



Reviewed by: BLC

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OCLC Accessibility Conformance Report

International Criteria Edition

VPAT® Voluntary Product Assessment Template version 2.4

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Vendor/Product Information

Vendor Name	OCLC, Inc.
Product Name	CONTENTdm Admin/WCT
Product Version	Spring 2020
Product Description	CONTENTdm allows you to easily build, preserve, and showcase your digital collections on your personalized website, making them more discoverable to people around the world. CONTENTdm also secures and monitors your master files in a cloud-based preservation archive so they remain safe for the future.
Completion Date	March 4, 2020
Contact Name/Title	OCLC Accessibility Team
Contact Email/Phone	accessibility@oclc.org

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User Impact

This report shows impact on users by reporting summary conformance for key pages/views supporting core user workflows, as well as aggregate scores across all pages. Due to the nature of some OCLC products such as My Account, there may be pages or views identified as key that do not apply to a particular institution's subscriptions.

Definitions

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.

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included in Report
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	Yes
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	Yes

Evaluation Methods

OCLC is committed to supporting use of our services by all users. Accessibility is an important consideration during our product development. Features in active development may be tested using SiteImprove, VoiceOver screen reader on Apple machines and JAWS screen reader on Microsoft Windows machines prior to launch.

Accessibility conformance for this report was audited using the following tools:

- SiteImprove evaluation tool for Chrome browser
- WAVE evaluation tool for Chrome browser
- VoiceOver screen reader on Apple platform with Apple Safari
- WebAim's Contrast Checker
- Manual code review and general product knowledge

Notes

- All tables in this document present a combined report for WCAG 2.1 success criteria Levels A and AA.
- Items relating to WCAG 2.1 success criteria Level AAA were removed.
- Not applicable sections relating to the United States 508 guidelines and the European Union EN301-549 guidelines were removed.
- WCAG 2.1 Principle 1 also documents conformance with:
 - EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
 - Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.
- When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

Key Pages Conformance

The following table identifies key pages supporting core user workflows. These pages were evaluated against WCAG 2.1 AA criteria.

Page/View	Supports	Partially Supports	Does Not Support	Does Not Apply
Admin Home	29	4	5	11
Collection Home	27	6	5	11
Items Home	27	6	5	11
WCT Home	26	6	6	11

Aggregate Conformance

The following table summarizes the aggregate conformance across all pages. This product was evaluated against WCAG 2.1 AA criteria.

Product	Supports	Partially Supports	Does Not Support	Does Not Apply
CONTENTdm Admin/WCT	20	12	9	12

WCAG 2.1 AA Report

Criteria	Level	Conformance	Remarks and Explanations
<p><u>1.1.1 Non-text Content</u> EN 301 549 Criteria: 9.1.1.1 (Web), 10.1.1.1 (Non-web document), 11.1.1.1.1 (Open Functionality Software), 11.1.1.1.2 (Closed Functionality Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed partial support for the presence of text alternatives for non-text content. Example: Empty Alt Text
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.1 (Web), 10.1.2.1 (Non-web document), 11.1.2.1.1 (Open Functionality Software), 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: CONTENTdm Administration does not use pre-recorded audio or video.
<p><u>1.2.2 Captions (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.2 (Web), 10.1.2.2 (Non-web document), 11.1.2.2 (Open Functionality Software), 11.1.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: CONTENTdm Administration does not use pre-recorded audio.
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.3 (Web), 10.1.2.3 (Non-web document), 11.1.2.3.1 (Open Functionality Software), 11.1.2.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Not Applicable	Web: CONTENTdm Administration does not use pre-recorded audio or media.
<p><u>1.2.4 Captions (Live)</u> EN 301 549 Criteria: 9.1.2.4 (Web), 10.1.2.4 (Non-web document), 11.1.2.4 (Open Functionality Software), 11.1.2.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: CONTENTdm Administration does not use live audio or media.
<p><u>1.2.5 Audio Description (Prerecorded)</u> EN 301 549 Criteria: 9.1.2.5 (Web), 10.1.2.5 (Non-web document), 11.1.2.5 (Open Functionality Software), 11.1.2.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Not Applicable	Web: CONTENTdm Administration does not use video content.

