

Voluntary Product Accessibility Template (VPAT)® 2.0

Project Name:	Voluntary Product Accessibility Template (VPAT)® 2.0 Wiley Online Library
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Table of contents

Wiley Accessibility Conformance Report	1
Terminology.....	2
Section 508 Chapter 1: Application and Administration	3
Section 508 Chapter 2: Scoping Requirements.....	3
WCAG 2.0 Report.....	3
Section 508 Chapter 3: Functional Performance Criteria (FPC)	13
Section 508 Chapter 4: Hardware	14
Section 508 Chapter 5: Software	18
Section 508 Chapter 6: Support Documentation and Services	20
Legal disclaimer	21



Wiley Accessibility Conformance Report

VPAT® 2.0 Version 1.0 – 17 July 2018

Name of product/version:	Wiley Online Library
Product description:	website / web application
Date:	17 July 2018
Contact information	Marlo Harris Director, Product Management, Digital Publishing Platforms mharris@wiley.com
Notes	
Evaluation methods used:	<p>This VPAT® is based on the results of an accessibility audit conducted by The Paciello Group on a representative sample of pages/components, for the purpose of assessing compliance with the Web Content Accessibility Guidelines (WCAG) 2.0.</p> <p>The following applications were used as part of the audit to identify potential accessibility issues:</p> <ul style="list-style-type: none">• Desktop browsers: Internet Explorer; Firefox; Safari; Chrome• Mobile browsers: Safari/iOS, Chrome/Android• Assistive technologies: Jaws; NVDA; VoiceOver; TalkBack• Accessibility testing tools: Colour Contrast Analyser; aViewer
Applicable standards/guidelines	<p>This report covers the degree of conformance for the following accessibility standards/guidelines:</p> <ul style="list-style-type: none">• Web Content Accessibility Guidelines (WCAG) 2.0 Level A/AA.• Revised Section 508.

Terminology

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 only be used in WCAG 2.0 Level AAA.

Section 508 Chapter 1: Application and Administration

This VPAT is based on the [Revised 508 Standards](#) which incorporates [WCAG 2.0](#) by reference.

Section 508 Chapter 2: Scoping Requirements

As Wiley Online Library is a website / web application, the following standards specifically apply:

- All Web Content Accessibility Guidelines (WCAG) 2.0 Level A and Level AA, available at <http://www.w3.org/TR/WCAG20>.
- Section 508 Chapter 3: Functional Performance Criteria (FPC).
- Section 508 Chapter 6: Support Documentation and Services.

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](#).

WCAG 2.0 Report

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Does not support	Non-text content that is presented to the user does not have a text alternative that serves the equivalent purpose. For example: <ul style="list-style-type: none">• Graphical user interface components (search, cloud, download, ReadCube controls) lack a text alternative/label.• Decorative images have inappropriate alternative text / are not hidden from assistive technologies.• Some content images (such as book covers, logos) lack appropriate alternative text.
1.2.1 Audio-only and Video-only (Prerecorded)	Not applicable	The website/web application contains no audio-only or video-only content.

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded)	Not applicable	The website/web application does not contain synchronized media with prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not applicable	The website/web application does not contain any synchronized media which would require an alternative for time-based media or audio description.
1.3.1 Info and Relationships	Supports with exceptions	<p>Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text, with some minor exceptions. For example:</p> <ul style="list-style-type: none"> • Some pages feature poor/inappropriate heading structure. • Some form fieldsets lack an appropriate legend/overarching label. • ReadCube PDF viewer: third-party PDFs are not tagged/accessibly structured.
1.3.2 Meaningful Sequence	Supports with exceptions	<p>While for the majority of content in the website / web application the correct reading sequence can be programmatically determined, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> • ReadCube PDF viewer: main navigation comes after the actual PDF content. • ReadCube PDF viewer: third-party PDFs are not tagged/accessibly structured (refer to 1.3.1), and their reading sequence can be inappropriate as a result.
1.3.3 Sensory Characteristics	Supports	

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color	Supports with exceptions	<p>While in the majority of cases color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> • Links are mostly differentiated from static text by color alone. • Pagination controls indicate the currently shown page using color alone.
1.4.2 Audio Control	Not applicable	The website / web application does not contain any audio.
2.1.1 Keyboard	Does not support	<p>Functionality of the many core content controls is not fully operable through a keyboard interface. For example:</p> <ul style="list-style-type: none"> • Some accordions (in particular, in the footer on small-screen/mobile) cannot be focused/activated using the keyboard. • Some accordions and controls lack expected/standard keyboard functionality (e.g. buttons not reacting to SPACE for activation). • ReadCube PDF viewer: main navigation only becomes usable on mouse hover.
2.1.2 No Keyboard Trap	Supports	<p>For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.</p> <p>One minor exception – likely due to a browser issue/incompatibility: in Firefox, focus can become trapped on</p>

