Ex Libris Accessibility Conformance Report

Level A and AA

VPAT® Version 2.0

Name of Product/Version: Ex Libris Primo / February 2018 release

Product Description: Ex Libris Primo provides a fast, comprehensive, and personalized discovery solution with the intuitive user experience library patrons have come to expect. A single search interface provides a gateway to a wealth of scholarly content, including print, electronic and digital collections. Primo's sophisticated search and relevancy ranking algorithm ensures the most relevant results, based on the context of the search and the user's profile.

Date: April, 2018

Contact information:

- Current customers: submit questions or issues by opening a case using the Support Portal.
- Prospective customers: contact nili.natan@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 Primo new Interface pages comply with web accessibility guidelines. Due to the scale and complex nature of Primo Platform and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:
Ex Libris Primo code is checked for accessibility using a range of visual, and manual checks. We also engaged an outside accessibility firm to review core workflows of the site. This evaluation included review and feedback by individuals with disabilities.

Other tools used to test accessibility include:

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"Voluntary Product Accessibility Template" and "VPAT" are registered
service marks of the Information Technology Industry Council (ITI)

- NVDA with Firefox
- Color Contrast Analyzer provided by WebAIM
- Chrome aXe Extension
- Mozilla Web Developer Add-On
- Browser developer tools
- 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 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

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, 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
- Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Primo is designed to support 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 will be ignored by assistive technology. Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. Compliance of this standard was validated with NVDA with Firefox
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based and synchronized media

Criteria	Conformance Level	Remarks and Explanations
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no prerecorded audio
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no time-based media or audio description of the prerecorded video content

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The site employs the following to support this: • labels/ids with form elements • markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (bold, italics, etc.) Compliance of this standard was validated by NVDA, Mozilla Web Developer Add-On and manual visual checks.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria • 9.2.8 (Web) • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Content is ordered in a meaningful sequence even supporting facet to the left of the page. Compliance of this standard was validated by NVDA, Mozilla Web Developer Add-On and manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.3.3 Sensory Characteristics **(Level A)** Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Instructions provided 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. Compliance of this standard was validated using manual visual and keyboard checks.
1.4.1 Use of Color **(Level A)** Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	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. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	There is no audio content
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	This product is designed for keyboard access. Product functionality is available and executable from a keyboard. **Exceptions** • In search results list, users are unable to tab to an item title and open it in a new tab using "CTRL+Enter. • No option to "Turn on notifications for a saved query" since it is not possible to get focus on these options using keyboard. • "Apply Filters" button – when users select multiple facet values, they need to tab through all the filters and associated controls before they can get to the "Apply Filters" button • When using the keyboard to navigate through a full record display, a user is unable to navigate backwards (using shift+tab) out of the "Send To" area, same for navigating via the main menu links.

		Compliance of this standard was validated using manual keyboard checks.
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Focus can be moved to and away from components using only a keyboard. Compliance of this standard was validated using manual keyboard checks.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This site does not require timed responses. 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. Compliance of this standard was validated using manual visual checks.
2.2.2 Pause, Stop, Hide (Level A) Also applies to:	Supports	There is no moving, blinking, scrolling, or auto-updating content on the site.

EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		Compliance of this standard was validated using manual visual checks.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	This product does not use flashing or blinking elements in the user interface.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria • 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	Supports	Heading structure and landmark markup can be used to skip blocks of content. In addition "Skip Navigation" links allow to bypass the header, search bar etc… Compliance of this standard was validated using manual keyboard checks.

11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) 2017 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		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 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) 2017 Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Supports	All pages on the site have descriptive page titles. Primo allows customers to customize their own descriptive page titles. Compliance of this standard was validated using WAVE and manual visual checks.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria 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)	Supports	Page elements and functionality are placed in an order that follows the sequences and relationships in the content. Compliance of this standard was validated using manual keyboard checks.

2017 Section 508		
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Meaningful link text has been used throughout Primo. Where link text could be considered ambiguous, we have provided title attribute text with additional information. **Exceptions** • Meaningful link text should be provided to lateral Links in Full Display Compliance of this standard was validated using manual visual checks and NVDA+Fireforx
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The language of each page has been specified in the HTML. Compliance of this standard was validated using manual visual and keyboard checks.
3.2.1 On Focus (Level A)	Supports	Context is not changed on focus alone.

Also applies to:
EN 301 549 Criteria
   • 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)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
		Compliance of this standard was validated using manual visual and keyboard checks.