Criteria	Level	Conformance	Remarks and Explanations
<p><u>1.3.1 Info and Relationships</u> EN 301 549 Criteria: 9.1.3.1 (Web), 10.1.3.1 (Non-web document), 11.1.3.1.1 (Open Functionality Software), 11.1.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed partial support for programmatic determination of information, structure, and relationships conveyed through presentation.</p> <ul style="list-style-type: none"> • "Bold" tag used to format text • HTML is used to format content • Select Box Has No Description • Non-distinguishable Landmarks • Cell references non-existent table heading ID • Text Area Has No Description • Input Field Has No Description • Element ID is not unique • Content not Included in Landmarks • No Top-Level Heading on Page
<p><u>1.3.2 Meaningful Sequence</u> EN 301 549 Criteria: 9.1.3.2 (Web), 10.1.3.2 (Non-web document), 11.1.3.2.1 (Open Functionality Software), 11.1.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for programmatic determination of meaningful reading sequences.</p>
<p><u>1.3.3 Sensory Characteristics</u> EN 301 549 Criteria: 9.1.3.3 (Web), 10.1.3.3 (Non-web document), 11.1.3.3 (Open Functionality Software), 11.1.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for accessing instructions being reliant on sensory characteristics.</p>
<p><u>1.3.4 Orientation</u> EN 301 549 Criteria: 9.1.3.4 (Web), 10.1.3.4 (Non-web document), 11.1.3.4 (Open Functionality Software), 11.1.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for non-restrictive orientation.</p> <ul style="list-style-type: none"> • It is not responsive but does not interfere with orientation.
<p><u>1.3.5 Identify Input Purpose</u> EN 301 549 Criteria: 9.1.3.5 (Web), 10.1.3.5 (Non-web document), 11.1.3.5 (Open Functionality Software), 11.1.3.5 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Does Not Support	<p>Web: CONTENTdm Administration accessibility testing revealed issues for programmatically identifying input fields.</p> <ul style="list-style-type: none"> • Users cannot autofill input fields
<p><u>1.4.1 Use of Color</u> EN 301 549 Criteria: 9.1.4.1 (Web), 10.1.4.1 (Non-web document), 11.1.4.1 (Open Functionality Software), 11.1.4.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed partial support for color not being used as a means of conveying information.</p> <ul style="list-style-type: none"> • Link identified only by color

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			
1.4.2 Audio Control EN 301 549 Criteria: 9.1.4.2 (Web), 10.1.4.2 (Non-web document), 11.1.4.2 (Open Functionality Software), 11.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Not Applicable	Web: CONTENTdm Administration does not use audio.
1.4.3 Contrast (Minimum) EN 301 549 Criteria: 9.1.4.3 (Web), 10.1.4.3 (Non-web document), 11.1.4.3 (Open Functionality Software), 11.1.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed partial support for visual contrast. <ul style="list-style-type: none"> Color contrast is insufficient
1.4.4 Resize text EN 301 549 Criteria: 9.1.4.4 (Web), 10.1.4.4 (Non-web document), 11.1.4.4.1 (Open Functionality Software), 11.1.4.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for enlarging text.
1.4.5 Images of Text EN 301 549 Criteria: 9.1.4.5 (Web), 10.1.4.5 (Non-web document), 11.1.4.5.1 (Open Functionality Software), 11.1.4.5.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for not conveying text as an image except where it was customizable or essential.
1.4.10 Reflow EN 301 549 Criteria: 9.1.4.10 (Web), 10.1.4.10 (Non-web document), 11.1.4.10.1 (Open Functionality Software), 11.1.4.10.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Does Not Support	Web: CONTENTdm Administration accessibility testing revealed no support for text reflow without loss of information or functionality. <ul style="list-style-type: none"> Scrolls horizontally It is not a responsive site
1.4.11 Non-text Contrast EN 301 549 Criteria: 9.1.4.11 (Web), 10.1.4.11 (Non-web document), 11.1.4.11 (Open Functionality Software), 11.1.4.11 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed revealed partial support for images having at least a 3:1 contrast ratio.
1.4.12 Text Spacing EN 301 549 Criteria: 9.1.4.12 (Web), 10.1.4.12 (Non-web document), 11.1.4.12 (Open Functionality Software), 11.1.4.12 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply	AA 2.1 only	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed partial support for ability to increase line and letter spacing. <ul style="list-style-type: none"> Text overlaps text field Div overlaps table headers

