></p>	<ul style="list-style-type: none"> <li>• 1 reported instance where the Status messages cannot be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.</li> <li>• User impact is Serious</li> </ul> <p>Compliance of this standard was validated with Firefox/NVDA and Chrome/JAWS</p>

### Table 3: Success Criteria, Level AAA

Notes: Not Applicable

# Revised Section 508 Report

Notes:

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	<b>Partially Supports</b>	This product is coded to work with screen readers and other assistive technologies.  Exceptions noted in WCAG sections 1.1.1, 4.1.3  Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.
302.2 With Limited Vision	<b>Partially Supports</b>	This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.  Exceptions noted in WCAG sections 1.1.1, 4.1.3  Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	<b>Supports</b>	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
302.4 Without Hearing	<b>Supports</b>	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>This standard was evaluated using manual auditory checks.</p>
302.5 With Limited Hearing	<b>Supports</b>	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>This standard was evaluated using manual auditory checks.</p>
302.6 Without Speech	<b>Supports</b>	<p>User speech is not required to use the product.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.7 With Limited Manipulation	<b>Partially Supports</b>	<p>All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.</p> <p>Exceptions noted in WCAG sections 2.1.1, 2.4.3, 2.4.7</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>
302.8 With Limited Reach and Strength	<b>Partially Supports</b>	<p>At least one mode of operation that is operable with limited reach and limited strength.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• The product can be used using keyboard-only.</li> <li>• All active elements can receive keyboard focus.</li> <li>• The focus order of form fields is presented in a logical order.</li> </ul> <p>Exceptions noted in WCAG sections 2.1.1, 2.4.3, 2.4.7</p> <p>Compliance of this standard was validated using manual keyboard and visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities		<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <ul style="list-style-type: none"> <li>• Form fields are presented in a standard, consistent way across the product.</li> <li>• Form elements are properly labeled.</li> </ul> <p>Exceptions noted in WCAG sections 1.3.2, 2.4.6</p> <p>Compliance of this standard was validated using manual visual checks.</p>

## Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
<a href="#">502 Interoperability with Assistive Technology</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	<b>Supports</b>	<p>This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.</p> <p>Compliance of this standard was validated using manual checks.</p>
502.2.2 No Disruption of Accessibility Features	<b>Supports</b>	<p>This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.</p> <p>Compliance of this standard was validated through manual checks.</p>
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	<b>Partially Supports</b>	<p>Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable.</p> <p>Exceptions noted in WCAG section 4.1.2</p> <p>Compliance of this standard was validated using screen readers (listed above) and developer tools.</p>



Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	<b>Partially Supports</b>	<p>States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users are able to change focus and expand and collapse panels using a keyboard only. The state of the object is announced through assistive technology.</p> <p>Exceptions noted in WCAG sections 2.4.6, 4.1.2</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.3 Row, Column, and Headers	<b>Supports</b>	<p>Data tables are not used as part of the application.</p> <p>This standard was evaluated using manual visual checks.</p>
502.3.4 Values	<b>Partially Supports</b>	<p>The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons.</p> <p>Exceptions noted in WCAG section 4.1.2</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.5 Modification of Values	<b>Supports</b>	<p>Values that can be set by the user can be set programmatically, including through assistive technology.</p> <p>Compliance of this standard was validated using screen readers (listed above) and keyboard checks.</p>
502.3.6 Label Relationships	<b>Partially Supports</b>	<p>All forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Exceptions noted in WCAG section 2.4.6</p> <p>Compliance of this standard was validated using WAVE and manual visual checks.</p>
502.3.7 Hierarchical Relationships	<b>Supports</b>	<p>Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.8 Text	<b>Supports</b>	<p>Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.9 Modification of Text	<b>Supports</b>	<p>The product is primarily static text; it does not allow users to set attributes of the text. Users are able to insert text into search fields and forms. This text can be modified using assistive technology.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
502.3.10 List of Actions	<b>Supports</b>	<p>Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.</p> <p>Compliance of this standard was validated using screen readers (listed above) and manual keyboard checks.</p>
502.3.11 Actions on Objects	<b>Partially Supports</b>	<p>This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.</p> <p>Exceptions noted in WCAG section 4.1.2</p> <p>Compliance of this standard was validated with using screen readers (listed above) and manual keyboard checks.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	<b>Supports</b>	<p>The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).</p> <p>This standard was evaluated using screen readers (listed above).</p>
502.3.13 Modification of Focus Cursor	<b>Supports</b>	<p>Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists, and change selection attributes of objects (when text and items can be selected by the user).</p> <p>This standard was evaluated using screen readers (listed above).</p>
502.3.14 Event Notification	<b>Partially Supports</b>	<p>This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary.</p> <p>Exceptions noted in WCAG section 4.1.3</p> <p>This standard was evaluated using screen readers (listed above).</p>

