**Voluntary Product Accessibility Template (VPAT) ® 2.3**

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| Project Name: | VitalSource Bookshelf |
| Last Revision Date: | December 2019 |
| Revision: | 1.0 |

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# Bookshelf Web Accessibility Conformance Report

**VPAT**® **2.3 Version 1.0**

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| **Name of product/version:** | **Bookshelf** |
| **Product description:** | **Web application** |
| **Date:** | **December 2019** |
| **Contact information** | **support@vitalsource.com** |
| **Notes** |  |
| **Evaluation methods used:** | This conformance report is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.1.The following applications were used as part of the audit to identify potential accessibility issues:* Desktop Browsers: Internet Explorer, Chrome, Firefox, Safari
* Assistive technologies: JAWS, NVDA, VoiceOver
* Accessibility testing tools: ARC Toolkit by TPG, Chrome Developer Tools, Color Contrast Analyzer by TPG, W3C Nu HTML Checker
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| **Applicable standards/guidelines** | This report covers the degree of conformance for the following accessibility standards/guidelines:* [Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG/) Level A/AA.
* [Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA.
* [Revised Section 508](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines).
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## Terminology

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 only be used in WCAG 2.0 Level AAA.

## Section 508 Chapter 1: Application and Administration

This accessibility conformance report is based on the [Revised 508 Standards](https://www.access-board.gov/guidelines-and-standards/communications-and-it/about-the-ict-refresh/final-rule/text-of-the-standards-and-guidelines) which incorporates [WCAG 2.0](http://www.w3.org/TR/WCAG20) by reference.

## Section 508 Chapter 2: Scoping Requirements

As Bookshelf is a **Web application**, the following standards specifically apply:

* All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
* Section 508 Chapter 3: Functional Performance Criteria (FPC).
* Section 508 Chapter 6: Support Documentation and Services.

**Note:** When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](https://www.w3.org/TR/WCAG20/#conformance-reqs).

### WCAG 2.1 Report

#### Web Content Accessibility Guidelines (WCAG) 2.1, Level A

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.1.1 Non-text Content**](http://www.w3.org/TR/WCAG20/#text-equiv-all) | Supports with exceptions | Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with minor exceptions.  |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) | Not applicable | The web application contains no audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) | Not applicable | The web application does not contain synchronized media with prerecorded audio content. |
| [**1.2.3 Audio Description or Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc) | Not applicable | The web application does not contain any synchronized media which would require an alternative for time-based media or audio description. |
| [**1.3.1 Info and Relationships**](http://www.w3.org/TR/WCAG20/#content-structure-separation-programmatic) | Supports with exceptions | Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some minor exceptions. |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) | Supports with exceptions | 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. |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding) | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) | Supports with exceptions | While 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.  |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) | Not applicable | The web application does not contain any audio. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) | Supports with exceptions | All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystroke. However, there are minor exceptions.  |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) | Supports |  |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (2.1 only) | Not applicable | The web application does not provide keyboard shortcuts. |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) | Supports |  |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) | Supports |  |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) | Supports |  |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) | Supports |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) | Supports |  |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) | Supports with exceptions | Focusable components receive focus in an order that preserves meaning and operability, with a few exceptions.  |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) | Supports |  |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (2.1 only) | Not applicable | The web application does not use multi-pointer/multi-touch interactions or path-based gestures. |
| [**2.5.2 Pointer Cancellation**](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (2.1 only) | Supports |  |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (2.1 only) | Supports |  |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (2.1 only) | Not applicable | The web application does not feature functionality that can be operated by device or user motion. |
| [**3.1.1 Language of Page**](http://www.w3.org/TR/WCAG20/#meaning-doc-lang-id) | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) | Supports |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) | Supports |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) | Supports with exceptions | The majority of input fields are correctly labeled, and instructions are provided, with one minor exception. |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) | Supports with exceptions | The web application contains some minor parsing errors. |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) | Supports with exceptions | The web application provides the correct name, role, state, and other important accessibility information for most controls, with a few exceptions. |

#### Web Content Accessibility Guidelines (WCAG) 2.1, Level AA

Notes:

