Accessibility Roadmap Template

# Instructions

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for your product Including the following:
   * Gaps identified in the Voluntary Product Accessibility Template (VPAT)
   * Gaps identified in other product support documentation
   * Gaps identified by a third-party accessibility evaluation report (where available)
3. **Current Status:** Enter one of the following values:
   * Open: The issue has not yet been resolved
   * Closed: The issue has already been resolved
   * I/P: The issue is currently under investigation
   * Other
4. **Disposition:** Enter one of the following values:
   * Planned: The issue will be resolved
   * Deferred: The issue will not be resolved
   * I/P: The issue is currently under investigation
   * Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds**: Describe the business processes that your company will offer or third-party products that consumers or campuses should consider to work around the issue
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

# Accessibility Roadmap

## Vendor/Product Information

| Vendor Name | Nub Games, Inc. |
| --- | --- |
| Product Name | LibraryH3lp |
| Product Version | LibraryH3lp guest chat box as deployed September 2020 |
| Completion Date | September 21, 2020 |
| Contact Name/Title | Pam Sessoms |
| Contact Email/Phone | [support@libraryh3lp.com](mailto:support@libraryh3lp.com) / 877-844-5371 |

## Specific Issues

| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| When a chat box component receives focus, it does not initiate a change of context.  The customer can optionally provide a time-triggered proactive chat invitation, and this produces a jQueryUI dialog, a third-party software library not under our direct control. These change focus and context to the invitation dialog, and the user can exit from the dialog using their keyboard. After exiting, focus is returned to the guest’s original place. | Open | Planned | A different kind of proactive invitation will be provided in a future system update. The new method will not use jQueryUI and should solve this issue.  The work is in progress but the project is very large since it is not exclusively about proactive invitations, and there is not a certain release date. Let’s say by end of 2021. | The built-in proactive chat invitations are optional and have to be specifically enabled by the customer, so if the current behavior is not acceptable with regard to accessibility we recommend proactive chat invitations are not enabled on chat snippets.  Custom customer implementations of proactive chat invitations are possible leveraging the LibraryH3lp API. | Since the optional proactive chat invitations leverage a third-party dialog (jQueryUI), we cannot modify the dialog’s inherent behavior.  However, we have an active development project that provides a significant update to the chat snippets and will use a different approach for optional proactive invitations which addresses this issue. |
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## Additional Information