

Ex Libris Accessibility Conformance Report

Level A and AA

VPAT® Version 2.0

Name of Product: Ex Libris Alma

Product Description: Library services platform that unifies your library resources management: electronic, print, and digital. Consolidates your library processes, such as acquisition, purchasing, and digitization, for improved efficiency. Supports evidence-based decision making using advanced analytics to optimize your collection.

Last updated: March 2018

Contact information:

- Current customers: submit questions or issues by opening a case using the [Support Portal](#).
- Prospective customers: contact AlmaAccessibility@exlibrisgroup.com.

Notes: Ex Libris is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of the Alma Platform, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

The Ex Libris Alma code is checked for accessibility using a range of visual, automated, and manual checks. We also engage an outside accessibility firm to review core workflows of the site. This evaluation includes review and feedback by individuals with disabilities.

Other tools that Ex Libris uses to test accessibility include:

- NVDA with Firefox
- WAVE (web accessibility evaluation tool), provided by WebAIM
- Color Contrast Analyzer, provided by WebAIM
- Browser developer tools
- High contrast browser plugin
- Manual keyboard checks
- Manual code inspection

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)
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	(See WCAG 2.0 Report)

Terms

The terms used in the Conformance Level information are 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:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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, the evaluation is scoped for full pages, complete processes, and accessibility-supported means 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:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1 (Web) • 10.2.1 (non-web document) • 11.2.1.1 (Software) • 11.2.2.1 (Closed Functionality Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with exceptions	<p>Alma supports alternative access to non-text content wherever possible. Images used to represent functionality or actions have associated text labels (or alt/title text, if a text label is not appropriate). Decorative images have blank alt text, so they are ignored by assistive technology.</p> <p>Form controls and other elements have text labels. Labels, IDs, and other accessible codes necessary for screen readers are associated with all form elements.</p> <p>There are a few places which don't meet the standard: selected tab in title search results; enable toggle in the Analytics User Statistics table; and the page loading spinner.</p>
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2 (Web) • 10.2.2 (non-web document) • 11.2.1.2 (Software) • 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no time-based and synchronized media.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply 	Not Applicable	There is no pre-recorded audio.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4 (Web) • 10.2.4 (non-web document) • 11.2.1.4 (Software) • 11.2.2.4 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no time-based media or audio description of pre-recorded video content.
<p><u>1.3.1 Info and Relationships</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.7 (Web) • 10.2.7 (non-web document) • 11.2.1.7 (Software) • 11.2.2.7 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Alma employs the following features to support this requirement: <ul style="list-style-type: none"> • Labels/IDs with form elements. • Markup for lists & headings. • CSS to control the visual presentation of text. • Correct use of semantic markup (bold, italics, and so forth).
<p><u>1.3.2 Meaningful Sequence</u> (Level A)</p> <p>Also applies to: EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.8 (Web) 	Supports	Content is ordered in a meaningful sequence, even when page styling is turned off.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 10.2.8 (non-web document) • 11.2.1.8 (Software) • 11.2.2.8 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		
<p><u>1.3.3 Sensory Characteristics</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.9 (Web) • 10.2.9 (non-web document) • 11.2.1.9 (Software) • 11.2.2.9 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Instructions do not rely solely on sensory characteristics of components, such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used, except for the search results customize view panel, which relies on location and orientation to convey relationships between information and actions.</p>
<p><u>1.4.1 Use of Color</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.10 (Web) • 10.2.10 (non-web document) • 11.2.1.10 (Software) • 11.2.2.10 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is not the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.11 (Web) • 10.2.11 (non-web document) • 11.2.1.11 (Software) • 11.2.2.11 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no audio content.
<p><u>2.1.1 Keyboard</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.15 (Web) • 10.2.15 (non-web document) • 11.2.1.15 (Software) • 11.2.2.15 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports with Exceptions	<p>Alma is designed for keyboard access, as a general guiding principal. Alma’s functionality is available and executable from a keyboard in various screens and forms. However, there are some exceptions to this:</p> <ul style="list-style-type: none"> • In some forms, the location field includes collapsed sections which are expanded automatically; the user can’t bypass that list and skip to the next collapsed section using the keyboard. • In some screens, the Escape key doesn’t close the screen; you must use the Cancel/Close control. • In date fields, the date picker can’t be accessed using a keyboard. However, the user can enter the date manually. <p>The customize view panel is part of the personalization functionality which is used with low frequency. Currently, the panel doesn’t support working with a keyboard.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.1.2 No Keyboard Trap</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.16 (Web) • 10.2.16 (non-web document) • 11.2.1.16 (Software) • 11.2.2.16 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	In Alma screens, the focus can be moved to and away from components using only a keyboard, without being locked or trapped.
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.17 (Web) • 10.2.17 (non-web document) • 11.2.1.17 (Software) • 11.2.2.17 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	<p>There are no timed responses.</p> <p>There is a time limit to the user's session. However, the user is alerted when the time limit is approaching and can extend their session, if required.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.18 (Web) • 10.2.18 (non-web document) • 11.2.1.18 (Software) • 11.2.2.18 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	There is no moving, blinking, scrolling, or auto-updating content in Alma screens.
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	Alma does not use flashing or blinking elements in the user interface.