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	<b>Supports</b>	<p>The product does not interfere with system features to:</p> <ul style="list-style-type: none"> <li>• Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3)</li> <li>• Provide adjustment of delay before key acceptance (Section 9.3.4)</li> <li>• Provide adjustment of same-key double-strike acceptance (Section 9.3.5)</li> <li>• Provide screen reader support. In addition, a text-to-speech feature is available on document pages. It is an optional feature that can be enabled in the customer's account. (Section 10.6.9)</li> </ul> <p>This standard was evaluated using screen readers (listed above), manual keyboard checks, and manual visual checks.</p>
<a href="#"><u>503 Applications</u></a>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	<b>Supports</b>	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	<b>Not Applicable</b>	This product does not provide alternative user interfaces that function as assistive technology. This standard was evaluated using manual visual checks.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	<b>Not Applicable</b>	This product does not contain any audio/video content
503.4.2 Audio Description Controls	<b>Not Applicable</b>	This product does not contain any audio/video content
<b><u>504 Authoring Tools</u></b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	<b>Not Applicable</b>	This product does not contain authoring functionality
504.2.2 PDF Export	<b>Not Applicable</b>	This product does not contain authoring functionality
504.3 Prompts	<b>Not Applicable</b>	This product does not contain authoring functionality
504.4 Templates	<b>Not Applicable</b>	This product does not contain authoring functionality

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><u>602 Support Documentation</u></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	<b>Supports</b>	An Accessibility statement with helpful guidance for end users is available in the <a href="#">Ex Libris Knowledge Center</a> .

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	<b>Partially Supports</b>	<p>Support documentation is available in HTML format through the <a href="#">Ex Libris Knowledge Center</a>. The content of the support documentation can be accessed with assistive technology.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Headings on the Knowledge Center have low color contrast.</li> <li>• The search input area is missing an accessible label.</li> </ul>
602.4 Alternate Formats for Non-Electronic Support Documentation	<b>Supports</b>	<p>Product support documentation is provided online in the Ex Libris Knowledge Center: <a href="https://knowledge.exlibrisgroup.com/Primo">https://knowledge.exlibrisgroup.com/Primo</a></p> <p>This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.</p> <p>If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge.</p>
<a href="#">603 Support Services</a>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	<b>Supports</b>	<p>An Accessibility statement with helpful guidance for end users is available in the <a href="#">Ex Libris Knowledge Center</a>.</p> <p>This statement includes links to accessibility compliance statements.</p>
603.3 Accommodation of Communication Needs	<b>Supports</b>	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Chat</li> <li>• Contact Us web form</li> </ul>

## Appendix

As part of our continuous effort to comply with the Web Content Accessibility Guidelines 2.1 (Level A and AA), we provide additional documentation detailing [Resolved Accessibility Issues](#) and [Outstanding Accessibility Issues](#). This list of outstanding issues, in addition to ongoing support cases, defines our Accessibility Roadmap for 2021.

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