# Accessibility Conformance and Remediation Form

## Vendor/Product Information

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| Vendor Name | Infobase |
| Product Name | Credo Online Reference Service |
| Completion Date | September 2020 |
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## Specific Issues

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| Issue Description | Current Status (Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| Video-only content does not have audio description, but appears in entries with other descriptive text conveys the material. | Open | Other |  | Audio-only content has a corresponding transcript or does not contain words to transcribe. Video-only content does not have an audio description but appears in entries with other descriptive text that conveys the meaning of the material. | * 1.2.1 Audio-only and Video-only (Prerecorded) (Level A) * 1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) * 1.2.5 Audio Description (Prerecorded) (Level AA) |
| The heading structure is not logically nested in all areas. In a search result page, many of the headings are h4. | Open | Planned | Q4, 2021 | Visually the heading organization is good, but programmatically there is a lack of h1, h2, h3, h4, and h5 heading levels. | 2.4.6 Headings and Labels (Level AA) - It is recommended a page should have at least one h1 for the primary heading, e.g., page title, followed by h2s, h3s, h4s, etc. heading levels. |
| The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped throughout the site. | Open | I/P | Q4, 2021 | Visually the heading organization is good, but programmatically there is a lack of h1, h2, h3, h4, and h5 heading levels. | 1.3.1 Info and Relationships (Level A) - Heading levels will be nested more consistently in future redesigns. |
| Some page ARIA labels seem to be broken or empty in automated tests. | Open | Planned | Q4, 2021 | Most screen readers, such as JAWS, can still read aloud the fields within the form controls where the ARIA labels are not working. | 1.3.1 Info and Relationships (Level A) - It is within the interest of everyone to make sure all pages that use ARIA labels are applied and working correctly. |
| The input element in the search bar is missing a corresponding label element. The missing label element may make the function or purpose of that form control hard to understand for users of a screen reader. | Open | Planned | Q4, 2021 |  | 1.3.1 Info and Relationships (Level A) - This issue affects screen reader users who will hear ambiguous information when using the keyboard navigation and when the focus enters the search bar. |
| Navigating with the keyboard to the right side of the page region, with the “mind map” and *More Library Resources* headings is nearly impossible with the infinite scroll mechanism activated. | Open | I/P | Q4, 2021 | The only way to achieve access to the right-side page region or to escape the infinite scroll is to tab through results quickly and beat the load process of the endless scroll. | 2.1.1 Keyboard (Level A) - Access to this region of the page via the keyboard requires specific timing of individual keystrokes to surpass the load results. |
| The infinite scroll mechanism in search results pages trap the keyboard focus in the central content region as the results of a broad search automatically load as a user scrolls through the results. | Open | I/P | Q4, 2021 | The only way to achieve access to the right-side page region or to escape the infinite scroll is to tab through results quickly and beat the load process of the endless scroll. | 2.1.2 No Keyboard Trap (Level A) |
| The results of a broad search in the search results pages auto-update as a user scrolls down the results of the page. That auto-updating mechanism is also called an infinite scroll mechanism, and it cannot be paused at this time. | Open | I/P | Q4, 2021 | There is no current way to pause the auto-updating function of the infinite scroll. | 2.2.2 Pause, Stop, Hide (Level A) |
| In the research results page, when using the keyboard to navigate through search results, the Skip to Main content link jumps to the article page filters and not the heading link of the first available article. | Open | Planned | Q4, 2021 | Use of the keyboard tab focus can reorient the user after using the Skip to Main content link and when it lands in the filter dropdowns area. | 2.4.1 Bypass Blocks (Level A) - The landing point of the focus indicator after using the *Skip to Main* content link hides part of the page when used. This unorthodox landing point of the focus is disorienting for visual users, as well as screen reader users since additional search filters are not the logical landing spot of a skip to main content link. It is highly recommended that page regions be added to all pages in Credo to make jump links more accessible. |