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.20 (Web) • 10.2.20 (non-web document) – Does not apply • 11.2.1.20 (Software) – Does not apply • 11.2.2.20 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) <p>602.3 (Support Docs) – Does not apply to non-web docs</p>	<p>Supports with Exceptions</p>	<p>In Alma screens and forms, heading structure and landmark markup can be used to skip blocks of content, except for the header and search bar.</p>
<p><u>2.4.2 Page Titled</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.21 (Web) • 10.2.21 (non-web document) • 11.2.1.21 (Software) - Does not apply • 11.2.2.21 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>All pages on the site have descriptive page titles.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>2.4.3 Focus Order</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.22 (Web) • 10.2.22 (non-web document) • 11.2.1.22 (Software) • 11.2.2.22 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>Page elements and functionality are placed in an order that follows the sequences and relationships in the content, except table button order is right-to-left instead of left-to-right and in Search Results the Customize View pane elements.</p>
<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>Meaningful text is used throughout Alma for links. Where link text could be considered ambiguous, Alma provides title attribute text with additional information. However, the following text might be not specific enough: in search results for records, links are followed by counts, such as “Orders: 1” or “Request: 1”; also in search results, the current search string; in page summaries, some links lack descriptive text (for example, Patron services > Available balance, ID).</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.1 Language of Page (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.27 (Web) • 10.2.27 (non-web document) • 11.2.1.27 (Software) • 11.2.2.27 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	The language of each page is specified in the HTML.
<p>3.2.1 On Focus (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.29 (Web) • 10.2.29 (non-web document) • 11.2.1.29 (Software) • 11.2.2.29 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	Context is not changed on focus alone throughout Alma.

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.30 (Web) • 10.2.30 (non-web document) • 11.2.1.30 (Software) • 11.2.2.30 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	Context is not changed automatically and appropriate controls are provided.
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.33 (Web) • 10.2.33 (non-web document) • 11.2.1.33 (Software) • 11.2.2.33 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	Supports	<p>Invalid fields are visual marked and required fields are marked.</p> <p>Errors describe problems and inform the user where problems have occurred.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.2 Labels or Instructions</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports with exceptions</p>	<p>Proper labels or instructions are provided when content requires input or to assist user input using the keyboard. In some cases, labels might lack the needed detailed instructions, for example: Choose location; Quick Cataloging in Add Physical Item; the search bar autocomplete drop-down field; search results, and so forth.</p>
<p><u>4.1.1 Parsing</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.37 (Web) • 10.2.37 (non-web document) • 11.2.1.37 (Software) • 11.2.2.37 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports</p>	<p>Pages conform to HTML web standards.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.38 (Web) • 10.2.38 (non-web document) • 11.2.1.38 (Software) • 11.2.2.38 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) <p>602.3 (Support Docs)</p>	<p>Supports with Exceptions</p>	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Text labels identify all form fields. Labels, IDs, and other accessible codes necessary for screen readers are associated with all form elements, except for the following cases: View full list of locations when using keyboard; addition to Quick Links; facets / filtering in search results.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5 (Web) • 10.2.5 (non-web document) • 11.2.1.5 (Software) • 11.2.2.5 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Alma does not contain live audio or video content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	Alma does not contain video content.
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) 	Supports with Exceptions	In Alma UI controls and elements, sufficient color contrast is provided between foreground and background text colors to meet, at least, the 4.5:1 contrast ratio for easy and clear legibility for people with moderately low vision. Some textual information presented in the Dashboard, configuration, and search result

