



Reviewed by: BLC

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OCLC Accessibility Conformance Report

International Criteria Edition

VPAT® Voluntary Product Assessment Template version 2.4

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Vendor/Product Information

Vendor Name	OCLC, Inc.
Product Name	EZproxy
Product Version	7.0.10, 2020
Product Description	EZproxy allows libraries to deliver e-content to users simply, effectively, and securely no matter where or when they're searching. EZproxy was built for libraries to protect user privacy, making it a trusted e-resource access and authentication solution for nearly 20 years. Thousands of libraries around the world use EZproxy to facilitate seamless, reliable access to e-resources.
Completion Date	September 10, 2020
Contact Name/Title	OCLC Accessibility Team
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User Impact

This report shows impact on users by reporting summary conformance for key pages/views supporting core user workflows, as well as aggregate scores across all pages. Due to the nature of some OCLC products such as My Account, there may be pages or views identified as key that do not apply to a particular institution's subscriptions.

Definitions

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.

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

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	Yes

Evaluation Methods

OCLC is committed to supporting use of our services by all users. Accessibility is an important consideration during our product development. Features in active development may be tested using SiteImprove, VoiceOver screen reader on Apple machines and JAWS screen reader on Microsoft Windows machines prior to launch.

Accessibility conformance for this report was audited using the following tools:

- SiteImprove evaluation tool for Chrome browser
- WAVE evaluation tool for Chrome browser
- VoiceOver screen reader on Apple platform with Apple Safari
- WebAim's Contrast Checker
- Manual code review and general product knowledge

Notes

- All tables in this document present a combined report for WCAG 2.1 success criteria Levels A and AA.
- Items relating to WCAG 2.1 success criteria Level AAA were removed.
- Not applicable sections relating to the United States 508 guidelines and the European Union EN301-549 guidelines were removed.
- WCAG 2.1 Principle 1 also documents conformance with:
 - EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
 - Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
- When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Key Pages Conformance

The following table identifies key pages supporting core user workflows. These pages were evaluated against WCAG 2.1 AA criteria.

Page/View	Supports	Partially Supports	Does Not Support	Does Not Apply
Administration Page	32	6	1	11
View Usage Limits	33	5	1	11
View Audit Events	31	3	5	11

Aggregate Conformance

The following table summarizes the aggregate conformance across all pages. This product was evaluated against WCAG 2.1 AA criteria.

Product	Supports	Partially Supports	Does Not Support	Does Not Apply
EZproxy	25	10	4	11

WCAG 2.1 AA Report

Criteria	Level	Conformance	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> EN 301 549 Criteria: 9.1.1.1 (Web), 10.1.1.1 (Non-web document), 11.1.1.1.1 (Open Functionality Software), 11.1.1.1.2 (Closed Functionality Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for the presence of text alternatives for non-text content. EAll pages were compliant with the exception of the EZproxy Overview website which is separate from the application.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.1 (Web), 10.1.2.1 (Non-web document), 11.1.2.1.1 (Open Functionality Software), 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: EZproxy does not use pre-recorded audio or video.
<p><u>1.2.2 Captions (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.2 (Web), 10.1.2.2 (Non-web document), 11.1.2.2 (Open Functionality Software), 11.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: EZproxy does not use pre-recorded audio.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.3 (Web), 10.1.2.3 (Non-web document), 11.1.2.3.1 (Open Functionality Software), 11.1.2.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: EZproxy does not use pre-recorded audio or media.
<p><u>1.2.4 Captions (Live)</u> EN 301 549 Criteria: 9.1.2.4 (Web), 10.1.2.4 (Non-web document), 11.1.2.4 (Open Functionality Software), 11.1.2.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: EZproxy does not use live audio or media.
<p><u>1.2.5 Audio Description (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.5 (Web), 10.1.2.5 (Non-web document), 11.1.2.5 (Open Functionality Software), 11.1.2.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: EZproxy does not use video content.
<p><u>1.3.1 Info and Relationships</u> EN 301 549 Criteria: 9.1.3.1 (Web), 10.1.3.1 (Non-web document), 11.1.3.1.1 (Open Functionality Software), 11.1.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Does Not Support (meets at 0-49%)	Web: EZproxy accessibility testing does not support for programmatic determination of information,