| In a search result page, when a topic from the homepage is used as the primary topic, the text within the <div id= “content\_body”…> is focusable with the keyboard tab. | Open | Planned | Q4, 2021 | This text content should not be focusable as it is non-interactive text. The workaround is to ignore the focus tab indicator’s focus on this area. | 2.4.3 Focus Order (Level A) |
| When navigating with the keyboard from left to right, the tab focus skips the hamburger menu, the Credo Reference logo home link, *Your Library Website* logo link, the *Page link*, the *Saved Items link*, and the *Log Out link*. Instead of going to the logical link elements in order, the tab focus skips to the search edit field. | Open | Planned | Q4, 2021 | This content can still be reached using the backward keyboard controls Shift + Tab. | 2.4.3 Focus Order (Level A) |
| Use of the following text as link text, *previous articles*, *next articles*, and *read more*, without any programmatically determined link context, is not sufficient in providing a clear link purpose. | Open | I/P | Q4, 2021 |  | 2.4.4 Link Purpose (In Context) (Level A) - There should be some programmatically determined link text in association with the visible link text to describe the purpose of the link. |
| The *Key concepts* in a search result page, under an article’s heading link, do not indicate their relationship to the article topic programmatically. | Open | I/P | Q4, 2021 |  | 2.4.4 Link Purpose (In Context) (Level A) - There should be some programmatically determined link text in association with the visible link text to describe that these are *key concepts* of the corresponding article. |
| Clicking on a link or third-party publisher link does not always provide a warning that a new window will open when the link is clicked, this can be disorienting to some users. | Open | Planned | Q4, 2021 |  | 3.2.2 On Input (Level A) |
| *Credo Reference’s* *Terms of use* link in the footer region is a PDF. There should be an alert provided programmatically or visually for this link, indicating it is a PDF. | Open | Planned | Q4, 2021 |  | 3.2.2 On Input (Level A) |
| HTML\_CodeSniffer indicates that search result pages have dozens and dozens of parsing errors associated with duplicate IDs. These errors could be a false positive, but it needs to be investigated. | Open | I/P | Q4, 2021 |  | 4.1.1 Parsing (Level A) |
| Many errors were detected in the HTML validator.w3.org/nu/ for search result pages. These errors could be a false positive, but it needs to be investigated. | Open | I/P | Q4, 2021 |  | 4.1.1 Parsing (Level A) |
| The SVG “save” icon in the search results page has multiple role=” img” attributes associated with it. The screen reader reads this area and says the word “save” four times in a row for each article listed when using the keyboard for navigating through the results. In the IBM automated accessibility assessment test, this was flagged as an error repeatedly. The assessment test tool suggests the <svg role=” img “…> requires additional labeling. Please investigate. | Open | I/P | Q4, 2021 |  | 4.1.2 Name, Role, Value (Level A) |
| HTML\_CodeSniffer indicates the search result pages have dozens and dozens of insufficient contrast errors. The WAVE tool also shows there are many contrast issues with *Credo Reference*, especially in the search results pages. The test results on these pages could be false-positive results, but it needs to be investigated. | Open | I/P | Q4, 2021 |  | 1.4.3 Contrast (Minimum) (Level AA) |
| In the top navigation region, the *Advanced Search* and *Search History* link buttons are not receiving a visible focus indicator. | Open | I/P | Q4, 2021 | The listed link elements still receive the focus, only the focus indicator or ring is not appearing. | 2.4.7 Focus Visible (Level AA) - The focus indicator may be the same color as the background, or the indicator ring is turned off in the CSS for these two links. Please investigate. |
| Credo Reference uses a language tag in the HTML to indicate the language of the text. All of Credo Reference content has been created in English but can be translated via a Google translate button. When translated, the page does not change language codes, but we are working on fixing this. | Open | Planned | Q4, 2021 |  | 3.1.2 Language of Parts (Level AA) |

## Additional Information:

The above information was compiled from a recent accessibility assessment of the *Credo Online Reference Service* website. All the issue descriptions are also found in the Credo Reference VPAT, which covers the WCAG 2.0 AA and Revised Section 508 guidelines and standards. The errors found listed above are newly discovered and maybe from recent updates to the *Credo Reference* website or were previously undiscovered in earlier accessibility assessments. Every attempt will be made to remediate all these issues in future development phases of the service.