# Accessibility Conformance and Remediation Form

## Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
	* Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
	* Gaps identified in other product support documentation
	* Gaps identified by a third-party accessibility evaluation report (if 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 (for vendor only)**: Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional)**: Provide details/description regarding the issue
8. **Additional Information (optional)**: Provide any additional discussion regarding accessibility plans

## Vendor/Product Information

| Vendor Name | VitalSource Technologies, Inc. |
| --- | --- |
| Product Name | Bookshelf by VitalSource |
| Product Version | Online browser |
| Completion Date | October 9, 2020 |
| Contact Name/Title | Rainna Erikson, Sr Product Manager |
| Contact Email/Phone | rainna.erikson@vitalsource.com |

## Specific Issues Online

Items are pulled from the Bookshelf Online VPAT posted in December of 2019. Items that are listed as closed have been closed after that VPAT was completed. Open items are still in the process of being addressed.

| Issue Description | Current Status(Open, Closed, I/P) | Disposition (Planned, Deferred, I/P) | Remediation Timeline | Available Workarounds | Comments |
| --- | --- | --- | --- | --- | --- |
| OnlineWhile in the majority of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there are minor exceptions. | Open | Deferred | n/a |  | We have been unable to solve accessible highlighters. This is around that issue.  |
| OnlineAll functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystroke. However, there are minor exceptions. | Open | Deferred | n/a |  | We have been unable to solve accessible highlighters. This is around that issue.  |
| OnlineThe web application contains some minor parsing errors. | Open | Deferred | TBD |  | A few of these are in the library and the rest are around assignments. Assignments is being deprecated.  |
| OnlineWhile the majority of additional content that appears on hover or focus is dismissible, hoverable and persistent, tooltips that appears on hover and focus on the “Sharing Tips” and Highlighter Color circle buttons are persistent but it is not possible to hover over the tooltip itself using the mouse. | Open | Planned | Q2, 2021 |  | We will be addressing this with the Bookshelf reader redesign. |
| Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions. | Closed |  |  |  |  |
| Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some minor exceptions. | Closed |  |  |  |  |
| While, for the majority of content in the web application, the correct reading sequence can be programmatically determined, there is one minor exception on the Assignment Summary page. | Closed |  |  |  | We are deprecating assignments |
| Focusable components receive focus in an order that preserves meaning and operability, with a few exceptions. | Closed |  |  |  |  |
| The majority of input fields are correctly labeled, and instructions are provided, with one minor exception. | Closed |  |  |  |  |
| The web application provides the correct name, role, state, and other important accessibility information for most controls, with a few exceptions. | Closed |  |  |  |  |
| While the majority of the web application can be resized to a width of 320 CSS pixels / a height of 256 CSS pixels without loss of content or functionality, and without requiring scrolling in two dimensions, there is one exception for the “Cookies, Privacy and Terms” banner. | Closed |  |  |  | We no longer have this banner. We now have a cookies modal.  |
| While the majority of the web application allows for relevant text style properties to be changed without loss of content or functionality, there is one exception on the book footer text size control panel. | Closed |  |  |  | We no longer have this banner. We now have a cookies modal.  |
| The majority of the web application parts language can be identified with the exception of the Language menu items. | Closed |  |  |  |  |

## Additional Information: