

EBSCO Information Services Voluntary Product Accessibility Template®

Introduction

A **Voluntary Product Accessibility Template** (VPAT) is a document that describes the compliance of a website or web application with the accessibility standards contained in Section 508 of the Rehabilitation Act of 1973.

Format

The VPAT is a checklist of requirements described in Section 508. A summary table provides an overall level of conformance to Section 508 and a series of Section 1194 tables list detailed requirements and the conformance to each provision. The detail tables have three columns:

Column Name	Purpose
Criteria:	Describes a specific provision
Supporting Features:	Provides a summary of the support for the subpart or provision
Remarks/Explanations:	Explains how it does or does not support the provision

The level of support for the criteria is described using one of the following phrases:

Supporting Feature Phrase	What It Means
Supports	Fully meets the provision
Supports with Exceptions	Does not fully meet but provides some level of access
Supports through Equivalent Facilitation	Meets by providing an alternative method
Does not Support	Does not meet the provision
Not Applicable	Provision does not apply

The remarks column includes specific details about which parts of the product do or do not meet the criteria and exactly how they support or do not support the provision.

Date: April 13, 2016

Name of Product: Points of View Reference Center

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PLEASE NOTE: 12/2019 - We are continuing to improve our Points of View Reference Center features and functionality and will update our VPAT to reflect these changes in the near future.

Summary Table

Guideline	Applicable	Compliance
Section 1194.21 Software Applications and Operating Systems	Applicable	Fully supports 3 standards. Partially supports 7 standards. 2 standards are not applicable.

Summary Table

Guideline	Applicable	Compliance
Section 1194.22 Web-based Internet Information and Applications	Applicable	Fully supports 3 standards. Partially supports 8 standards. 1 standard is not supported. 4 standards are not applicable.
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	Fully supports 1 standard. Partially supports 2 standards. 2 standards are not applicable.
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Applicable	Fully supports 3 standards. Partially supports 3 standards.
Section 1194.41 Information, Documentation and Support	Applicable	Fully supports all 3 standards.

Summary Table

Criteria	Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	
Section 1194.22 Web-based Internet Information and Applications	Applicable	
Section 1194.23 Telecommunications Products	Not Applicable	
Section 1194.24 Video and Multi-media Products	Not Applicable	
Section 1194.25 Self-Contained, Closed Products	Not Applicable	
Section 1194.26 Desktop and Portable Computers	Not Applicable	
Section 1194.31 Functional Performance Criteria	Applicable	
Section 1194.41 Information, Documentation and Support	Applicable	Fully supports all 3 standards.

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Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports with Exceptions</p>	<p>Some elements within the product cannot be accessed with the keyboard. These elements include the main menu (when not logged in), preview of the record citation, slider elements, certain help links, some tools when viewed in smaller windows, document navigational aids (Table of Contents expand/collapse) and tooltips. Some links that get keyboard focus are hidden from view.</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 with Exceptions</p>	<p>The product does not disrupt or disable operating system accessibility features such as filter keys, the on-screen keyboard, or mouse keys.</p> <p>When high-contrast mode is turned on, some images and image controls may not appear on the page, such as expand and collapse tools.</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 with Exceptions</p>	<p>Most areas of the product provide the standard browser indication of focus. Some buttons, links, linked images, and a small set of form elements do not have a visible focus indicator.</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 with Exceptions</p>	<p>The product uses standard HTML controls that provide identity, operation, and state information to Assistive Technology. Some custom controls such as expand/collapse sections, tree views, and modal dialogs, are missing key information or do not have full accessibility information and interactions implemented.</p>

Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	Bitmap images are used consistently within the product.
(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.	Supports	All text instructions, website content and navigation areas are textually available using vision, AT devices (screen readers) and browser or AT text zooming technologies.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports with Exceptions	The product honors user-selected display attributes, such as high contrast. Some background images are not seen in Windows High Contrast mode. Text can be resized using both browser zoom and text resize functions.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	Not Applicable	The product does not use animation to present content or information.
(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.	Supports with Exceptions	The product does rely on color as the only means of indicating the selected state of some controls, the status of the currently selected item, and form fields with errors.
(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.	Not Applicable	The product does not have color or contrast adjustment settings.
(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	The product does not use flashing or blinking interface elements.

Section 1194.21 Software Applications and Operating Systems

Criteria	Supporting Features	Remarks and explanations
(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 with Exceptions	All forms in the product support keyboard-only use. However, some form fields in the product are not labelled with the directions and cues needed to fill out the form. Some error messages may not be apparent to screen reader users. Users of Assistive Technology may not have access to the information required for completion and submission of the form.