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			structure, and relationships conveyed through presentation. <ul style="list-style-type: none"> HTML is used to format content on several of modules, most notably View Group Database Assignments, View Group Memberships and View Server Status.
1.3.2 Meaningful Sequence EN 301 549 Criteria: 9.1.3.2 (Web), 10.1.3.2 (Non-web document), 11.1.3.2.1 (Open Functionality Software), 11.1.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for programmatic determination of meaningful reading sequences. Examples
1.3.3 Sensory Characteristics EN 301 549 Criteria: 9.1.3.3 (Web), 10.1.3.3 (Non-web document), 11.1.3.3 (Open Functionality Software), 11.1.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for accessing instructions being reliant on sensory characteristics.
1.3.4 Orientation EN 301 549 Criteria: 9.1.3.4 (Web), 10.1.3.4 (Non-web document), 11.1.3.4 (Open Functionality Software), 11.1.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for non-restrictive orientation.
1.3.5 Identify Input Purpose EN 301 549 Criteria: 9.1.3.5 (Web), 10.1.3.5 (Non-web document), 11.1.3.5 (Open Functionality Software), 11.1.3.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for programmatically identifying input fields.
1.4.1 Use of Color EN 301 549 Criteria: 9.1.4.1 (Web), 10.1.4.1 (Non-web document), 11.1.4.1 (Open Functionality Software), 11.1.4.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for color not being used as a means of conveying information.
1.4.2 Audio Control EN 301 549 Criteria: 9.1.4.2 (Web), 10.1.4.2 (Non-web document), 11.1.4.2 (Open Functionality Software), 11.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Not Applicable	Web: EZproxy does not use audio.
1.4.3 Contrast (Minimum)	AA	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for visual contrast.

Criteria	Level	Conformance	Remarks and Explanations
<p>EN 301 549 Criteria: 9.1.4.3 (Web), 10.1.4.3 (Non-web document), 11.1.4.3 (Open Functionality Software), 11.1.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>			<ul style="list-style-type: none"> All EZproxy admin pages revealed full support for visual contrast. Errors were identified on the EZproxy Overview page which is linked to the application.
<p>1.4.4 Resize text</p> <p>EN 301 549 Criteria: 9.1.4.4 (Web), 10.1.4.4 (Non-web document), 11.1.4.4.1 (Open Functionality Software), 11.1.4.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for enlarging text.
<p>1.4.5 Images of Text</p> <p>EN 301 549 Criteria: 9.1.4.5 (Web), 10.1.4.5 (Non-web document), 11.1.4.5.1 (Open Functionality Software), 11.1.4.5.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for not conveying text as an image except where it was customizable or essential.
<p>1.4.10 Reflow</p> <p>EN 301 549 Criteria: 9.1.4.10 (Web), 10.1.4.10 (Non-web document), 11.1.4.10.1 (Open Functionality Software), 11.1.4.10.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for text reflow without loss of information or functionality. When the screen was resized and zoomed to 400%, many pages required scrolling.
<p>1.4.11 Non-text Contrast</p> <p>EN 301 549 Criteria: 9.1.4.11 (Web), 10.1.4.11 (Non-web document), 11.1.4.11 (Open Functionality Software), 11.1.4.11 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for images having at least a 3:1 contrast ratio.
<p>1.4.12 Text Spacing</p> <p>EN 301 549 Criteria: 9.1.4.12 (Web), 10.1.4.12 (Non-web document), 11.1.4.12 (Open Functionality Software), 11.1.4.12 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for ability to increase line and letter spacing.
<p>1.4.13 Content on Hover or Focus</p> <p>EN 301 549 Criteria: 9.1.4.13 (Web), 10.1.4.13 (Non-web document), 11.1.4.13 (Open Functionality Software), 11.1.4.13 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for dismissing hover content, making it persistent and not interfering with other text.
<p>2.1.1 Keyboard</p> <p>EN 301 549 Criteria: 9.2.1.1 (Web), 10.2.1.1 (Non-web document), 11.2.1.1.1 (Open Functionality Software), 11.2.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for accessing content through a keyboard interface.

