

# VPAT™

## Voluntary Product Accessibility Template®

Version 1.3

The purpose of the **Voluntary Product Accessibility Template**, or **VPAT™**, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility. It is assumed and recommended that offerers will provide additional contact information to facilitate more detailed inquiries.

The first table of the Template provides a summary view of the Section 508 Standards. The subsequent tables provide more detailed views of each subsection. There are three columns in each table. Column one of the Summary Table describes the subsections of subparts B and C of the Standards. The second column describes the supporting features of the product or refers you to the corresponding detailed table, e.g., “equivalent facilitation.” The third column contains any additional remarks and explanations regarding the product. In the subsequent tables, the first column contains the lettered paragraphs of the subsections. The second column describes the supporting features of the product with regard to that paragraph. The third column contains any additional remarks and explanations regarding the product.

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**Date:** March 28, 2017

**Name of Product:** ProQuest Ebook Central

**Contact for more Information (name/phone/email):** HT Sun / +1-650-475-8786 /

[ht.sun@proquest.com](mailto:ht.sun@proquest.com)

### *Summary Table*

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### Voluntary Product Accessibility Template®

<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
Section 1194.21 <a href="#">Software Applications and Operating Systems</a>	Supports with exceptions	See 1194.21 below for details.
Section 1194.22 <a href="#">Web-based Internet Information and Applications</a>	Supports with exceptions	Application is substantially compliant but the data has some exceptions. See below for full details.

Section 1194.23 <a href="#">Telecommunications Products</a>	Not applicable	This product is not considered a telecommunications product according to the definition in Section 1194.23.
Section 1194.24 <a href="#">Video and Multi-media Products</a>	Not applicable	This product is not considered a video and multi-media product according to the definition in Section 1194.24.
Section 1194.25 <a href="#">Self-Contained, Closed Products</a>	Not applicable	This product is not considered a self-contained, closed product according to the definition in Section 1194.25.
Section 1194.26 <a href="#">Desktop and Portable Computers</a>	Not applicable	This product is not considered a desktop and portable computer according to the definition in Section 1194.26.
Section 1194.31 <a href="#">Functional Performance Criteria</a>	Supports with exceptions	Supports with some exceptions. See below for full details.
Section 1194.41 <a href="#">Information, Documentation and Support</a>	Supports	Fully compliant. See below.

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## **Section 1194.21 Software Applications and Operating Systems – Detail**

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a	Supports	Product functions are available and executable from a

<p>keyboard where the function itself or the result of performing a function can be discerned textually.</p>		<p>keyboard when using Accessibility Mode.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>Product does not disrupt or disable standard OS and browser accessibility features.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports</p>	<p>Current input focus can be discerned by assistive technology on the Book Detail and Reader pages (using Accessibility Mode) and Bookshelf page.</p> <p>Exceptions:</p> <ul style="list-style-type: none"> <li>• Product functions in Search.</li> </ul> <p>We intend to address these exceptions in a future release (currently targeted for Q2 2017).</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports</p>	<p>Sufficient information about a user interface element is available.</p> <p>All images used to represent functionality or actions have associated text labels (or alt / title</p>

		<p>text if a text label is not appropriate).</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p>
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	Supports	<p>Standard and consistent images are used throughout the product.</p>
<p>(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.</p>	Supports	<p>Standard HTML input elements that are supported by major browsers are used. Any text written to the screen can be interpreted by assistive technologies.</p>
<p>(g) Applications shall not override user selected contrast and color selections and other individual display attributes.</p>	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings or extensions.</p>
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	Supports	<p>Animations are used to indicate that a book page is loading, and text is also provided.</p> <p>Content in this product does not include animations.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of</p>

		conveying information, indicating an action, or prompting a response, or distinguishing a visual element. For example, the ProQuest Ebook Central logo is identifiable as such to assistive technologies.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	Supports	Product does not permit the user to alter color or contrast settings of the product.  However, it does allow the user to use standard OS or browser settings to change the background on all pages except the book content in the Reader.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	Product does not use flashing or blinking elements in the user interface.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	All forms have been coded with the necessary mark-up (e.g., using labels / ids, etc.) to make them accessible to assistive technologies.