3.2.2 On Input (Level A)
Also applies to:
EN 301 549 Criteria
   • 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)
2017 Section 508
   • 501 (Web)(Software)
   • 504.2 (Authoring Tool)
   • 602.3 (Support Docs)
	Supports	Context is not changed automatically – appropriate controls are provided.
		
		Compliance of this standard was validated using manual visual and keyboard checks.

3.3.1 Error Identification (Level A)
Also applies to:
EN 301 549 Criteria
   • 9.2.33 (Web)
   • 10.2.33 (non-web document)
   • 11.2.1.33 (Software)
	Supports with exceptions	Invalid fields are visual marked, required fields are marked Errors describe the problem and inform the user where the problem occurred
		
		Exceptions

• 11.2.2.33 (Closed Software)
• 11.6.2 (Authoring Tool)
• 12.1.2 (Product Docs)
• 12.2.4 (Support Docs)
2017 Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
		• Some errors are not announced properly on IE but works on Chrome and Firefox.

3.3.2 Labels or Instructions (Level A)
Also applies to:
EN 301 549 Criteria
  • 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)
2017 Section 508
  • 501 (Web)(Software)
  • 504.2 (Authoring Tool)
  • 602.3 (Support Docs)
	Supports with exceptions	Labels or instructions are provided when content requires input. Upon focus on components important cues and instructions are provided.
		
		Exceptions
		• In the language selection option in the header, language values are read twice e.g. "English English"
		• In the "Full display", when you focus on "Favorite button" It's say twice "button button".
		• In the "Full display", on some details links, the screen reader reads the code label instead the label itself.
		
		Compliance of this standard was validated using manual visual checks and NVDA+Fireforx

4.1.1 Parsing (Level A)
Also applies to:
EN 301 549 Criteria
  • 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)
	Supports	Pages conform to HTML web standards.
		
		Compliance of this standard was validated using WAVE and developer tools.

• 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	Pages conform to HTML web standards, so the name and role of all UI components can be determined. Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements. **Exceptions** • When opening the main menu modal dialog, the content is wrapped with role="document" to keep NVDA from switching into forms mode, works in Chrome not in Firefox Compliance of this standard was validated using WAVE and manual visual checks.

Table 2: Success Criteria, Level AA

Notes: This report does not cover the following product areas:
- Analytics > Design Analytics > OBI (please refer to Oracle's accessibility statement regarding Web-based Internet Information and Applications)
- MDE (MetaData Editor)

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not contain live audio or video content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	The product does not contain video content.

Criteria	Conformance Level	Remarks and Explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 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) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The product meets minimum color contrast guidelines. Verified using WebAIM and Chrome aXe Extension
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized, Primo designed to be responsive ensuring that the content remains usable when the text is resized. Verified using manual browser zooms

Criteria	Conformance Level	Remarks and Explanations
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 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 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	HTML/CSS is used to present visual elements whenever possible. This standard was evaluated using manual visual checks.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria • 9.2.24 (Web) • 10.2.24 (non-web document) – Does not apply • 11.2.1.24 (Software) – Does not apply • 11.2.2.24 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	More than one way is available to locate the following in Primo: • Search results by using "Save Query" or "Search history" • Content can be found by using the Search bar from the Library search page or My Favorites page … • Content can be found by navigating via the Main Menu links • My favorites allows user to navigate to his favorites records. • Primo allows patrons to email / print / push records to citations managers etc… Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Descriptive headings and labels have been used throughout the interface. Compliance of this standard was validated using manual visual checks and Mozilla Web Developer Add-On.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with Exceptions	The site has been implemented to support the default focus indicator for the device being used. In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them. For instance, on mouse hover, links are underlined. On tab focus, links are underlined and display a gray outline. Form input fields display with a heavier border on focus. **Exceptions** • Collection Discovery – Color issue when hovering on Breadcrumb in collection page. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Single language is used on pages. Primo supports out of the box translations for 22 languages and allow to adjust the translations of pre-defined headings and labels **Exceptions** • The content (e.g. searched titles, facet values) may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content. • Also content integrated from other systems i.e. bX recommendations or Syndetics Unbound will remain with its original language.
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 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	The primary site navigation links appear in the same place and the same order on every page of the site. Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria • 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 • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) 2017 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	Care has been taken to identify components with the same functionality consistently throughout the site. Compliance of this standard was validated using manual visual checks.
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports with exceptions	Suggestions for error correction are made when applicable. **Exceptions** • Missing screen reader support for feedback messages displayed upon user query e.g. limited results found Compliance of this standard was validated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 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) 2017 Section 508 • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not Applicable	