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.4 Captions (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-real-time-captions) | Not applicable | The web application does not contain synchronized media with live audio content. |
| [**1.2.5 Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-audio-desc-only) | Not applicable | The web application does not contain any synchronized media which would require an audio description. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (2.1 only) | Supports |  |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (2.1 only) | Supports |  |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) | Supports |  |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) | Supports |  |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) | Supports |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (2.1 only) | Supports with exceptions | 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. |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (2.1 only) | Supports |  |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (2.1 only) | Supports with exceptions | 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. |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (2.1 only) | Supports with exceptions | While 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. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) | Supports |  |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) | Supports |  |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) | Supports |  |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) | Supports with exceptions | The majority of the web application parts language can be identified with the exception of the Language menu items. |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) | Supports |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) | Supports |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) | Not applicable | The web application does not contain pages that cause legal commitments or financial transactions to occur. Users are able to review any data entry before finalizing the signing process of a document. |
| [**4.1.3 Status Messages**](https://www.w3.org/TR/WCAG21/#status-messages)(2.1 only) | Supports |   |

#### Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| [**1.2.6 Sign Language (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-sign) (Level AAA) | Not evaluated |  |
| [**1.2.7 Extended Audio Description (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-extended-ad) (Level AAA) | Not evaluated |  |
| [**1.2.8 Media Alternative (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-text-doc) (Level AAA) | Not evaluated |  |
| [**1.2.9 Audio-only (Live)**](http://www.w3.org/TR/WCAG20/#media-equiv-live-audio-only) (Level AAA) | Not evaluated |  |
| [**1.3.6 Identify Purpose**](https://www.w3.org/TR/WCAG21/#identify-purpose) (Level AAA 2.1 only) | Not evaluated |  |
| [**1.4.6 Contrast Enhanced**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast7) (Level AAA) | Not evaluated |  |
| [**1.4.7 Low or No Background Audio**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-noaudio) (Level AAA) | Not evaluated |  |
| [**1.4.8 Visual Presentation**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-visual-presentation) (Level AAA) | Not evaluated |  |
| [**1.4.9 Images of Text (No Exception) Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-images) (Level AAA) | Not evaluated |  |
| [**2.1.3 Keyboard (No Exception)**](http://www.w3.org/TR/WCAG20/#keyboard-operation-all-funcs) (Level AAA) | Not evaluated |  |
| [**2.2.3 No Timing**](http://www.w3.org/TR/WCAG20/#time-limits-no-exceptions) (Level AAA) | Not evaluated |  |
| [**2.2.4 Interruptions**](http://www.w3.org/TR/WCAG20/#time-limits-postponed) (Level AAA) | Not evaluated |  |
| [**2.2.5 Re-authenticating**](http://www.w3.org/TR/WCAG20/#time-limits-server-timeout) (Level AAA) | Not evaluated |  |
| [**2.2.6 Timeouts**](https://www.w3.org/TR/WCAG21/#timeouts) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.3.2 Three Flashes**](http://www.w3.org/TR/WCAG20/#seizure-three-times) (Level AAA) | Not evaluated |  |
| [**2.3.3 Animation from Interactions**](https://www.w3.org/TR/WCAG21/#animation-from-interactions) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.4.8 Location**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-location) (Level AAA) | Not evaluated |  |
| [**2.4.9 Link Purpose (Link Only)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-link) (Level AAA) | Not evaluated |  |
| [**2.4.10 Section Headings**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-headings) (Level AAA) | Not evaluated |  |
| [**2.5.5 Target Size**](https://www.w3.org/TR/WCAG21/#target-size) (Level AAA 2.1 only) | Not evaluated |  |
| [**2.5.6 Concurrent Input Mechanisms**](https://www.w3.org/TR/WCAG21/#concurrent-input-mechanisms) (Level AAA 2.1 only) | Not evaluated |  |
| [**3.1.3 Unusual Words**](http://www.w3.org/TR/WCAG20/#meaning-idioms) (Level AAA) | Not evaluated |  |
| [**3.1.4 Abbreviations**](http://www.w3.org/TR/WCAG20/#meaning-located) (Level AAA) | Not evaluated |  |
| [**3.1.5 Reading Level**](http://www.w3.org/TR/WCAG20/#meaning-supplements) (Level AAA) | Not evaluated |  |
| [**3.1.6 Pronunciation**](http://www.w3.org/TR/WCAG20/#meaning-pronunciation) (Level AAA) | Not evaluated |  |
| [**3.2.5 Change on Request**](http://www.w3.org/TR/WCAG20/#consistent-behavior-no-extreme-changes-context) (Level AAA) | Not evaluated |  |
| [**3.3.5 Help**](http://www.w3.org/TR/WCAG20/#minimize-error-context-help) (Level AAA) | Not evaluated |  |
| [**3.3.6 Error Prevention (All)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible-all) (Level AAA) | Not evaluated |  |