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 		screens do not meet the minimum standards.
<u>1.4.4 Resize text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.13 (Web) • 10.2.13 (non-web document) • 11.2.1.13 (Software) • 11.2.2.13 (Closed Software) • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Most of the text and images in Alma screens can be resized with the browser zoom feature to 200%. The following pages or controls have a few issues: main menu, record view, and search result customization.
<u>1.4.5 Images of Text</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	HTML/CSS is used to present visual elements whenever possible.
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply 	Supports	More than one way is available to locate the main pages of the site. For instance, links to the main pages of the site are available on every page using the global navigation links. All main pages of the site provide a search form, so users can access

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		<p>content. All main pages can also be added to a quick links menu so that they can be accessed easily. The homepage also contain links to recently visited pages.</p>
<p><u>2.4.6 Headings and Labels</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports with Exceptions	<p>Descriptive headings and labels are used throughout Alma, except for a few places: the Manage Patron Services page, the Add Local Portfolio page, and the customize search results panel.</p>
<p><u>2.4.7 Focus Visible</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.26 (Web) • 10.2.26 (non-web document) • 11.2.1.26 (Software) • 11.2.2.26 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Alma supports the default focus indicator for the device being used.</p> <p>In addition, most link text and other elements are styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a gray outline. On focus, form input fields display with a heavier border.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.28 (Web) • 10.2.28 (non-web document) • 11.2.1.28 (Software) – Does not apply • 11.2.2.28 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The Alma interface can be switched between different languages. At any given time, a single language is used on pages.</p> <p>The content presented in Alma can be multilingual according to the nature of the library managed content.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The primary site navigation links appear in the same place and the same order on every page of the site.</p>
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.32 (Web) • 10.2.32 (non-web document) – Does not apply • 11.2.1.32 (Software) – Does not apply • 11.2.2.32 (Closed Software) – Does not apply 	Supports	<p>Care has been taken to identify components with the same functionality consistently throughout the site.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 		
<p><u>3.3.3 Error Suggestion</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Suggestions for error corrections are made when applicable.
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>2017 Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	

2017 Section 508 Report

Notes:

Same evaluation methods applied as the ones indicate in section [Evaluation Methods Used](#).

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Alma is coded to work with screen readers and other assistive technologies, taking in mind the needs of people without vision. However there are some issues that may affect the user. These exceptions are listed in the following sections: <ul style="list-style-type: none"> • 1.1.1 Non-text Content (Level A) • 2.1.1 Keyboard (Level A) • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
302.2 With Limited Vision	Supports with Exceptions	Alma is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality. However there are some issues that may affect the user. These exceptions are listed in the following sections: <ul style="list-style-type: none"> • 1.1.1 Non-text Content (Level A) • 1.4.3 Contrast (Minimum) (Level AA) • 2.1.1 Keyboard (Level A) • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
302.3 Without Perception of Color	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. If needed, the product's CSS can be overridden using the browser.
302.4 Without Hearing	Supports	User hearing is not required to use features that are available in the product.
302.5 With Limited Hearing	Supports	User hearing is not required to use features that are available in the product.
302.6 Without Speech	Supports	User hearing is not required to use features that are available in the product.
302.7 With Limited Manipulation	Supports with Exceptions	All screen elements are designed to be accessible for users with poor motor control (for example, clickable areas are suitably

Criteria	Conformance Level	Remarks and Explanations
		sized and spaced). Links and form elements can be accessed using the tab key. In a few cases, controls are not using the keyboard, only (see 2.1.1 Keyboard (Level A)).
302.8 With Limited Reach and Strength	Supports with Exceptions	At least one mode of operation is operable with limited reach and limited strength. In a few cases, controls are not reachable using the keyboard, only (see 2.1.1 Keyboard (Level A)).
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	Alma provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: <ul style="list-style-type: none"> • Audio does not automatically play on load, minimizing distractions. • Form fields are presented in a standard, consistent way across the product. • Form elements are properly labeled.

Chapter 4: Hardware

Notes: This section is not applicable to this web product and has been removed.

Chapter 5: Software

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.0 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	Alma is coded in a consistent way to not interfere with accessibility features that are available through the user’s operating system or browser. For example, users can use high contrast mode, text resizing, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	Alma is coded in a way so that platform features that are defined in the platform documentation as accessibility features are not disrupted.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports with exceptions	Alma is coded in a way so that object role, state(s), properties, boundary, name, and description is available for assistive technology. In a few cases, control names and states are not available to the user (see 3.3.2 Labels or Instructions (Level A)) and 4.1.2 Name, Role, Value (Level A)).