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			
2.1.2 No Keyboard Trap EN 301 549 Criteria: 9.2.1.2 (Web), 10.2.1.2 (Non-web document), 11.2.1.2 (Open Functionality Software), 11.2.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for keyboard traps.
2.1.4 Character Key Shortcuts EN 301 549 Criteria: 9.2.1.4 (Web), 10.2.1.4 (Non-web document), 11.2.1.4.1 (Open Functionality Software), 11.2.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Not Applicable	Web: EZproxy does not use character key shortcuts.
2.2.1 Timing Adjustable EN 301 549 Criteria: 9.2.2.1 (Web), 10.2.2.1 (Non-web document), 11.2.2.1 (Open Functionality Software), 11.2.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for adjustable time limits.
2.2.2 Pause, Stop, Hide EN 301 549 Criteria: 9.2.2.2 (Web), 10.2.2.2 (Non-web document), 11.2.2.2 (Open Functionality Software), 11.2.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for auto-updated information not containing moving/ blinking/ scrolling text.
2.3.1 Three Flashes or Below Threshold EN 301 549 Criteria: 9.2.3.1 (Web), 10.2.3.1 (Non-web document), 11.2.3.1 (Open Functionality Software), 11.2.3.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for not containing flashing content.
2.4.1 Bypass Blocks EN 301 549 Criteria: 9.2.4.1 (Web), 10.2.4.1 (Non-web document) – Does not apply, 11.2.4.1 (Open Functionality Software) – Does not apply, 11.2.4.1 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs	A	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for the ability to bypass blocks of content. <ul style="list-style-type: none"> There is no option to skip repeated content on several pages.
2.4.2 Page Titled EN 301 549 Criteria: 9.2.4.2 (Web), 10.2.4.2 (Non-web document), 11.2.4.2 (Open Functionality Software) - Does not apply, 11.2.4.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)	A	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for pages having meaningful, unique page titles.

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			<ul style="list-style-type: none"> Web pages are titled Administration instead of the specific title of each page, e.g. Server Status.
<u>2.4.3 Focus Order</u> EN 301 549 Criteria: 9.2.4.3 (Web), 10.2.4.3 (Non-web document), 11.2.4.3 (Open Functionality Software), 11.2.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for focus order. <ul style="list-style-type: none"> Examples
<u>2.4.4 Link Purpose (In Context)</u> EN 301 549 Criteria: 9.2.4.4 (Web), 10.2.4.4 (Non-web document), 11.2.4.4 (Open Functionality Software), 11.2.4.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed full support for a link's purpose being determined from the link text. <ul style="list-style-type: none"> Link text is used for multiple different destinations.
<u>2.4.5 Multiple Ways</u> EN 301 549 Criteria: 9.2.4.5 (Web), 10.2.4.5 (Non-web document) – Does not apply, 11.2.4.5 (Open Functionality Software) – Does not apply, 11.2.4.5 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs	AA	Web: Does Not Support (meets at 0-49%)	Web: EZproxy accessibility testing does not support for having multiple ways to locate a webpage, except in step/ wizard pages. <ul style="list-style-type: none"> You must access each page via the Administration link at the top left corner of the screen.
<u>2.4.6 Headings and Labels</u> EN 301 549 Criteria: 9.2.4.6 (Web), 10.2.4.6 (Non-web document), 11.2.4.6 (Open Functionality Software), 11.2.4.6 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for descriptive headings and labels. <ul style="list-style-type: none"> Examples
<u>2.4.7 Focus Visible</u> EN 301 549 Criteria: 9.2.4.7 (Web), 10.2.4.7 (Non-web document), 11.2.4.7 (Open Functionality Software), 11.2.4.7 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Partially Supports (meets at 50-99%)	Web: EZproxy accessibility testing revealed partial support for visible keyboard focus indicators. <ul style="list-style-type: none"> Highlight focus issues were identified on the EZproxy Overview page which is accessed via a link in the application. No other issues were identified in EZProxy.
<u>2.5.1 Pointer Gestures</u> EN 301 549 Criteria: 9.2.5.1 (Web), 10.2.5.1 (Non-web document), 11.2.5.1 (Open Functionality Software), 11.2.5.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support with being operable with a single point of contact.