Criteria	Conformance Level	Remarks and Explanations
		the add/remove search field controls in the advanced search page.
2.2.1 Timing Adjustable	Not applicable	The website / web application does not feature any time limits.
2.2.2 Pause, Stop, Hide	Supports	However, refer to 3.2.1.
2.3.1 Three Flashes or Below Threshold	Not applicable	The website / web application does not contain any flashing content.
2.4.1 Bypass Blocks	Does not support	Although the website / web application contains skip links, they are incorrectly set up and do not allow users to skip directly to the main content. Additionally, pages do not currently use programmatically-determinable landmark regions nor consistent heading structures.
2.4.2 Page Titled	Supports with exceptions	While the majority of pages have titles that describe their topic or purpose, there are minor exceptions. For example: <ul style="list-style-type: none"> • New user registration page lacks a page title. • Researchers pages lack a page title. • ReadCube PDF viewer: actual third-party PDF lacks a descriptive page title. • Search results page lacks a descriptive page title.
2.4.3 Focus Order	Supports with exceptions	Focusable components receive focus in an order that preserves meaning and operability, with minor exceptions. For example: <ul style="list-style-type: none"> • Focus is not maintained inside modal dialogs. • Static/non-interactive content receives focus.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • Incorrect focus order in some carousels.
2.4.4 Link Purpose (In Context)	Supports with exceptions	<p>There are minor exceptions where the purpose of each link cannot be determined from the link text alone or from the link text together with its programmatically determined link context. For example:</p> <ul style="list-style-type: none"> • Controls, such as modal close / search controls (which should not be exposed as links – refer to 4.1.2), with missing or inadequate name/link text. • Graphical links (e.g. book covers) lacking link text (also refer to 1.1.1). • Unclear footnote links.
3.1.1 Language of Page	Supports	
3.2.1 On Focus	Supports with exceptions	<p>For the majority of the website / web application, focusable components do not initiate a change of context when they receive focus. However, there are minor exceptions:</p> <ul style="list-style-type: none"> • Despite having been paused, some carousels (e.g. the “On the cover” carousel in journal pages) resume auto-advancing once they/their controls receive keyboard focus.
3.2.2 On Input	Supports	
3.3.1 Error Identification	Supports	However, note 4.1.2, as errors are not always exposed correctly to assistive technologies.
3.3.2 Labels or Instructions	Supports	Labels or instructions are provided for all content that requires user input.

Criteria	Conformance Level	Remarks and Explanations
4.1.1 Parsing	Does not support	<p>Markup-based content has parsing issues known to have an accessibility impact. For example:</p> <ul style="list-style-type: none"> • Empty title attributes • Duplicate id attributes • No spaces between attributes • Incorrectly nested elements
4.1.2 Name, Role, Value	Does not support	<p>For most user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies. However, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> • Many in-page controls are exposed as links rather than buttons. • Some accordions lack appropriate role and state information. • Some disclosure widgets lack appropriate role and state information. • Some tabbed navigation interfaces lack appropriate role and state information. • Incorrect role and state information on some menus and carousels.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not applicable	The website / web application does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded)	Not applicable	The website / web application does not contain any synchronized media which would require an audio description.
1.4.3 Contrast (Minimum)	Supports with exceptions	While the majority of text and images of text has sufficient contrast, there are exceptions with insufficient contrast. These include: <ul style="list-style-type: none"> • Placeholder text in form controls. • Form error messages. • Carousel controls. • Various controls and text elements.
1.4.4 Resize text	Supports with exception	While the majority of pages in the website / web application allow text to be zoomed up to 200% without loss of content or functionality, there are minor exceptions. For example: <ul style="list-style-type: none"> • Depending on the browser window size, zooming will trigger mobile/tablet breakpoints; in these views, certain core navigation items are

