Vitalsource Accessibility Conformance Report

VPAT® Version 2.3 (Revised) – April 2019[[1]](#footnote-1)\*

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| --- | --- |
| Name of product/version: | Bookshelf Windows version 9.1.31 |
| Product description: | Windows native application |
| Report date: | 15 April 2020 |
| Contact information | accessibility@vitalsource.com |
| Notes |  |
| Evaluation methods used: | This conformance report is based on the results of an accessibility audit conducted by [The Paciello Group](https://www.paciellogroup.com) on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to the Web Content Accessibility Guidelines (WCAG) 2.1.The [W3C Website Accessibility Conformance Evaluation Methodology](http://www.w3.org/TR/WCAG-EM/) (WCAG-EM) was followed for conducting the accessibility audit. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology.The following applications were used as part of the audit to identify potential accessibility issues:Assistive technologies: Jaws, NVDAAccessibility testing tools: Accessibility Insights |
| Applicable standards/guidelines | This report covers the degree of conformance for the following accessibility standards/guidelines:[Web Content Accessibility Guidelines (WCAG) 2.0](http://www.w3.org/TR/WCAG20) Level A/AA.[Web Content Accessibility Guidelines (WCAG) 2.1](https://www.w3.org/TR/WCAG21/) Level A/AA. |

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 Level AAA criteria.