Criteria	Level	Conformance	Remarks and Explanations
<p><u>2.5.2 Pointer Cancellation</u> EN 301 549 Criteria: 9.2.5.2 (Web), 10.2.5.2 (Non-web document), 11.2.5.2 (Open Functionality Software), 11.2.5.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support with testing mobile button states.
<p><u>2.5.3 Label in Name</u> EN 301 549 Criteria: 9.2.5.3 (Web), 10.2.5.3 (Non-web document), 11.2.5.3 (Open Functionality Software), 11.2.5.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support images with text and/or use of glyphs.
<p><u>2.5.4 Motion Actuation</u> EN 301 549 Criteria: 9.2.5.4 (Web), 10.2.5.4 (Non-web document), 11.2.5.4 (Open Functionality Software), 11.2.5.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Not Applicable	Web: EZproxy does not use motion.
<p><u>3.1.1 Language of Page</u> EN 301 549 Criteria: 9.3.1.1 (Web), 10.3.1.1 (Non-web document), 11.3.1.1.1 (Open Functionality Software), 11.3.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Does Not Support (meets at 0-49%)	Web: EZproxy accessibility testing does not support for the default human language of each Web page being programmatically determined.
<p><u>3.1.2 Language of Parts</u> EN 301 549 Criteria: 9.3.1.2 (Web), 10.3.1.2 (Non-web document), 11.3.1.2 (Open Functionality Software) – Does not apply, 11.3.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Not Applicable	
<p><u>3.2.1 On Focus</u> EN 301 549 Criteria: 9.3.2.1 (Web), 10.3.2.1 (Non-web document), 11.3.2.1 (Open Functionality Software), 11.3.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for components receiving focus to initiate a change of context.
<p><u>3.2.2 On Input</u> EN 301 549 Criteria: 9.3.2.2 (Web), 10.3.2.2 (Non-web document), 11.3.2.2 (Open Functionality Software), 11.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports (meets at 50-99%)	<p>Web: EZproxy accessibility testing revealed partial support for causing a change of context if a component's setting is changed.</p> <ul style="list-style-type: none"> • Select boxes have no submit buttons • Input fields have no descriptions

Criteria	Level	Conformance	Remarks and Explanations
			This was generally limited to the View Audit Events page with one error on the EZproxy Overview page which is linked to EZproxy.
<p><u>3.2.3 Consistent Navigation</u> EN 301 549 Criteria: 9.3.2.3 (Web), 10.3.2.3 (Non-web document) – Does not apply, 11.3.2.3 (Open Functionality Software) – Does not apply, 11.3.2.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs</p>	AA	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for the consistency of repeated navigation.
<p><u>3.2.4 Consistent Identification</u> EN 301 549 Criteria: 9.3.2.4 (Web), 10.3.2.4 (Non-web document) – Does not apply, 11.3.2.4 (Open Functionality Software) – Does not apply, 11.3.2.4 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software) – Does not apply to non-web software, 504.2 (Authoring Tool), 602.3 (Support Docs) – Does not apply to non-web docs</p>	AA	Web: Supports (meets at 100%)	Web: EZproxy accessibility testing revealed full support for the consistent identification of components. <ul style="list-style-type: none"> Examples
<p><u>3.3.1 Error Identification</u> EN 301 549 Criteria: 9.3.3.1 (Web), 10.3.3.1 (Non-web document), 11.3.3.1.1 (Open Functionality Software), 11.3.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Not Applicable	
<p><u>3.3.2 Labels or Instructions</u> EN 301 549 Criteria: 9.3.3.2 (Web), 10.3.3.2 (Non-web document), 11.3.3.2 (Open Functionality Software), 11.3.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Does Not Support (meets at 0-49%)	Web: EZproxy accessibility testing revealed full support for labels or instructions being provided for user input. Some errors covered in 1.3.1
<p><u>3.3.3 Error Suggestion</u> EN 301 549 Criteria: 9.3.3.3 (Web), 10.3.3.3 (Non-web document), 11.3.3.3 (Open Functionality Software), 11.3.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Not Applicable	
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> EN 301 549 Criteria: 9.3.3.4 (Web), 10.3.3.4 (Non-web document), 11.3.3.4 (Open Functionality Software), 11.3.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: EZproxy does not deal in legal commitments or financial transactions.

