



RedShelf eReader

Voluntary Product Accessibility Template (VPAT® Version 2.0)

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Executive Summary: RedShelf Reader VPAT® Version 2.0

TFA's evaluation of the RedShelf Reader identified accessibility features and functionalities of the web application. This evaluation provided the information required to assess the conformance of the RedShelf Reader with the Section 508 Accessibility Standards. TFA concludes that the RedShelf Reader Supports with Exceptions the Section 508 standards as there are accessibility issues that impact blind and visually impaired as well as mobility impaired users.

The Information Technology Industry Council (ITIC) has published recommended language to be used in completing VPAT documents that has been designed to create simplicity and uniformity/consistency in VPATs presented by a variety of suppliers. In preparing the RedShelf Reader VPAT, TFA has used the ITIC-recommended VPAT® Version 2.0 format.

Based on this evaluation and on information published on the ITIC website (<http://www.itic.org>), TFA presents the VPAT 2.0 document for the RedShelf Reader on the following pages.

RedShelf eReader

Accessibility Conformance Report

VPAT® Version 2.0 – October 2017

Name of Product/Version: RedShelf eReader v6

Product Description: The RedShelf eReader is a browser-based application to render publishers content, along with tools to make it easy to read and study.

Date: March 27, 2018 (Released July 20, 2018)

Contact information: Erin C. Kirchner-Lucas, Digital Accessibility Director erin@redshelf.com

Notes: This document describes the compliance of the RedShelf eReader v6 product with Section 508 of the US Rehabilitation Act and WCAG 2.0 accessibility standards. The eReader was developed under design and development guidelines that are aimed specifically at ensuring on-going compliance. To be transparent about our commitment to compliance, all criteria marked “Supports with Exceptions” contains a link to a [remediation document](#) to increase the conformance level to “Supported”. This remediation document outlines VPAT specific development tickets and their status. These tickets will be tracked and resolved through our normal agile development process.

Evaluation Methods Used:

The accessibility assessment was conducted according to the following steps:

- I. A sighted accessibility expert conducted an overall technical analysis in order to identify issues of technical compliance that would affect mobility impaired, deaf/hearing impaired and low vision users. The evaluator inspected each screen using Chrome with the Wave and aXe toolbars. Code analysis was conducted using browser Developer Tools (IE and Firefox).
- II. Keyboard accessibility analysis (for mobility and physically impaired users) was conducted by attempting to thoroughly navigate the web application through the keyboard, without using a mouse.
- III. For deaf and hard of hearing users, any audio content was assessed for proper captioning.
- IV. The accessibility for low vision users was evaluated three ways: (1) using the screen magnification, palette, and contrast controls provided by the operating systems; (2) using the font resizing capability offered by the browser, and (3) using Color Contrast Analyzer version 2.2.

- V. The screen reader testing was conducted by an expert screen reader user. The goal was to identify accessibility barriers that are likely to be experienced by users who are blind. The evaluator worked through the web application using the JAWS 2018 for Windows (v. 2018.1803.24) screen reader with Chrome Version 65.0.3325.162, the NVDA (2018.1) screen reader with Firefox as well as the VoiceOver screen reader with Safari using MacOS 10.13.3 (High Sierra). Any pages found to have screen reader issues were re-examined in interactive sessions with a sighted evaluator.
- VI. Any usability issues for users with disabilities encountered during the accessibility assessments in Steps I-V were noted for subsequent mention.

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	(No) Note: Not applicable to web-based applications. Refer to WCAG 2.0 results for 508 Compliance
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

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

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports with Exceptions	Some iFrames and form fields are not labeled for accessibility. (Updated , see Remediation Document)
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Not Applicable	No video content was available on the pages tested.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	No video content was available on the pages tested.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	No video content was available on the pages tested.
1.3.1 Info and Relationships (Level A)	Supports with Exceptions	Some IDs use the same ID attribute. (Updated , see Remediation Document)
1.3.2 Meaningful Sequence (Level A)	Supports with Exceptions	Focus does not move to many of the menus and modals when these are opened (example: navigation menu). When tabbing into the reader pane, focus moves to the bookmarks before the text content. (Roadmap Item , see Remediation Document)
1.3.3 Sensory Characteristics (Level A)	Supports	Sensory characteristics are not used as the sole means of conveying information.
1.4.1 Use of Color (Level A)	Supports with Exceptions	When highlighting tools are used within the eBook Reader, color is used as the only means of conveying highlight placement when reading the text. Workaround: Users can access the annotation menu to access this information. (Roadmap Item , see Remediation Document)
1.4.2 Audio Control (Level A)	Not Applicable	No audio only content is present.
2.1.1 Keyboard (Level A)	Supports with Exceptions	Highlights cannot be created using the keyboard or a screen reader. The only mechanism for their creation is