## Section 508 Chapter 3: Functional Performance Criteria (FPC)

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 302.1Without Vision | Supports with exceptions | Refer to WCAG 2.1: 1.1.1, 1.3.1, 1.4.1, 2.1.1, 2.4.3, 3.1.2, 4.1.2 |
| 302.2 With Limited Vision | Supports |  |
| 302.3Without Perception of Color | Supports with exceptions | Refer to WCAG 2.1: 1.4.1 |
| 302.4Without Hearing | Supports |  |
| 302.5With Limited Hearing | Supports |  |
| 302.6Without Speech | Supports |  |
| 302.7With Limited Manipulation | Supports with exceptions | Refer to WCAG 2.1: 1.3.2, 2.1.1, 2.4.3 |
| 302.8With Limited Reach and Strength | Supports |  |
| 302.9With Limited Language, Cognitive, and Learning Abilities | Supports |  |

## Section 508 Chapter 4: Hardware

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 402 Closed Functionality |  |  |
| *402.1 General* |  |  |
| *402.2 Speech-Output Enabled* |  |  |
| 402.2.1 Information Displayed On-Screen | Not applicable |  |
| 402.2.2 Transactional Outputs | Not applicable |  |
| 402.2.3 Speech Delivery Type and Coordination | Not applicable |  |
| 402.2.4 User Control | Not applicable |  |
| 402.2.5 Braille Instructions | Not applicable |  |
| *402.3 Volume* |  |  |
| 402.3.1 Private Listening | Not applicable |  |
| 402.3.2 Non-private Listening | Not applicable |  |
| 402.4 Characters on Display Screens | Not applicable |  |
| 402.5 Characters on Variable Message Signs | Not applicable |  |
| 403 Biometrics |  |  |
| 403.1 General | Not applicable |  |
| 404 Preservation of Information Provided for Accessibility |  |  |
| 404.1 General | Not applicable |  |
| 405 Privacy |  |  |
| 405.1 General | Not applicable |  |
| 406 Standard Connections |  |  |
| 406.1 General | Not applicable |  |
| 407 Operable Parts |  |  |
| 407.2 Contrast | Not applicable |  |
| *407.3 Input Controls* |  |  |
| 407.3.1 Tactilely Discernible | Not applicable |  |
| 407.3.2 Alphabetic Keys | Not applicable |  |
| 407.3.3 Numeric Keys | Not applicable |  |
| 407.4 Key Repeat | Not applicable |  |
| 407.5 Timed Response | Not applicable |  |
| 407.6 Operation | Not applicable |  |
| 407.7 Tickets, Fare Cards, and Keycards | Not applicable |  |
| *407.8 Reach, Height and Depth* |  |  |
| 407.8.1 Vertical Reference Plane | Not applicable |  |
| 407.8.1.1 Vertical Plane for Side Reach | Not applicable |  |
| 407.8.1.2 Vertical Plane for Forward Reach | Not applicable |  |
| 407.8.2 Side Reach | Not applicable |  |
| 407.8.2.1 Unobstructed Side Reach | Not applicable |  |
| 407.8.2.2 Obstructed Side Reach | Not applicable |  |
| 407.8.3 Forward Reach | Not applicable |  |
| 407.8.3.1 Unobstructed Forward Reach | Not applicable |  |
| 407.8.3.2 Obstructed Forward Reach | Not applicable |  |
| 407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach | Not applicable |  |
| 407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach | Not applicable |  |
| 408 Display Screens |  |  |
| 408.2 Visibility | Not applicable |  |
| 408.3 Flashing | Not applicable |  |
| 409 Status Indicators |  |  |
| 409.1 General | Not applicable |  |
| 410 Color Coding |  |  |
| 410.1 General | Not applicable |  |
| 411 Audible Signals |  |  |
| 411.1 General | Not applicable |  |
| 412 ICT with Two-Way Voice Communication |  |  |
| *412.2 Volume Gain* |  |  |
| 412.2.1 Volume Gain for Wireline Telephones | Not applicable |  |
| 412.2.2 Volume Gain for Non-Wireline ICT | Not applicable |  |
| *412. 3 Interference Reduction and Magnetic Coupling* |  |  |
| 412.3.1 Wireless Handsets | Not applicable |  |
| 412.3.2 Wireline Handsets | Not applicable |  |
| 412.4 Digital Encoding of Speech | Not applicable |  |
| 412.5 Real-Time Text Functionality | Not applicable |  |
| 412.6 Caller ID | Not applicable |  |
| 412.7 Video Communication | Not applicable |  |
| 413 Closed Caption Processing Technologies |  |  |
| 413.1.1 Decoding and Display of Closed Captions | Not applicable |  |
| 413.1.2 Pass-Through of Closed Caption Data | Not applicable |  |
| 414 Audio Description Processing Technologies |  |  |
| 414.1.1 Digital Television Tuners | Not applicable |  |
| 414.1.2 Other ICT | Not applicable |  |
| 415 User Controls for Captions and Audio Descriptions |  |  |
| 415.1.1 Caption Controls | Not applicable |  |
| 415.1.2 Audio Description Controls | Not applicable |  |