Criteria	Level	Conformance	Remarks and Explanations
<p><u>4.1.1 Parsing</u> EN 301 549 Criteria: 9.4.1.1 (Web), 10.4.1.1 (Non-web document), 11.4.1.1.1 (Open Functionality Software), 11.4.1.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports (meets at 50-99%)	<p>Web: EZproxy accessibility testing revealed partial support for elements having complete start and end tags, being nested according to their specifications, not containing duplicate attributes, and any IDs being unique, except where the specifications allow these features.</p> <ul style="list-style-type: none"> • Errors limited to the EZproxy Overview page which is linked to EZproxy.
<p><u>4.1.2 Name, Role, Value</u> EN 301 549 Criteria: 9.4.1.2 (Web), 10.4.1.2 (Non-web document), 11.4.1.2.1 (Open Functionality Software), 11.4.1.2.2 (Closed Software) – Not required, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports (meets at 50-99%)	<p>Web: EZproxy accessibility testing revealed partial support for the programmatic specification of names and roles for user interface components or the states, properties and values of those that can be set by the user.</p> <p>Some errors covered in 1.3.1</p>
<p><u>4.1.3 Status Messages</u> EN 301 549 Criteria: 9.4.1.3 (Web), 10.4.1.3 (Non-web document) – Does not apply, 11.4.1.3 (Open Functionality Software) – Does not apply, 11.4.1.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: Does not apply</p>	AA 2.1 only	Web: Supports (meets at 100%)	<p>Web: EZproxy accessibility testing revealed full support for status messaging.</p> <ul style="list-style-type: none"> • Examples

Revised Section 508 Report

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

Criteria	Conformance	Remarks and Explanations
302.1 Without Vision	Partial Support	EZproxy provides at least one mode of operation that does not require user vision.
302.2 With Limited Vision	Partial Support	EZproxy provides least one mode of operation that enables users to make use of limited vision.
302.3 Without Perception of Color	Partial Support	EZproxy provides at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Not Applicable	EZproxy provides at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Not Applicable	EZproxy provides at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	EZproxy provides at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Partial Support	EZproxy provides at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	EZproxy provides at least at least one mode of operation that is operable with limited reach and limited strength. Customized shortcuts are limited to two keystrokes. OR Customized shortcuts are not used.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	EZproxy meets many of the requirements for an accessible interface in order to make it easier to use for people with cognitive disabilities.

Chapter 4: [Hardware](#)

This section is removed as OCLC does not create hardware.

Chapter 5: [Software](#)

Applications may be web-based or client-side software. Examples of applications are email clients, word processors, help desk systems, content management systems, e-learning courseware, and terminal emulation.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to WCAG 2.1 conformance report in this document.	Web applications that conform to all Level A and Level AA Success Criteria and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.
<p>502 Interoperability with Assistive Technology Platforms and their software toolkits shall provide a documented set of accessibility services that support a mode of operation for applications running on the platform to interoperate with assistive technology and shall conform to 502.2. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.</p>		

Criteria	Conformance Level	Remarks and Explanations
Platforms are defined as defined as desktop, embedded operating systems (including mobile), web browser, or plug-in for a web browser which renders a particular media, format, or set of components that allow other applications to execute.		
502.2.1 User Control of Accessibility Features	Partially Supports	EZproxy does not interfere with accessibility controls of browser platform.
502.2.2 No Disruption of Accessibility Features	Partially Supports	EZproxy does not interfere with accessibility controls of browser platform.
502.3 Accessibility Services		
502.3.1 Object Information	Not Applicable	EZproxy is not platform software.
502.3.2 Modification of Object Information	Not Applicable	EZproxy is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	EZproxy is not platform software.
502.3.4 Values	Not Applicable	EZproxy is not platform software.
502.3.5 Modification of Values	Not Applicable	EZproxy is not platform software.
502.3.6 Label Relationships	Not Applicable	EZproxy is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	EZproxy is not platform software.
502.3.8 Text	Not Applicable	EZproxy is not platform software.
502.3.9 Modification of Text	Not Applicable	EZproxy is not platform software.
502.3.10 List of Actions	Not Applicable	EZproxy is not platform software.
502.3.11 Actions on Objects	Not Applicable	EZproxy is not platform software.
502.3.12 Focus Cursor	Not Applicable	EZproxy is not platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	EZproxy is not platform software.
502.3.14 Event Notification	Not Applicable	EZproxy is not platform software.
502.4 Platform Accessibility Features	Not Applicable	EZproxy is not platform software.
503 Applications		
Applications that are designed to be isolated from their underlying platforms, including web applications, shall not be required to conform to 503.2.		
503.2 User Preferences	Not Applicable	Web applications are not required to conform to 503.2
503.3 Alternative User Interfaces		
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls		
503.4.2 Audio Description Controls		
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	--	Refer to WCAG 2.1 conformance report in this document.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	EZproxy is not authoring software.
504.2.2 PDF Export	Not Applicable	EZproxy is not authoring software.
504.3 Prompts	--	Refer to WCAG 2.1 conformance report in this document.
--	--	Refer to WCAG 2.1 conformance report in this document.

