Credo Reference Accessibility Conformance Report

Revised Section 508 Edition

(Based on VPAT® Version 2.4)

Name of Product/Version: Credo Online Reference Service

Report Date: September 2020

Product Description: *Credo Online Reference Service* is an electronic database and eBook reference platform covering titles from over 100 different publishers.

Contact Information: Credo Reference Customer Support, 1-617-500-1879 support@credoreference.com

Notes: This report was conducted using the Academic Core content package on the Credo Online Reference Service platform.

Evaluation Methods Used: The main testing tools and methods used were WAVE (Web Accessibility Evaluation Tool) from WebAIM, ARC Toolkit, the IBM Equal Access Accessibility Checker, the JAWS (Job Access With Speech) screen reader from Freedom Scientific, and manual keyboard testing.

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	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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.
- **Partially Supports**: 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 Revised Section 508:

- Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing
- Chapter 6 – 602.3 Electronic Support Documentation

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

Note: Accessibility deficiencies discovered while creating this report have been logged into a remediation road map for future resolution.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All non-text images have associated text equivalents, including captions when provided by the original publisher and alt text. Test method: WAVE, JAWS, manual visual checks
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Audio-only content has a corresponding transcript or does not contain words to transcribe. Video-only content does not have an audio description but appears in entries with other descriptive text that conveys the meaning of the material. Test method: Manual visual checks
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Captions are provided for all video content in vtt files, which display when accessed in a browser. Test method: Manual visual checks
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	*Credo Reference* supports audio descriptions when provided by publishers as part of their original content. However, *Credo Reference* has not created audio descriptions for videos from publishers that did not have this content. Test method: Manual visual checks
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool)	Partially Supports	*Credo Reference* uses semantically correct HTML. ARIA is used extensively when standard HTML is insufficient in providing the necessary programmatic information on-page elements.

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		Current Exceptions: • The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped throughout the site. • Some page ARIA labels seem to be broken or empty in automated tests. • The input element in the search bar is missing a corresponding label element. The missing label element may make the function or purpose of that form control hard to understand for users of a screen reader. Test method: WAVE, JAWS, https://validator.w3.org/nu/, manual visual checks
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is ordered based on structural markup. All content is displayed to be read from left to right, top to bottom. If the content is nested, breadcrumbs with links that describe this relationship are displayed on the page. Test method: WAVE, JAWS, manual visual checks
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No content or operation instructions rely on location, shape or size to convey that information. Test method: WAVE, manual visual checks
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	No content or operation instructions rely on color alone to convey information. Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations

1.4.2 Audio Control (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	There are no audio-only media on the *Credo Reference* platform that plays automatically. Since there is no content to which this criterion applies, this criterion is satisfied.
		
		Testing method: Manual visual checks

2.1.1 Keyboard (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	*Credo Reference* is designed for keyboard access. Most page functionality is available using the keyboard.
		
		Current Exception:
		
		• In a search results page, navigating with the keyboard to the right side of the page region, with the "mind map," and *More Library Resources* heading links is difficult with the infinite scroll mechanism activated.
		
		Testing method: Manual visual checks

2.1.2 No Keyboard Trap (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Keyboard controls can be used to move keyboard focus throughout the platform without being trapped on a component.
		
		Current Exception:
		
		• The infinite scroll mechanism in search results pages may trap the keyboard focus in the central content region when the results of a broad search are loaded.
		
		Testing method: Manual visual checks

2.2.1 Timing Adjustable (Level A)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
	Supports	The *Credo Reference* website does not have any perceptible timed response requirements.
		
		Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations
• 602.3 (Support Docs)		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The *Credo Reference* website does not have any moving, blinking, scrolling, or auto-updating content. Current exception: • The results of a broad search in the search results pages auto-update as a user scrolls down the results of the page. That auto-updating mechanism is also called an infinite scroll mechanism, and it cannot be paused at this time. Testing method: Manual visual checks
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content does not contain anything that flashes more than three times in any one second period. Testing method: Manual visual checks
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 • 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	Skip to Main Content bypass link is available on all pages. Testing method: Manual visual checks
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Page titles are descriptive to the purpose of the page. Testing method: WAVE, manual visual and code checks
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508	Partially Supports	Tabbing follows a left to right, top to bottom order on the page.