Criteria	Conformance Level	Remarks and Explanations
		highlighting text with a mouse and clicking in a resulting pop-up. Bookmarks cannot be created by selecting text. (Updated , see Remediation Document)
2.1.2 No Keyboard Trap (Level A)	Supports	Keyboard focus is not trapped in the user interface.
2.2.1 Timing Adjustable (Level A)	Supports	No user timeouts were experienced during testing pages.
2.2.2 Pause, Stop, Hide (Level A)	Supports	No automatically updated information is present.
2.3.1 Three Flashes or Below Threshold (Level A)	Supports	No flashing content is present.
2.4.1 Bypass Blocks (Level A)	Supports with Exceptions	Content heading structure is dependent upon publishing partners.
2.4.2 Page Titled (Level A)	Supports with Exceptions	Content titles and page numbers are dependent upon publishing partners.
2.4.3 Focus Order (Level A)	Supports with Exceptions	When users select the navigation menu, focus does not move into the menu. Additionally, when navigating into the reader pane focus moves to the notes and bookmarks before the content.
2.4.4 Link Purpose (In Context) (Level A)	Supports with Exceptions	Some links and buttons were not sufficiently descriptive, especially when navigating from the TOC or navigating through notes and bookmarks. (Updated , see Remediation Document)
3.1.1 Language of Page (Level A)	Supports	The language of the page is defined for the Reader.
3.2.1 On Focus (Level A)	Supports	Elements do not initiate a change of context when focused.
3.2.2 On Input (Level A)	Supports with Exceptions	A few jump menus are present – especially with the Select Page dropdown menu.
3.3.1 Error Identification (Level A)	Supports	Error messages receive focus.

Criteria	Conformance Level	Remarks and Explanations
3.3.2 Labels or Instructions (Level A)	Supports	Instructions were provided when content required user input such as when the annotation modal was opened.
4.1.1 Parsing (Level A)	Supports with Exceptions	Some lists contained non-list elements.
4.1.2 Name, Role, Value (Level A)	Supports with Exceptions	There is no indication provided when the sidebar menu, annotation or notes modal have been opened. (<i>Roadmap Item, see Remediation Document</i>)

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Supports	No live audio/video content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Supports	No audio only content is present.
1.4.3 Contrast (Minimum) (Level AA)	Supports with Exceptions	Sufficient contrast within content is dependent upon publishing partners.
1.4.4 Resize text (Level AA)	Supports	Pages are still readable when the page size is doubled.
1.4.5 Images of Text (Level AA)	Supports	Images of text were not found on the pages evaluated.
2.4.5 Multiple Ways (Level AA)	Supports	Many pages are steps in a process and need to be accessed sequentially.
2.4.6 Headings and Labels (Level AA)	Supports	Heading and labels are used to describe topics.
2.4.7 Focus Visible (Level AA)	Supports	All elements display a visible keyboard focus.
3.1.2 Language of Parts (Level AA)	Supports	A single language was used on the audited pages.
3.2.3 Consistent Navigation (Level AA)	Supports	Pages have consistent navigation mechanisms.
3.2.4 Consistent Identification (Level AA)	Supports	Elements are consistently identified.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA)	Supports	Error messages provide suggestions for correction when used.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Supports	General instructions are provided to prevent user errors.

Legal Disclaimer: This document is a voluntary sharing of our current accessibility conformance and is for informational purposes only. RedShelf makes no warranties, expressed or implied, in this document. The information contained in this document represents the current view of RedShelf on the issues discussed as of the date of publication. RedShelf may update this document to reflect changes in conformance.