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## WCAG 2.x Report

### Table 1: 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) (Level A) | Supports with exceptions | Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with one minor exception. The informative warning icon does not have a text alternative. |
| [**1.2.1 Audio-only and Video-only (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-av-only-alt) (Level A) | Not applicable | The application contains no audio-only or video-only content. |
| [**1.2.2 Captions (Prerecorded)**](http://www.w3.org/TR/WCAG20/#media-equiv-captions) (Level A) | Not applicable | The 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) (Level A) | Not applicable | The 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) (Level A) | Supports |  |
| [**1.3.2 Meaningful Sequence**](http://www.w3.org/TR/WCAG20/#content-structure-separation-sequence) (Level A) | Supports |  |
| [**1.3.3 Sensory Characteristics**](http://www.w3.org/TR/WCAG20/#content-structure-separation-understanding)(Level A) | Supports |  |
| [**1.4.1 Use of Color**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-without-color) (Level A) | 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 is one minor exception:* The highlighted text in search results and book content is only indicated with a background yellow color.
 |
| [**1.4.2 Audio Control**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-dis-audio) (Level A) | Not applicable | The application does not contain any audio. |
| [**2.1.1 Keyboard**](http://www.w3.org/TR/WCAG20/#keyboard-operation-keyboard-operable) (Level A) | Supports with exceptions | All functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystroke. However, there is one minor exception:* The highlighted text features are not reachable or actionable using the keyboard.
 |
| [**2.1.2 No Keyboard Trap**](http://www.w3.org/TR/WCAG20/#keyboard-operation-trapping) (Level A) | Supports |  |
| [**2.1.4 Character Key Shortcuts**](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (Level A 2.1 only) | Supports |  |
| [**2.2.1 Timing Adjustable**](http://www.w3.org/TR/WCAG20/#time-limits-required-behaviors) (Level A) | Supports |  |
| [**2.2.2 Pause, Stop, Hide**](http://www.w3.org/TR/WCAG20/#time-limits-pause) (Level A) | Supports |  |
| [**2.3.1 Three Flashes or Below Threshold**](http://www.w3.org/TR/WCAG20/#seizure-does-not-violate) (Level A) | Supports |  |
| [**2.4.1 Bypass Blocks**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-skip) (Level A) | Supports |  |
| [**2.4.2 Page Titled**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-title) (Level A) | Not applicable | Desktop native application |
| [**2.4.3 Focus Order**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-order) (Level A) | Supports with exceptions | Focusable components receive focus in an order that preserves meaning and operability, with the following exception:When About and Citation dialogs open, the focus is not moved to the dialog content. |
| [**2.4.4 Link Purpose (In Context)**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-refs) (Level A) | Supports |  |
| [**2.5.1 Pointer Gestures**](https://www.w3.org/TR/WCAG21/#pointer-gestures) (Level A 2.1 only) | Not applicable | The 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) (Level A 2.1 only) | Supports |  |
| [**2.5.3 Label in Name**](https://www.w3.org/TR/WCAG21/#label-in-name) (Level A 2.1 only) | Supports  |  |
| [**2.5.4 Motion Actuation**](https://www.w3.org/TR/WCAG21/#motion-actuation) (Level A 2.1 only) | Not applicable | The 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) (Level A) | Supports |  |
| [**3.2.1 On Focus**](http://www.w3.org/TR/WCAG20/#consistent-behavior-receive-focus) (Level A) | Supports |  |
| [**3.2.2 On Input**](http://www.w3.org/TR/WCAG20/#consistent-behavior-unpredictable-change) (Level A) | Supports |  |
| [**3.3.1 Error Identification**](http://www.w3.org/TR/WCAG20/#minimize-error-identified) (Level A) | Supports |  |
| [**3.3.2 Labels or Instructions**](http://www.w3.org/TR/WCAG20/#minimize-error-cues) (Level A) | Supports |  |
| [**4.1.1 Parsing**](http://www.w3.org/TR/WCAG20/#ensure-compat-parses) (Level A) | Not applicable | Desktop native application |
| [**4.1.2 Name, Role, Value**](http://www.w3.org/TR/WCAG20/#ensure-compat-rsv) (Level A) | Supports with exceptions | The application provides the correct name, role, state, and other important accessibility information for most controls, with the following exceptions:* The search combobox, in the main navigation, does not announce the list of suggestions, and the labels of items when navigated.
* The Created by, group of controls on the Notebook panel is not correctly associated with the radio fields.
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### Table 2: 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) (Level AA) | Not applicable | The 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) (Level AA) | Not applicable | The application does not contain any synchronized media which would require an audio description. |
| [**1.3.4 Orientation**](https://www.w3.org/TR/WCAG21/#orientation) (Level AA 2.1 only) | Not applicable | Desktop native application |
| [**1.3.5 Identify Input Purpose**](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (Level AA 2.1 only) | Not applicable | Desktop native application |
| [**1.4.3 Contrast (Minimum)**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-contrast) (Level AA) | Supports: |  |
| [**1.4.4 Resize text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-scale) (Level AA) | Supports: |  |
| [**1.4.5 Images of Text**](http://www.w3.org/TR/WCAG20/#visual-audio-contrast-text-presentation) (Level AA) | Supports |  |
| [**1.4.10 Reflow**](https://www.w3.org/TR/WCAG21/#reflow) (Level AA 2.1 only) | Supports |  |
| [**1.4.11 Non-text Contrast**](https://www.w3.org/TR/WCAG21/#non-text-contrast) (Level AA 2.1 only) | Supports |  |
| [**1.4.12 Text Spacing**](https://www.w3.org/TR/WCAG21/#text-spacing) (Level AA 2.1 only) | Not applicable | The application does not provide a feature to increase text spacing |
| [**1.4.13 Content on Hover or Focus**](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (Level AA 2.1 only) | Not applicable | The application does not contain additional content that appears on hover or focus. |
| [**2.4.5 Multiple Ways**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-mult-loc) (Level AA) | Not applicable | Desktop native application |
| [**2.4.6 Headings and Labels**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-descriptive) (Level AA) | Supports |  |
| [**2.4.7 Focus Visible**](http://www.w3.org/TR/WCAG20/#navigation-mechanisms-focus-visible) (Level AA) | Supports |  |
| [**3.1.2 Language of Parts**](http://www.w3.org/TR/WCAG20/#meaning-other-lang-id) (Level AA) | Supports |  |
| [**3.2.3 Consistent Navigation**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-locations) (Level AA) | Supports |  |
| [**3.2.4 Consistent Identification**](http://www.w3.org/TR/WCAG20/#consistent-behavior-consistent-functionality) (Level AA) | Supports |  |
| [**3.3.3 Error Suggestion**](http://www.w3.org/TR/WCAG20/#minimize-error-suggestions) (Level AA) | Supports |  |
| [**3.3.4 Error Prevention (Legal, Financial, Data)**](http://www.w3.org/TR/WCAG20/#minimize-error-reversible) (Level AA) | Not applicable | The 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)(Level AA 2.1 only) | Supports |  |

### Table 3: Web Content Accessibility Guidelines (WCAG) 2.1, Level AAA

Notes:

| 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 |  |

## Legal disclaimer

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1. \* “Voluntary Product Accessibility Template” and “VPAT” are registered service marks of the Information Technology Industry Council (ITI) [↑](#footnote-ref-1)