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Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports with Exceptions	Most of the images have a text equivalent. Some images do not have a text alternative and some have a text alternative that is not appropriate for the image. As a content provider, we display content provided by publishers. Sometimes that content may not provide alt text or a longdesc for graphics. In cases where image alt text is not available, upon customer request, EBSCO will facilitate contacting the publisher of the image to provide accessible versions.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports with Exceptions	As a content provider, we display the content as provided by publishers. Sometimes the video/audio content includes captions or transcripts. However, we are sometimes provided content that does not include video/audio content in other formats to support the criteria.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports with Exceptions	The product does rely on color as the only means of indicating the selected state of some controls, the status of the currently selected item, and form fields with errors.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Style sheets are used and pages are readable with style sheets disabled.

Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	Server-side image maps are not used.
(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.	Not Applicable	Client-side image maps are not used.
(g) Row and column headers shall be identified for data tables.	Supports with Exceptions	The product uses data tables sparingly. Some screen readers may not announce the table headers correctly.
(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.	Not Applicable	The product does not have tables that have two or more logical levels of row and column headers.
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with Exceptions	Some frames used in the product do not have a meaningful title.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The product does not use flashing or blinking interface elements.
(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.	Not Applicable	A text-only page is not required for the application.
(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.	Supports with Exceptions	Scripting is used on the product to enhance the user experience. The functional text can usually be read by assistive technology. Some form labels on the account creation page and error messages on multiple forms use JavaScript to communicate messages which may be missed by screen reader users.

Section 1194.22 Web-based Internet information and applications

Criteria	Supporting Features	Remarks and explanations
(m) When a web page requires that an applet, plug-in or other application be 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).	Supports	The product may require the use of the Acrobat and Windows Media Player plug-ins. These plug-ins are readily available through browser prompt for download.
(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.	Supports with Exceptions	All forms in the product support keyboard-only use. However, some form fields in the product are not labelled with the directions and cues needed to fill out the form. Some error messages may not be apparent to screen reader users. Users of Assistive Technology may not have access to the information required for completion and submission of the form.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports with Exceptions	The product provides headings that can be used by screen reader users to navigate to different sections of the page. ARIA landmarks are also used to facilitate page navigation. There is no functioning skip to main content functionality.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not Support	The product uses a timeout feature to close sessions after a period of inactivity. The timeout message does not receive focus and users are not permitted to indicate that more time is needed.

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 1194.24 Video and Multi-media Products

Criteria	Supporting Features	Remarks and explanations
<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, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	
<p>(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.</p>	<p>Not Applicable</p>	
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>As a content provider, we display the content as provided by publishers. Sometimes the video/audio content includes captions or transcripts. However, we are sometimes provided content that does not include video/audio content in other formats to support the criteria.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>As a content provider, we display the content as provided by publishers. Sometimes the video/audio content includes captions or transcripts. However, we are sometimes provided content that does not include video/audio content in other formats to support the criteria.</p>

Section 1194.24 Video and Multi-media Products

Criteria	Supporting Features	Remarks and explanations
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	Content with alternate text descriptions and transcriptions are permanent.

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Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(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	Some pages on the product support the use of screen readers such as JAWS and NVDA. The text can be read and users can access the content. Some user interface controls cannot be used with the screen reader and do not convey the information necessary for a user to understand the controls. As a content provider, we display content provided by publishers. Sometimes that content may not provide proper tagging of tables, graphics, audio, or video.
(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	Fonts are responsive to standard browser controls or system controls.
(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	Supports with Exceptions	As a content provider, we display the content as provided by publishers. Sometimes the video/audio content includes captions or transcripts. However, we are sometimes provided content that does not include video/audio content in other formats to support the criteria.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	User can use computer/device audio controls. Video players provide their own volume controls for video content.

Section 1194.31 Functional Performance Criteria

Criteria	Supporting Features	Remarks and explanations
(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.	Supports	The product does not require speech.
(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 with Exceptions	The product does not require simultaneous actions. Some functions cannot be accessed using the keyboard and require fine motor control using the mouse.

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Section 1194.41 Information, Documentation and Support

Criteria	Supporting Features	Remarks and explanations
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge	Supports	Product documentation is available at http://support.ebsco.com . We provide content in a variety of formats to meet the needs of all.
(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	If users have any trouble with access features or content, they can contact support@ebsco.com or their sales representative for details.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	Supports	EIS provides support in multiple ways, including email, phone, and over the web at http://support.ebsco.com .

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