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**Section 1194.22 Web-based Internet information and applications – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).</p>	<p>Supports with exceptions</p>	<p>Application is substantially compliant – image elements have appropriate alt attributes including book covers. All images that are purely decorative are coded so they do not interrupt the page when using a screen reader.</p> <p>However, we cannot guarantee that all images in the content have been given alt text. Some full text books are in PDF image format only (unreadable to screen readers). We provide accessibility guidelines to our publishers and will continue to encourage them to supply accessible content.</p>
<p>(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.</p>	<p>Not applicable</p>	<p>Ebook Central does not support multimedia in product functionality or content set.</p>

<p>(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.</p>	<p>Supports</p>	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element. For example, the availability indicator for ebooks uses text in conjunction with color.</p>
<p>(d) Documents shall be organized so they are readable without requiring an associated style sheet.</p>	<p>Supports</p>	<p>All content is still available and all pages are readable with CSS turned off.</p>
<p>(e) Redundant text links shall be provided for each active region of a server-side image map.</p>	<p>Not applicable</p>	<p>Product does not use server-side image maps.</p>
<p>(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.</p>	<p>Not applicable</p>	<p>Product does not use client-side image maps.</p>
<p>(g) Row and column headers shall be identified for data tables.</p>	<p>Not applicable</p>	<p>Product does not display data tables.</p> <p>As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do not generally alter provided content at this level.</p>

<p>(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.</p>	<p>Not applicable</p>	<p>Product does not display data tables.</p> <p>As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do not generally alter provided content at this level.</p>
<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supports</p>	<p>Product uses frames for the Sign In modal, and includes text that identifies the purpose of the form and all fields.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Supports</p>	<p>Graphics and other elements of the content do not flicker.</p>
<p>(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.</p>	<p>Supports</p>	<p>Product has been designed to be directly accessible, so no alternative text-only pages are necessary.</p> <p>However, a number of full text articles are in PDF image format only (unreadable to screen readers) with no text-only equivalent.</p>
<p>(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.</p>	<p>Supports</p>	<p>All scripts are accessible to assistive technologies and the keyboard.</p>
<p>(m) When a web page requires that an applet, plug-in or other application be</p>	<p>Not applicable</p>	<p>Product does not require external</p>



<p>present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with §1194.21(a) through (l).</p>		<p>applications to use any of its pages.</p>
<p>(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.</p>	<p>Supports</p>	<p>Sign in, account management, and ebook request forms are navigable by keyboard only.</p>
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports with exceptions</p>	<p>Skip navigation links are provided on most pages. The skip links remain invisible for mouse users, but are accessible to screen readers.</p> <p>Exception:</p> <ul style="list-style-type: none"> <li>• Bookshelf page</li> </ul> <p>We intend to address this exception in a future release (currently targeted for Q2 2017).</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Does not support</p>	<p>Product times out user sessions after 30 minutes by default, but the timeout period is extended to 6 hours for patrons using Accessibility Mode.</p> <p>We intend to support the ability for a patron to extend their user session in a future release.</p>

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5

1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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## **Section 1194.23 Telecommunications Products – Detail**

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one		

intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at		

least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		

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**Section 1194.24 Video and Multi-media Products – Detail**

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<i>Criteria</i>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives,</p>		

decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

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## **Section 1194.25 Self-Contained, Closed Products – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive		

<p>Technology to the product. Personal headsets for private listening are not Assistive Technology.</p>		
<p>(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>		
<p>(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		
<p>(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.</p>		
<p>(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.</p>		

<p>(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>		
<p>(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.</p>		
<p>(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>		
<p>(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.</p>		
<p>(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(3) Products which are freestanding, non-portable, and intended to be used in one</p>		

<p>location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.</p>		
<p>(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.</p>		

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## **Section 1194.26 Desktop and Portable Computers – Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
<p>(a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).</p>		
<p>(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with §1194.23 (k) (1) through (4).</p>		
<p>(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.</p>		



(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		
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## Section 1194.31 Functional Performance Criteria – Detail

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports with exceptions	Product is coded to work with screen readers and other assistive technologies.  Exceptions as described in 1194.22.  Product is tested using JAWS and VoiceOver.
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	Product is coded to work with screen readers and other assistive technologies. In addition, interface text and controls may be enlarged using standard browser functionality.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Not applicable	User hearing is not required to search, browse, or use features that are available in the product. Audio books are not offered in this product.
(d) Where audio information is important for the use of a product, at least one mode of operation and information	Not applicable	User hearing is not required to search, browse, or use features that are available in

retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.		the product. Audio books are not offered in this product.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Not applicable	User speech is not required to search, browse, or use features that are available in the product.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced).  Product functions are available and executable from a keyboard when using Accessibility Mode.

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## **Section 1194.41 Information, Documentation and Support**

### **– Detail**

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<b>Criteria</b>	<b>Supporting Features</b>	<b>Remarks and explanations</b>
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site. This documentation can be accessed online or printed.  End-users can also contact customer support (by phone, email, or through the Contact

		Us web form) to request any further help.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	Supports	<p>An accessibility help topic is available in the Help section, which can be accessed from all pages of the Ebook Central platform.</p> <p>This topic includes useful information on available accessibility features and how to access them.</p>
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	<p>Support services are available to accommodate the communication needs of patrons with disabilities. Users can communicate with customer support via:</p> <ul style="list-style-type: none"> <li>• Phone</li> <li>• Email</li> <li>• Contact Us web form</li> </ul> <p>Support services have experience working with patrons with disabilities.</p>

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