

March 19, 2018



O'Reilly Accessibility Conformance Report

VPAT® Version 2.0

Safari Books Online

O'Reilly Media, Inc.

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Name of Product/Version

Name of Product: Safari Books Online

URL: <https://www.safaribooksonline.com/home/>

Product Description

The product is the O'Reilly Media, Inc. Safari Books Online web application.

Notes

This Voluntary Product Accessibility Template (VPAT) provides guidance on the accessibility characteristics of **Safari Books Online** as of **March 19, 2018** and is only valid for the version and date it was tested.

Evaluation Methods Used

Assistive technology products used as part of testing included Freedom Scientific JAWS® 2018, NVDA 2018.1, Ai Squared ZoomText 11, The Paciello Group's Colour Contrast Analyser 2.5, The Paciello Group's Web Accessibility Toolbar, Microsoft Object Inspector, Microsoft Windows accessibility features, and keyboard-only control. Testing was performed with these assistive technologies on Chrome and Firefox browsers on Windows 10.

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
Section 508 as published in 2017, at http://www.Section508.gov	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, at http://mandate376.standards.eu/standard	No

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.
- **Supports with Exceptions:** 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 2.0 Level AAA.

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Some images have alternative text. Some images such as those containing slides and image links do not have alternative text. Some images in book content do not have alternative text.
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	The platform contains some audio books. These books are also available as electronic texts.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Captions are not provided for some prerecorded audio content. Some videos contain closed captioning.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	<p>For some videos, the information in the video track is already provided in the audio track, so no audio description is necessary.</p> <p>For some videos, not all the information in the video track is provided in the audio track, and no audio description is provided.</p>
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	On some pages, the heading hierarchy is incorrect (e.g., heading levels are skipped).

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Correct reading sequences can be programmatically determined.
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Instructions and content do not rely solely on sensory characteristics of components.
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	<p>In some pages, color is not used as the sole means of conveying information.</p> <p>In some pages, color is used as the sole means of conveying information (e.g., to indicate that a tab is active).</p>
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	No videos or audio recordings launch automatically when a page is loaded.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Some functions of the application are keyboard operable.</p> <p>Some controls (e.g., filter dropdowns, highlighting book content) are not keyboard operable.</p>
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The application contains a keyboard trap when adding a note to book content.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Not Applicable	The application does not require a timed response
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The application contains auto-updating content that cannot be paused on the Highlights page.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Flashing or blinking does not occur in the prohibited range.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports with Exceptions	There is a skip to content link on some pages. Some pages, such as the Home screen do not have a skip to content link.
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Web pages contain descriptive titles.
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Some screen such as Login and Topics have a focus order that does not follow the visual reading order on the screen.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	The purpose of each link can be determined from the link text together with context.
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Some pages define their default human language. Some pages, such as Home and Playlists do not have their language defined.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Gaining focus on components does not initiate a change of context.
<p><u>3.2.2 On Input</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Changing the value of some filter dropdowns causes a change of context on the screen with no warning to the user.
<p><u>3.3.1 Error Identification</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Error messages are displayed on forms when fields are empty or improperly formatted.
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some components (e.g., checkboxes, buttons, tabs) do not provide some required information (e.g., names, role). Some components do not contain explicit labeling.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with Exceptions	The application shows parsing errors when running a markup validation service.
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with Exceptions	<p>The application provides name, role, state and value information to assistive technology for some components.</p> <p>Some components (e.g., checkboxes, buttons, tabs) do not provide some required information (e.g., names, role). Some components do not contain explicit labeling.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.2.4 Captions (Live) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Does Not Support	Live presentations do not have a closed captioning option.
<p>1.2.5 Audio Description (Prerecorded) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 602.3 (Support Docs) 	Supports with Exceptions	<p>For some videos, the information in the video track is already provided in the audio track, so no audio description is necessary.</p> <p>For some videos, not all the information in the video track is provided in the audio track, and no audio description is provided.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Some areas of the application meet the required contrast ratios.</p> <p>Some areas (e.g., links) do not meet the required 4.5:1 contrast ratio.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Text can be resized without loss of content or functionality.
<p><u>1.4.5 Images of Text</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	Online Training courses have a “Slides” window that presents slides as images of text.
<p><u>2.4.5 Multiple Ways</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	There are multiple ways to navigate to many pages throughout the application; this includes the ability to search.
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Headings describe topic or purpose.
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Visual focus is well defined.

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports with Exceptions	The human language can be programmatically determined on some pages. Some pages, such as Home and Playlists do not have their language defined.
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent navigation occurs throughout the application.
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Consistent identification occurs throughout the application.
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Required fields notify the user if there is no input. Error messages indicate that fields have an improper input.
<p>3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 602.3 (Support Docs) 	Supports	Plans Payment page notifies the user if there is no input. Error messages indicate that fields have an improper input.

Table 3: Success Criteria, Level AAA

Notes: Product was not tested to WCAG 2.0 AAA level

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components.
302.2 With Limited Vision	Supports with Exceptions	<p>The application is partially keyboard operable. The application provides name, role, state and value information to assistive technology for some components.</p> <p>The application can be used by users with low visual acuity when combined with screen magnification assistive technology.</p> <p>Some areas of the application have low contrast ratios.</p>
302.3 Without Perception of Color	Supports with Exceptions	<p>On some pages, color coding is not used as the sole means of conveying information.</p> <p>On some pages, color coding is used as the sole means of conveying a selection.</p>
302.4 Without Hearing	Supports with Exceptions	Some parts of the application do not require user hearing. Hearing is required for the videos and live trainings.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	The user can connect assistive technology to the web browsing device (e.g., a PC) for enhanced audio or additional audio support.
302.6 Without Speech	Supports	Does not require user speech.
302.7 With Limited Manipulation	Supports with Exceptions	The application is partially keyboard operable.
302.8 With Limited Reach and Strength	Supports with Exceptions	The application is partially keyboard operable.
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: This product is not hardware and therefore this section is not applicable to the product.

Chapter 5: Software

Notes: This product is not software and therefore this section is not applicable to the product.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	The documentation is in electronic format and can be converted to other formats.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	The documentation is in electronic format and can be converted to other formats.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	The website does not provide an accessibility statement.
603.3 Accommodation of Communication Needs	Supports	Support services accommodate end users with disabilities.

Legal Disclaimer

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