Criteria	Conformance Level	Remarks and Explanations
		currently missing (also refer to 3.2.3).
1.4.5 Images of Text	Supports	
2.4.5 Multiple Ways	Supports	
2.4.6 Headings and Labels	Supports	
2.4.7 Focus Visible	Supports	
3.1.2 Language of Parts	Supports	
3.2.3 Consistent Navigation	Supports with exceptions	<p>While most navigational mechanisms that are repeated on multiple pages within a set of pages occur in the same relative order each time they are repeated, there are minor exceptions. For example:</p> <ul style="list-style-type: none"> On small-screen/mobile devices, some navigation controls are omitted, empty or otherwise non-functional.
3.2.4 Consistent Identification	Supports	
3.3.3 Error Suggestion	Not applicable	The website / web application does not contain any components expecting user input that have known suggestions for corrections.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	Pages that modify user-controllable data in data storage systems (e.g. user account/login information) provide a mechanism to revert the submission, check data entered by the user for input errors and provide

Criteria	Conformance Level	Remarks and Explanations
		users an opportunity to correct them.

Web Content Accessibility Guidelines (WCAG) 2.0 Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded)	Not evaluated	
1.2.7 Extended Audio Description (Prerecorded)	Not evaluated	
1.2.8 Media Alternative (Prerecorded)	Not evaluated	
1.2.9 Audio-only (Live)	Not evaluated	
1.4.6 Contrast Enhanced	Not evaluated	
1.4.7 Low or No Background Audio	Not evaluated	
1.4.8 Visual Presentation	Not evaluated	
1.4.9 Images of Text (No Exception) Control	Not evaluated	
2.1.3 Keyboard (No Exception)	Not evaluated	
2.2.3 No Timing	Not evaluated	
2.2.4 Interruptions	Not evaluated	
2.2.5 Re-authenticating	Not evaluated	
2.3.2 Three Flashes	Not evaluated	
2.4.8 Location	Not evaluated	
2.4.9 Link Purpose (Link Only)	Not evaluated	
2.4.10 Section Headings	Not evaluated	
3.1.3 Unusual Words	Not evaluated	
3.1.4 Abbreviations	Not evaluated	
3.1.5 Reading Level	Not evaluated	
3.1.6 Pronunciation	Not evaluated	
3.2.5 Change on Request	Not evaluated	
3.3.5 Help	Not evaluated	
3.3.6 Error Prevention (All)	Not evaluated	

Section 508 Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Does not support	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.2.1, 4.1.2
302.2 With Limited Vision	Does not support	Refer to WCAG 2.0 1.1.1, 1.3.1, 1.3.2, 1.4.1, 1.4.3, 1.4.4, 2.1.1, 2.4.1, 2.4.2, 2.4.3, 2.4.4, 3.2.1, 4.1.2
302.3 Without Perception of Color	Supports with exceptions	Refer to WCAG 2.0 1.4.1, 1.4.3
302.4 Without Hearing	Supports	
302.5 With Limited Hearing	Supports	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Supports with exceptions	Refer to WCAG 2.0 1.3.2, 2.1.1, 2.4.1, 2.4.3, 3.2.1
302.8 With Limited Reach and Strength	Supports	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports with exceptions	Refer to WCAG 2.0 2.4.2, 3.2.1, 3.2.3

Section 508 Chapter 4: Hardware

Notes: Wiley Online Library is not a hardware product.

Criteria	Conformance Level	Remarks and Explanations
402 Closed Functionality		
<i>402.1 General</i>		
<i>402.2 Speech-Output Enabled</i>		
402.2.1 Information Displayed On-Screen	Not applicable	
402.2.2 Transactional Outputs	Not applicable	
402.2.3 Speech Delivery Type and Coordination	Not applicable	
402.2.4 User Control	Not applicable	
402.2.5 Braille Instructions	Not applicable	
<i>402.3 Volume</i>		
402.3.1 Private Listening	Not applicable	
402.3.2 Non-private Listening	Not applicable	
402.4 Characters on Display Screens	Not applicable	
402.5 Characters on Variable Message Signs	Not applicable	
403 Biometrics		
403.1 General	Not applicable	
404 Preservation of Information Provided for Accessibility		
404.1 General	Not applicable	
405 Privacy		
405.1 General	Not applicable	
406 Standard Connections		
406.1 General	Not applicable	
407 Operable Parts		
407.2 Contrast	Not applicable	
<i>407.3 Input Controls</i>		