Criteria	Conformance Level	Remarks and Explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Current Exception: • When navigating with the keyboard from left to right, the tab focus skips the hamburger menu, the *Credo Reference logo home* link, *Your Library Website logo* link, the *Page link*, the *Saved Items* link, and the *Log Out* link. Instead of going to the next link elements in order, the tab focus skips to the search edit field. Testing method: JAWS, Manual visual checks
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	The purpose of links can usually be determined by text alone or by its context to a surrounding paragraph or list. Current Exceptions: • Use of the following text as link text, *previous articles, next articles,* and *read more,* without any programmatically determined link context, is not sufficient in providing a clear link purpose. • Additionally, the *Key concepts* in a search result page, under an article's heading link, do not indicate their relationship to the article topic programmatically. Testing method: WAVE, JAWS, manual visual checks
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The default language of the page is English. The language is also expressed using the HTML language attribute the page markup. Testing method: WAVE, manual visual and code checks
3.2.1 On Focus (Level A) Also applies to:	Supports	When a component receives focus, it does not initiate a change of context.

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Testing method: Manual visual checks
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	Submit buttons are provided for forms and input boxes. Current exception: • Clicking on a link or third-party publisher link does not always provide a warning that a new window will open when the link is clicked. • *Credo Reference's Terms of use* link in the footer region is a PDF. At this time, there is no alert indicating it is a PDF. Testing method: WAVE, Manual visual checks
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All pages provide an error message when input fields are required. Testing method: Manual visual checks
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Elements are labeled using ARIA elements. Testing method: WAVE, JAWS, manual visual checks
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially Supports	*Credo Reference's* web pages conform to modern HTML/XHTML web standards. Current exception: • Some HTML/XHTML validation/parsing errors do exist when code was checked through a

Criteria	Conformance Level	Remarks and Explanations
		HTML/XHTML validator. They do not prevent access to the content, however, and may not be noticeable to a user. Testing method: ARC Toolkit, validator.w3.org/nu/, HTML_CodeSniffer, manual visual checks

4.1.2 Name, Role, Value (Level A)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	Webpages and user interfaces within *Credo Reference* have been developed with current HTML/XHTML specifications, but not all elements and components can be guaranteed programmatically determined or set.
		
		Current exceptions:
		
		   • The SVG "save" icon in the search results page has multiple role=" img" attributes associated with it. A screen reader may read this area numerous times in a row.
		
		Testing method: WAVE, validator.w3.org, HTML_CodeSniffer, manual visual checks

Table 2: Success Criteria, Level AA

Note: Accessibility deficiencies discovered while creating this report have been logged into a remediation road map for future resolution.

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Live content is not offered in the *Credo Reference* website. Since there is no content to which this criterion applies, this criterion is satisfied.
		
		Testing method: Manual visual checks

1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to:	Partially Supports	*Credo Reference* can provide audio descriptions but receives data from publisher partners who may not

Criteria	Conformance Level	Remarks and Explanations

Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
		have created this data for the original video content. Therefore, there is some video content that does not include audio description.
		
		Test method: Manual visual checks

1.4.3 Contrast (Minimum) (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Partially Supports	The text has been checked via WAVE/WebAIM and HTML_CodeSniffer tools, and most text content has a contrast ratio of at least 4.5:1.
		
		Current exception:
		
		   • Automated tests do indicate there are some contrast deficiencies in the main search result pages.
		
		Testing method: HTML_CodeSniffer, WAVE, manual visual checks

1.4.4 Resize text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Text can be resized via a browser without loss of content or functionality.
		
		Testing method: Manual visual checks

1.4.5 Images of Text (Level AA)
Also applies to:
Revised Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Images of text are only used when the format of the text is essential to the information being conveyed, such as an equation. Captions are provided for these images.
		
		Testing method: Manual visual checks

2.4.5 Multiple Ways (Level AA)
Also applies to:
Revised Section 508
   • 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	*Credo Reference* provides a search function, many lists of links to different types of content, alphabetical heading indexes, and tables of contents for book data when available.
		
		Testing method: Manual visual checks

Criteria	Conformance Level	Remarks and Explanations

2.4.6 Headings and Labels (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	Most heading structures and form labels are informative and compliant with accessibility standards.
		
		Current exceptions:
		
		• The heading structure is not logically nested in all areas. In a search result page, many of the headings are h4. It is recommended a page should have at least one h1 for the primary header, e.g., page title, followed by h2, h3, and h4s heading levels.
		
		Testing method: WAVE, JAWS, manual visual checks

2.4.7 Focus Visible (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Partially Supports	User interface components are highlighted by the user agent when they receive focus.
		