Chapter 6: Support Documentation and Services

Criteria	Conformance Level	Remarks and Explanations
<u>602 Support Documentation</u>		
Documentation that supports the use of ICT shall conform to 602.		
602.2 Accessibility and Compatibility Features	Partially Supports	Ezproxy documentation does not include accessibility features that are built-in, but does include accessibility features that provide compatibility with assistive technology.
602.3 Electronic Support Documentation	--	Refer to WCAG 2.1 conformance report in this document.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All documentation is available in HTML format.
<u>603 Support Services</u>		
603.2 Information on Accessibility and Compatibility Features	Supports	OCLC's accessibility statement is available for review at: https://www.oclc.org/en/policies/accessibility.html
603.3 Accommodation of Communication Needs	Partially Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.

EN 301 549 Report

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partial Support	EZproxy provides at least one mode of operation that does not require user vision.
4.2.2 Usage with limited vision	Partial Support	EZproxy provides at least one mode of operation that enables users to make use of limited vision.
4.2.3 Usage without perception of color	Supports	EZproxy provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Not Applicable	
4.2.5 Usage with limited hearing	Not Applicable	
4.2.6 Usage without vocal capability	Not Applicable	EZproxy provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Partial Support	EZproxy provides partial support for at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Supports	EZproxy provides full support for at least one mode of operation that is operable with limited reach and limited strength. Customized shortcuts are limited to two keystrokes. OR Customized shortcuts are not used.
4.2.9 Minimize photosensitive seizure triggers	Supports	EZproxy accessibility testing revealed full support for minimizing photosensitive seizure triggers.
4.2.10 Usage with limited cognition	Partial Support	EZproxy partially supports an accessible interface in order to make it easier to use for people with cognitive disabilities
4.2.11 Privacy	Supports	EZproxy contains masked entry for privacy. Privacy information is not read aloud.

Chapter 5: [Generic Requirements](#)

This section is removed as this product is not a closed system, defined as a self-contained system that precludes the user from adding peripherals or assistive software. Examples of closed systems include self-service machines, information kiosks, set-top boxes, and devices like printers, copiers, fax machines, and calculators.

Chapter 6: [ICT with Two-Way Voice Communication](#)

This section is removed as this software does not provide two-way voice communication.

Chapter 7: [ICT with Video Capabilities](#)

This section is removed as this software does not provide video capabilities.

Chapter 9: [Web](#)

Refer to WCAG 2.1 conformance report in this document.

Chapter 10: [Non-web Documents](#)

This section is removed as this software does not provide audio or video capabilities.

Chapter 12: [Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Partially Supports	Accessibility and compatibility features, when they exist, are explained in separate documentation. OCLC's Accessibility statement is available for review at: https://www.oclc.org/en/policies/accessibility.html
12.1.2 Accessible documentation	--	Refer to WCAG 2.1 conformance report in this document.
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Supports	OCLC Support Services provide accessibility help and available workarounds as defined in product documentation.
12.2.3 Effective communication	Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.
12.2.4 Accessible documentation	Partially Supports	Refer to WCAG 2.1 conformance report in this document.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

OCLC does not provide relay or emergency services.

Concluding Remarks

OCLC is committed to providing proxy tools for all users, and accessibility is an important consideration. Due to the nature of EZproxy, our compliance report reflects use of the default HTML and administration pages only. Compliance for 3rd party interfaces for the end user experience should be requested from those providers. We appreciate receiving feedback from member libraries about this issue, and anything members can share about priorities for future enhancements is always welcome.