## Section 508 Chapter 5: Software

Bookshelf is not a software product

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| **501.1 Scope – Incorporation of WCAG 2.0 AA** | Not applicable |  |
| **502 Interoperability with Assistive Technology** |  |  |
| 502.2.1 User Control of Accessibility Features | Not applicable |  |
| 502.2.2 No Disruption of Accessibility Features | Not applicable |  |
| *502.3 Accessibility Services* |  |  |
| 502.3.1 Object Information | Not applicable |  |
| 502.3.2 Modification of Object Information | Not applicable |  |
| 502.3.3 Row, Column, and Headers | Not applicable |  |
| 502.3.4 Values | Not applicable |  |
| 502.3.5 Modification of Values | Not applicable |  |
| 502.3.6 Label Relationships | Not applicable |  |
| 502.3.7 Hierarchical Relationships | Not applicable |  |
| 502.3.8 Text | Not applicable |  |
| 502.3.9 Modification of Text | Not applicable |  |
| 502.3.10 List of Actions | Not applicable |  |
| 502.3.11 Actions on Objects | Not applicable |  |
| 502.3.12 Focus Cursor | Not applicable |  |
| 502.3.13 Modification of Focus Cursor | Not applicable |  |
| 502.3.14 Event Notification | Not applicable |  |
| 502.4 Platform Accessibility Features | Not applicable |  |
| **503 Applications** |  |  |
| 503.2 User Preferences | Not applicable |  |
| 503.3 Alternative User Interfaces | Not applicable |  |
| *503.4 User Controls for Captions and Audio Description* |  |  |
| 503.4.1 Caption Controls | Not applicable |  |
| 503.4.2 Audio Description Controls | Not applicable |  |
| **504 Authoring Tools** |  |  |
| 504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”) | Not applicable |  |
| 504.2.1 Preservation of Information Provided for Accessibility in Format Conversion | Not applicable |  |
| 504.2.2 PDF Export | Not applicable |  |
| 504.3 Prompts | Not applicable |  |
| 504.4 Templates | Not applicable |  |

## Section 508 Chapter 6: Support Documentation and Services

Bookshelf has no support documentation or support services

| Criteria | Conformance level | Remarks and explanations |
| --- | --- | --- |
| 601.1 Scope |  |  |
| 602 Support Documentation |  |  |
| 602.2 Accessibility and Compatibility Features | Not applicable |  |
| 602.3 Electronic Support Documentation | Not applicable |  |
| 602.4 Alternate Formats for Non-Electronic Support Documentation | Not applicable |  |
| 603 Support Services |  |  |
| 603.2 Information on Accessibility and Compatibility Features | Not applicable |  |
| 603.3 Accommodation of Communication Needs | Not applicable |  |

## Legal disclaimer

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