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Supports with exceptions	Alma is coded in a way so that states, property states, and properties that can be set by the user can be set programmatically, including through assistive technology, except for a few cases, as described in 3.3.2 Labels or Instructions (Level A) .
502.3.3 Row, Column, and Headers	Supports	Alma is coded in a way to programmatically identify tabular controls as tables and expose row and column headers for a table control.
502.3.4 Values	Supports with exceptions	Alma is coded in a way to expose the current value of all user interface controls. If user interface controls represent one of a range of values, Alma programmatically exposes the minimum and maximum values to determine the range of allowed values, except for a few cases, as described in 3.3.2 Labels or Instructions (Level A) .
502.3.5 Modification of Values	Supports with exceptions	Alma is coded in a way so that the value of a user interface control can be set by the user, enabling the value to be set programmatically, including through assistive technology, except for a few cases, as described in 3.3.2 Labels or Instructions (Level A) .
502.3.6 Label Relationships	Supports with exceptions	Alma is coded in a way to expose labels, expose relationships between a control and any text or other component, and provide additional information about the control, such as description, instructions, grouping, and identifying a required field, except for a few cases, as described in 3.3.2 Labels or Instructions (Level A) .
502.3.7 Hierarchical Relationships	Supports with exceptions	Alma is coded in a way to programmatically expose the parent of all user interface objects, expose the children, if any, of all user interface objects, and expose any relations between user interface objects and those that contain them, except for a few cases, as described in 4.1.2 Name, Role, Value (Level A) .
502.3.8 Text	Supports	Alma is coded in a way to expose the content of text objects, text attributes, and the boundaries of text rendered to the screen.
502.3.9 Modification of Text	Supports	Alma is coded in a way such that, when rich text is editable, Alma exposes the ability to cut, copy, paste, insert, and set the attributes of the text.
502.3.10 List of Actions	Supports with exceptions	Alma is coded in a way to expose all actions that can be executed on an object. In some cases, the purpose of controls is not communicated properly, as described in:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
502.3.11 Actions on Objects	Supports with exceptions	<p>Alma is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects. In some cases, the purpose of controls is not communicated properly, as described in:</p> <ul style="list-style-type: none"> • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A) • 4.1.2 Name, Role, Value (Level A)
502.3.12 Focus Cursor	Supports	<p>The current input focus can be discerned by assistive technology (using standard HTML code for forms, and so forth).</p>
502.3.13 Modification of Focus Cursor	Supports	<p>Users are able to modify the location of focus (for user focusable controls), modify the text insertion point (caret) (when a caret exists), and change selection attributes of objects (when text and items can be selected by the user).</p>
502.3.14 Event Notification	Supports with exceptions	<p>Alma is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including, but not limited to, changes in the component's state(s), value, name, description, or boundaries, except for a few cases, as described in 1.1.1 Non-text Content (Level A).</p>
502.4 Platform Accessibility Features	Supports	<p>Alma is coded in a way to:</p> <ul style="list-style-type: none"> • Enable sequential entry of multiple (chorded) keystrokes. • Provide adjustment of delay before key acceptance. • Provide adjustment of same-key double-strike acceptance. <p>Note: there is no audio or video output.</p>
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	<p>Alma is coded to:</p> <ul style="list-style-type: none"> • Support systems settings for high contrast for all user interface controls and client area content.

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> Inherit system settings for color, font type and font size for all elements of the user interface. Inherit system settings for the focus cursor. The CSS style sheet can be overridden in the product using the browser settings.
503.3 Alternative User Interfaces	Not Applicable	Alma doesn't provide an alternative user interface that functions as assistive technology.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	There is no audio or video content.
503.4.2 Audio Description Controls	Not Applicable	There is no audio or video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	See WCAG 2.0 section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	There are no web content authoring tools.
504.2.2 PDF Export	Not Applicable	There are no web content authoring tools.
504.3 Prompts	Not Applicable	There are no web content authoring tools.
504.4 Templates	Not Applicable	There are no web content authoring tools.

Chapter 6: Support Documentation and Services

Notes: This section will be provided later, since support documentation is provided by the **Online Help** as a separated application.

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		
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

EXCLUDED PRODUCT’S COMPONENTS:

This report does not cover the following product areas:

- **Alma Analytics** uses Oracle Business Intelligence (OBI), a third-party tool. Please see Oracle’s [accessibility statement](#).
- The Alma **Digital Viewer**, which enables viewing digital content stored by Alma, is not included in this report.
- The Alma **Metadata Editor**, a tool for updating bibliographic records in Alma – is not included in this version of the report and will be covered in a future review.

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