

**Date:** 12 January 2017

**Name of Product:** Ulrichsweb™

**Contact for more Information:** Yvette Diven, Director of Product Management

Note: All sections that are not applicable for this product have been greyed out.

## Summary Table

### VPAT™ - Voluntary Product Accessibility Template®

| <b>Criteria</b>   | <b>Supporting Features</b> | <b>Remarks and explanations</b>   |
|---|----------------------------|---|
| Section 1194.21 <a href="#">Software Applications and Operating Systems</a>     | Not applicable             | This product is not considered a software application or operating system according to the definition in Section 1194.21. |
| Section 1194.22 <a href="#">Web-based Internet Information and Applications</a> | Supports with exceptions   | Application is 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 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 product 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 with exceptions   | Supports with some exceptions. See below for full details.  |

## Section 1194.21 Software Applications and Operating Systems – Detail

### VPAT™ - Voluntary Product Accessibility Template®

| <b>Criteria</b>  | <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 keyboard where the function itself or the result of performing a function can be discerned textually.   | Does not support           | Certain components (e.g., facets, table toolbars, dialog-close buttons) require action other than use of keyboard   |
| (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. | Supports                   |   |
| (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.   | Does not support           | Certain components (e.g., facets, table toolbars, dialog-close buttons) are not reachable with keyboard and therefore don't show the focus state  |
| (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.   | Supports with exceptions   | Certain components (e.g. search input field, advanced search dropdowns, filter/facet controls) miss identifying labels. Tabs don't identify selected states. Product logo doesn't contain alternative text. |
| (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 with exceptions   | Product logo doesn't have meaningful label  |
| (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.  | Does not support           | Certain components (e.g. search input field, advanced search dropdowns, filter/facet controls) miss identifying labels.   |
| (g) Applications shall not override user selected contrast and color selections and other individual display attributes.   | Supports                   |   |
| (h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at  | Supports                   | No animations   |

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

**VPAT™ - Voluntary Product Accessibility Template®**

| <b>Criteria</b>  | <b>Supporting Features</b> | <b>Remarks and explanations</b>  |
|--|----------------------------|--|
| (a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).                         | Supports with exceptions   | <p>The application is partially compliant – most &lt;img&gt; elements have appropriate alt attributes.</p> <p>Text within graphics is restricted to product logos only.</p> <p>All images that are purely decorative are either coded as background images or have null alt text (so they do not interrupt the page when using a screen reader).</p> |
| (b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.   | Not applicable             | There are no multimedia presentations.   |
| (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                   | 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.  |
| (d) Documents shall be organized so they are readable without requiring an associated style sheet.   | Supports with exceptions   | <p>All content is still available and all pages are readable with CSS turned off.</p> <p>Exception: Some additional Advanced Search content appears on the Basic Search screen when CSS is turned off.</p>   |
| (e) Redundant text links shall be provided for each active region of a server-side image map.  | Not applicable             | The site does not use server-side image maps.  |
| (f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with                   | Not applicable             | The site does not use client-side image maps.  |

|  |  |  |
|--|--|--|
| an available geometric shape.  |  |  |
| (g) Row and column headers shall be identified for data tables.  | Supports                                 | Data tables (e.g., Search Results) identify row and column headers.  |
| (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                           | Data tables are not used as part of the application.   |
| (i) Frames shall be titled with text that facilitates frame identification and navigation  | Not applicable                           | Frames are not used.   |
| (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                                 | Graphics and other elements of the content do not flicker.   |
| (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                           | The product has been designed to be directly accessible, so no alternative text-only pages are necessary.  |
| (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                 | Most scripts are accessible to assistive technologies and the keyboard.  |
| (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 through equivalent facilitation | Some parts of the content are downloadable to PDF documents and require Adobe Acrobat reader.  |
| (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                 | Most forms have been coded with the necessary mark-up (e.g., using labels / ids, fieldsets, etc.) to make them accessible to assistive technologies. |
| (o) A method shall be provided that permits users to skip repetitive navigation links.   | Does not support                         | "Skip navigation" links are not currently implemented.   |
| (p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.  | Supports with exceptions                 | The product does not require timed responses.<br><br>There may be a time limit to the users' session after a designated period of inactivity.        |

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.

**Section 1194.23 Telecommunications Products – Detail**  
**VPAT™ - Voluntary Product Accessibility Template®**

| <b>Criteria</b>  | <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   |                            |                                 |

|   |  |  |
|---|--|--|
| <p>dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.</p>   |  |  |
| <p>(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.</p>   |  |  |
| <p>(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.</p>  |  |  |
| <p>(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.</p>  |  |  |
| <p>(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.</p> |  |  |
| <p>(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.</p>   |  |  |
| <p>(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.</p>  |  |  |
| <p>(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the</p>   |  |  |

|   |  |  |
|---|--|--|
| 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. |  |  |

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

**VPAT™ - Voluntary Product Accessibility Template®**

| <b>Criteria</b>   | <b>Supporting Features</b> | <b>Remarks and explanations</b> |
|---|----------------------------|---------------------------------|
| 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. |                            |                                 |
| (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.   |  |  |

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

**VPAT™ - Voluntary Product Accessibility Template®**

| <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 Technology to the product. Personal headsets for private listening are not Assistive Technology.          |                            |                                 |
| (b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.   |                            |                                 |
| (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).   |                            |                                 |
| (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. |                            |                                 |
| (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                     |                            |                                 |



|   |  |  |
|---|--|--|
| <p>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 location and which have operable controls</p>   |  |  |

|  |  |  |
|--|--|--|
| 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.                        |  |  |
| (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. |  |  |

**Section 1194.26 Desktop and Portable Computers – Detail**  
**VPAT™ - Voluntary Product Accessibility Template®**

| <b>Criteria</b>   | <b>Supporting Features</b> | <b>Remarks and explanations</b> |
|---|----------------------------|---------------------------------|
| (a) All mechanically operated controls and keys shall comply with §1194.23 (k) (1) through (4).   |                            |                                 |
| (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).   |                            |                                 |
| (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. |                            |                                 |
| (d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards  |                            |                                 |

**Section 1194.31 Functional Performance Criteria – Detail**  
**VPAT™ - Voluntary Product Accessibility Template®**

| <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   | This product is coded to work with screen readers and other assistive technologies.<br><br>Exceptions as described in 1194.22 (a) (l) (m) (n) (o) (p).  |
| (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 with exceptions   | This product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.<br><br>Exceptions as described in 1194.22 (a) (l) (m) (n) (o) (p). |
| (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             | There are no audio files.<br><br>User hearing is not required elsewhere in the product.   |
| (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.  | Not applicable             | There are no audio files.<br><br>User hearing is not required elsewhere in the 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 use 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.   | Does not support           | Certain components (e.g., facets, table toolbars, dialog-close buttons) require action other than use of the tab key.   |

**Section 1194.41 Information, Documentation and Support – Detail**

**VPAT™**

**Voluntary Product Accessibility Template®**

| <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                   | <p>Help is available from each page of the product.</p> <p>Product details are available from the corporate site or on request. Users are encouraged via the Accessibility page to use the contact support if they require any further help with using the product.</p> |
| (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>Product details are available from the corporate site or on request.</p> <p>An Accessibility help page is available in corporate site product support help section, which can be accessed by library staff.</p>  |
| (c) Support services for products shall accommodate the communication needs of end-users with disabilities.   | Supports                   | Support services are available to accommodate the needs of users with disabilities.   |