Criteria	Conformance Level	Remarks and Explanations
407.3.1 Tactilely Discernible	Not applicable	
407.3.2 Alphabetic Keys	Not applicable	
407.3.3 Numeric Keys	Not applicable	
407.4 Key Repeat	Not applicable	
407.5 Timed Response	Not applicable	
407.6 Operation	Not applicable	
407.7 Tickets, Fare Cards, and Keycards	Not applicable	
<i>407.8 Reach, Height and Depth</i>		
407.8.1 Vertical Reference Plane	Not applicable	
407.8.1.1 Vertical Plane for Side Reach	Not applicable	
407.8.1.2 Vertical Plane for Forward Reach	Not applicable	
407.8.2 Side Reach	Not applicable	
407.8.2.1 Unobstructed Side Reach	Not applicable	
407.8.2.2 Obstructed Side Reach	Not applicable	
407.8.3 Forward Reach	Not applicable	
407.8.3.1 Unobstructed Forward Reach	Not applicable	
407.8.3.2 Obstructed Forward Reach	Not applicable	
407.8.3.2.1 Operable Part Height for ICT with Obstructed Forward Reach	Not applicable	
407.8.3.2.2 Knee and Toe Space under ICT with Obstructed Forward Reach	Not applicable	
408 Display Screens		
408.2 Visibility	Not applicable	
408.3 Flashing	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
409 Status Indicators		
409.1 General	Not applicable	
410 Color Coding		
410.1 General	Not applicable	
411 Audible Signals		
411.1 General	Not applicable	
412 ICT with Two-Way Voice Communication		
<i>412.2 Volume Gain</i>		
412.2.1 Volume Gain for Wireline Telephones	Not applicable	
412.2.2 Volume Gain for Non-Wireline ICT	Not applicable	
<i>412.3 Interference Reduction and Magnetic Coupling</i>		
412.3.1 Wireless Handsets	Not applicable	
412.3.2 Wireline Handsets	Not applicable	
412.4 Digital Encoding of Speech	Not applicable	
412.5 Real-Time Text Functionality	Not applicable	
412.6 Caller ID	Not applicable	
412.7 Video Communication	Not applicable	
413 Closed Caption Processing Technologies		
413.1.1 Decoding and Display of Closed Captions	Not applicable	
413.1.2 Pass-Through of Closed Caption Data	Not applicable	
414 Audio Description Processing Technologies		
414.1.1 Digital Television Tuners	Not applicable	
414.1.2 Other ICT	Not applicable	

Criteria	Conformance Level	Remarks and Explanations
415 User Controls for Captions and Audio Descriptions		
415.1.1 Caption Controls	Not applicable	
415.1.2 Audio Description Controls	Not applicable	

Section 508 Chapter 5: Software

Notes: Wiley Online Library is not a software product.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to the WCAG 2.0 section.	Refer to the WCAG 2.0 section.
502 Interoperability with Assistive Technology		
502.2.1 User Control of Accessibility Features	Not applicable	
502.2.2 No Disruption of Accessibility Features	Not applicable	
<i>502.3 Accessibility Services</i>		
502.3.1 Object Information	Not applicable	
502.3.2 Modification of Object Information	Not applicable	
502.3.3 Row, Column, and Headers	Not applicable	
502.3.4 Values	Not applicable	
502.3.5 Modification of Values	Not applicable	
502.3.6 Label Relationships	Not applicable	
502.3.7 Hierarchical Relationships	Not applicable	
502.3.8 Text	Not applicable	
502.3.9 Modification of Text	Not applicable	
502.3.10 List of Actions	Not applicable	
502.3.11 Actions on Objects	Not applicable	
502.3.12 Focus Cursor	Not applicable	
502.3.13 Modification of Focus Cursor	Not applicable	
502.3.14 Event Notification	Not applicable	
502.4 Platform Accessibility Features	Not applicable	
503 Applications		

Criteria	Conformance Level	Remarks and Explanations
503.2 User Preferences	Not applicable	
503.3 Alternative User Interfaces	Not applicable	
<i>503.4 User Controls for Captions and Audio Description</i>		
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools		
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	Not applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	
504.2.2 PDF Export	Not applicable	
504.3 Prompts	Not applicable	
504.4 Templates	Not applicable	

Section 508 Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
<i>601.1 Scope</i>		
602 Support Documentation		
602.2 Accessibility and Compatibility Features	Not applicable	
602.3 Electronic Support Documentation	Not applicable	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports with exceptions.	Support services for Wiley Online Library provide information on some of the accessibility features of the product.
603.3 Accommodation of Communication Needs	Supports with exceptions	Support services for Wiley Online Library are primarily provided via email with limited phone support.

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