2017 Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports with Exceptions	Primo 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: **Exceptions** • 2.1.1 Keyboard (Level A) • 2.4.4 Link Purpose (In Context) (Level A) • 3.3.2 Labels or Instructions (Level A)

Criteria	Conformance Level	Remarks and Explanations
		• [3.3.1 Error Identification (Level A)](#) • [4.1.2 Name, Role, Value (Level A)](#)
302.2 With Limited Vision	Supports with Exceptions	Primo 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: **Exceptions** • [2.1.1 Keyboard (Level A)](#) • [2.4.4 Link Purpose (In Context) (Level A)](#) • [3.3.1 Error Identification (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 (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key. **Exceptions** In a few cases controls are not reachable with 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 that is operable with limited reach and limited strength. **Exceptions** In a few cases controls are not reachable with keyboard only (see [2.1.1 Keyboard (Level A)](#))

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier. For example: • 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	Primo is coded in a consistent way 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 resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	Primo is coded in a way so that platform features that are defined in the platform documentation as accessibility features are no disrupted.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports with exceptions	Primo is coded in a way so that object role, state(s), properties, boundary, name, and description are available for assistive technology. **Exceptions** 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	Primo is coded in a way so that states and properties states and properties that can be set by the user are capable of being set programmatically, including through assistive technology. **Exceptions** • [3.3.2 Labels or Instructions (Level A)](#))
502.3.3 Row, Column, and Headers	Supports	Primo 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	Primo 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, programmatically exposing the minimum and maximum values to determine the range of allowed values **Exceptions** • see [3.3.2 Labels or Instructions (Level A)](#)
502.3.5 Modification of Values	Supports with exceptions	Primo is coded in a way so that the value of a user interface control can be set by the user, allowing the value to be set programmatically including through assistive technology **Exceptions** • [3.3.2 Labels or Instructions (Level A)](#)
502.3.6 Label Relationships	Supports with exceptions	Primo is coded in a way exposing labels, exposing relationships between a control and any text or other component that provides additional information about the control such as description, instructions, grouping or identifying a required field. **Exceptions** • [3.3.2 Labels or Instructions (Level A)](#)
502.3.7 Hierarchical Relationships	Supports with exceptions	Primo is coded in a way to

Criteria	Conformance Level	Remarks and Explanations
		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 **Exceptions** • 4.1.2 Name, Role, Value (Level A)
502.3.8 Text	Supports	Primo is coded in a way to expose the content of text objects, text attributes, and the boundary of text rendered to the screen
502.3.9 Modification of Text	Supports	Primo is coded in a way so that when the rich text is editable, it exposes the ability to cut, copy, paste, insert and set the attributes of the text
502.3.10 List of Actions	Supports with exceptions	Primo is coded in a way to expose all actions that can be executed on an object **Exceptions** • 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	Primo is coded in a way to expose all actions that can be executed on an object **Exceptions** • 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 with exceptions	The current input focus can be discerned by assistive technology (using standard html code for forms, etc.). **Exceptions** • 2.4.7 Focus Visible (Level AA)

Criteria	Conformance Level	Remarks and Explanations
502.3.13 Modification of Focus Cursor	Supports with exceptions	Users are able to modify the location of focus (for user focusable controls), 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). This standard was evaluated using keyboard and manual visual checks. **Exceptions** • [2.4.7 Focus Visible (Level AA)](#)
502.3.14 Event Notification	Supports with exceptions	Primo 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 boundary **Exceptions** • [3.3.1 Error Identification (Level A)](#)
502.4 Platform Accessibility Features	Supports	This product is coded in a way to: • Enable sequential entry of multiple (chorded) keystrokes • Provide adjustment of delay before key acceptance • Provide adjustment of same-key double-strike acceptance Note: there is no audio or video output
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	Primo is coded to: Support systems settings for high contrast for all user interface controls and client area content 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.

Criteria	Conformance Level	Remarks and Explanations
		Compliance of this standard was validated using manual visual checks and browser contrast plugins
503.3 Alternative User Interfaces	Not Applicable	Primo doesn't provide 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 provided later since support documentation is provided by a separate 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
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:

- **Primo Admin**
- **Primo Analytics** uses Oracle Business Intelligence(OBI), a third-party tool. Please see Oracle's [accessibility statement](#).

Legal Disclaimer (Company)