		Current exceptions:
		
		• In the top navigation region, the *Advanced Search* and *Search History* link buttons are not receiving a visible focus indicator.
		
		Testing method: Manual visual checks

3.1.2 Language of Parts (Level AA)
Also applies to:
Revised Section 508
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	*Credo Reference* uses a language tag in the HTML to indicate the language of the text.
		
		• Please note: All of *Credo Reference* content has been created in English but can be translated via a Google translate button. When translated, the page does not change language codes, but we are working on fixing this.
		
		Testing method: Manual visual checks

3.2.3 Consistent Navigation (Level AA) Also applies to:	Supports	The location of headers, footers, and toolsets occur in the same relative order on different types of pages, such

Criteria	Conformance Level	Remarks and Explanations
Revised Section 508 • 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		as entries and topic pages. Testing method: Manual visual checks
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 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	Components are labeled consistently across different page types. Testing method: Manual visual checks
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Our search provides feedback on required fields when they are not filled out correctly. Testing method: Manual visual checks
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	*Credo Reference* does not collect any financial or legal data. Testing method: Manual visual checks

Table 3: Success Criteria, Level AAA

Notes: *Credo Reference* is not being evaluated for Level AAA conformance

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	*Credo Reference* conforms to HTML5

Criteria	Conformance Level	Remarks and Explanations
		standards and uses ARIA labels for more descriptive information to aid screen readers. Current exceptions: • Most of our video content does not have audio descriptions. • The hierarchical heading organization is inconsistent. There is not always an h1 heading on a page, and heading levels get skipped throughout the site.
302.2 With Limited Vision	Partially Supports	*Credo Reference* can be rendered in any modern browser and supports standard browser magnification and contrast adjustments. Current exception: • Automated tests such as WAVE indicate there are insufficient contrast errors in some regions, which could make it difficult for limited vision users to access some areas of the site. • Navigating with the keyboard to the right-side page region may be difficult, with the infinite scroll mechanism activated for any broad search result.
302.3 Without Perception of Color	Partially Supports	No operation instructions within the *Credo Reference* product rely on color to convey

Criteria	Conformance Level	Remarks and Explanations
		information. Links on the right-hand side region of a search results page may have insufficient contrast errors, which could make it difficult for limited vision users to access some areas of the site.
302.4 Without Hearing	Supports	*Credo Reference* does not convey any specific operational information via audio. Additionally, *Credo Reference* does support screen reading technologies such as JAWS.
302.5 With Limited Hearing	Supports	*Credo Reference* does not convey any specific operational information via audio. Additionally, *Credo Reference* does support screen reading technologies such as JAWS.
302.6 Without speech	Not Applicable	The use of speech is not required to access *Credo Reference* career website content.
302.7 With Limited Manipulation	Partially Supports	*Credo Reference* supports standard input mechanisms such as keyboard navigation. Current exceptions: • Navigating with the keyboard to the right-side page region, with the "mind map" and *More Library Resources* headings is difficult with the infinite scroll mechanism activated for any broad search result.
302.8 With Limited Reach and Strength	Supports	*Credo Reference* supports standard input mechanisms such as keyboard navigation.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	*Credo Reference* has no timed response limits. In most cases, error indications and suggestions are also provided. Logical

Criteria	Conformance Level	Remarks and Explanations
		keyboard navigation and tab focus order functionality is available across the platform as well. Current exceptions: • In the navigation region, the *Advanced Search* and *Search History* links are not receiving a visible focus indicator. • Use of the following text as links, *previous articles, next articles,* and *read more,* without any programmatically determined link context, is not sufficient in providing a clear link purpose.

Chapter 4: Hardware

Notes: *Credo Reference* is a web-only platform and is not subject to the requirement of this section.

Chapter 5: Software

Notes: *Credo Reference* is a web-only platform and is not subject to non-web software criteria.

Chapter 6: Support Documentation and Services

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	Supports	Documentation of accessibility and compatibility features is available in the platform help center.
602.3 Electronic Support Documentation	See WCAG 2.0 section	See information in WCAG 2.0 section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All support documentation is available electronically or can be printed. If alternate formats of documentation are required, they can be made available upon request.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Documentation of accessibility and compatibility features is available in the platform help center. Support is also provided over email, telephone, and live chat.
603.3 Accommodation of Communication Needs	Supports	*Credo Reference* support team can be contacted for assistance via email, telephone, or live chat. Other methods can be made available upon request.

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