

# Vendor Product Accessibility Statement and Documentation

## Commitment to accessibility

### Background

The LibraryH3lp chat box has been designed for accessibility to users assistive technology since its first release way back in 2007. Since then, the chat box has received numerous updates to support changes in web browsers and evolving accessibility standards in web browsers.

The chat box is designed to work with screen readers and is responsive to screen magnifiers, browser zoom controls, and browser color contrast color schemes.

### Supporting documents

We're including our VPAT and WCAG checklist from Roane State as separate documents.

### Testing

We do basic in-house testing using the JAWS screen reader by Freedom Scientific. We welcome testing by campus and other accessibility offices and integrate actionable improvements made by accessibility experts whenever possible. The chat box has received numerous accessibility reviews by university campus offices over the years, with feedback folded into the chat box following receipt of results.

### Suggestions

We strive to provide good accessibility out-of-the box in our default starting chat box skins. Customers can extensively customize these chat skins through CSS and can edit chat snippets to provide extra elements if desired.

**Embedded (iframe) chat boxes:** The chat box is created as a full HTML document, and a title can optionally be provided. If a title is provided in the chat skin editor, this forms the HTML document's title. It is also possible to optionally provide a title for the iframe itself in the [chat snippet](#), but this may be redundant if the chat box already has its own title.

**Focus indicator:** The chat box has visible focus for the various options like sound, email transcript, and send file. If desired, this can be emphasized by providing additional CSS customization to complement the specific chat skin design. Here is example CSS for focus:

```
#file:focus span.sprite{background-position:-45px 0;width:15px;height:14px; outline: 2px solid yellow; border:2px solid yellow;}
```

```
#mail:focus span.sprite{background-position:-27px 0;width:17px;height:14px; outline: 2px solid yellow; border:2px solid yellow;}
```

```
#sounds:focus span.sprite{background-position:0 0;width:10px;height:14px; outline: 2px solid yellow; border:2px solid yellow;}
```

```
#popout:focus span.sprite{background-position:-60px 0;width:17px;height:14px; outline: 2px solid yellow; border:2px solid yellow;}
```

# Feedback

We welcome feedback or questions through any of our [standard support channels](#), including email to [support@libraryh3lp.com](mailto:support@libraryh3lp.com).

## External links and updates

We are publishing this document in our [public-facing FAQ](http://ask.libraryh3lp.com/) (<http://ask.libraryh3lp.com/>). Since the specific FAQ item may change, please search for “accessibility”.

### ***Purpose of Accessibility Statement***

An effective Accessibility Statement includes several key components including:

- A clear statement of commitment to ensuring equal access for all users
- Required written documentation on the level of conformance with THEC/TBR accessibility standards
- Information for users with disabilities regarding product/service accessibility features and gaps
- A mechanism to allow users to provide accessibility feedback
- Links to resources (internal or external) that provide additional or related information

### ***Key Components***

#### **Commitment Statement**

- Emphasize commitment to ensuring the accessibility of the product/service.
- Note any ongoing efforts to monitor for and remediate accessibility issues as they are identified.

#### **Required Documentation**

1. Provide written documentation on
  - a. how the product/service meets the THEC/TBR accessibility standards,
    - i. [WCAG 2.0 A&AA Guidelines/ISO/IEC 40500:2012](#)
    - ii. [508 Voluntary Product Accessibility Template \(VPAT\)](#)
    - iii. And [EPUB3 Accessibility Guidelines](#) (if applicable)
  - b. any available accessibility testing results
    - i. List any third-party agencies with whom you have worked to evaluate accessibility support
    - ii. Describe any formal testing process you use to determine accessibility support
    - iii. Indicate if you conduct user testing with persons with disabilities to verify accessibility support
  - c. and include the [Conformance and Remediation](#) Form when standards conformance is not fully achieved to demonstrate vendor’s planned roadmap to full conformance.
2. Provide links to any other internal accessibility documentation (e.g., accessibility information within general product documentation, FAQs, best practices, tutorials, case studies, or white papers).
  - a. Note any other best practices or guidelines utilized during design and development (if applicable).

## **Product Usage Information for Users with Disabilities**

- Describe any product features that may improve accessibility for users with disabilities including:
  - Accessibility-specific features (e.g. the ability to adjust font size and color/contrast settings for text or the availability of closed captions for videos)
  - General product features that may especially benefit users with disabilities (e.g. an 'HTML 5' mode optimized for mobile platforms that also improves keyboard-only navigation).
- Describe any high-impact product accessibility gaps along with suggested interim workarounds that allow users to complete key tasks until the gaps are resolved. For example, if a technical support website isn't compatible with screen readers used by the blind, appropriate interim workarounds might include:
  - Alternative business processes that bypass the accessibility barrier (e.g. providing phone-based support until the web-based support site is accessible)
  - Use of a third-party product to replace or supplement inaccessible product functions (e.g. indicating that users may submit or check the status of technical support tickets via email).
- Describe accessibility features provided by your communication channels (e.g. a deaf or hard-of-hearing user may contact you via a TTY line or access support personnel familiar with telephone relay services).

## **Feedback Mechanism**

- Indicate whether you have specific resources devoted to handling accessibility questions/concerns and provide the contact information for these resources.
- Provide a specific mechanism for users to contact in order to:
  - Request accessibility-related assistance
  - Report accessibility problems
  - Request information in accessible alternate formats

## ***Implementation Recommendations***

### **Ensure that the Accessibility Statement is Easily Located on Company Website.**

- Provide a hyperlink that points to the Accessibility Statement and meets the following criteria:
  - Descriptive (e.g. 'Accessibility' or 'Disability Access')
  - Prominently positioned (e.g. on the landing page, help/support page, and/or site map)
  - Easily identified (e.g. adequate text size and color/contrast, not the last link in a complex page)

### **Keep the Information in the Accessibility Statement and Documentation Current.**

- Since accessibility support changes over time due to product updates, accessibility evaluations, and remediation activities, regularly review and update the Accessibility Statement so it remains up-to-date.
- Include a revision date for the Accessibility Statement so end users know whether the information is current.

Direct any questions or comments to the institutional Accessibility Liaison (insert email address).