Criteria	Level	Conformance	Remarks and Explanations
<p><u>1.4.13 Content on Hover or Focus</u> EN 301 549 Criteria: 9.1.4.13 (Web), 10.1.4.13 (Non-web document), 11.1.4.13 (Open Functionality Software), 11.1.4.13 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for dismissing hover content, making it persistent and not interfering with other text.
<p><u>2.1.1 Keyboard</u> EN 301 549 Criteria: 9.2.1.1 (Web), 10.2.1.1 (Non-web document), 11.2.1.1.1 (Open Functionality Software), 11.2.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for accessing content through a keyboard interface.
<p><u>2.1.2 No Keyboard Trap</u> EN 301 549 Criteria: 9.2.1.2 (Web), 10.2.1.2 (Non-web document), 11.2.1.2 (Open Functionality Software), 11.2.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for keyboard traps.
<p><u>2.1.4 Character Key Shortcuts</u> EN 301 549 Criteria: 9.2.1.4 (Web), 10.2.1.4 (Non-web document), 11.2.1.4.1 (Open Functionality Software), 11.2.1.4.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Not Applicable	Web: CONTENTdm Administration accessibility testing revealed character key shortcuts are not a part of the site.
<p><u>2.2.1 Timing Adjustable</u> EN 301 549 Criteria: 9.2.2.1 (Web), 10.2.2.1 (Non-web document), 11.2.2.1 (Open Functionality Software), 11.2.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for adjustable time limits.
<p><u>2.2.2 Pause, Stop, Hide</u> EN 301 549 Criteria: 9.2.2.2 (Web), 10.2.2.2 (Non-web document), 11.2.2.2 (Open Functionality Software), 11.2.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for auto-updated information not containing moving/ blinking/ scrolling text.
<p><u>2.3.1 Three Flashes or Below Threshold</u> EN 301 549 Criteria: 9.2.3.1 (Web), 10.2.3.1 (Non-web document), 11.2.3.1 (Open Functionality Software), 11.2.3.1(Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for not containing flashing content.
<p><u>2.4.1 Bypass Blocks</u> EN 301 549 Criteria: 9.2.4.1 (Web), 10.2.4.1 (Non-web document) – Does not apply, 11.2.4.1 (Open Functionality Software) – Does not</p>	A	Web: Does Not Support	Web: CONTENTdm Administration accessibility testing revealed no support for the ability to bypass blocks of content.

Criteria	Level	Conformance	Remarks and Explanations
<p>apply, 11.2.4.1 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>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</p>			<ul style="list-style-type: none"> It does not have the ability to skip top navigation.
<p>2.4.2 Page Titled</p> <p>EN 301 549 Criteria: 9.2.4.2 (Web), 10.2.4.2 (Non-web document), 11.2.4.2 (Open Functionality Software) - Does not apply, 11.2.4.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Does Not Support	<p>Web: CONTENTdm Administration accessibility testing revealed no support for pages having meaningful, unique page titles.</p> <ul style="list-style-type: none"> Pages are either named “CONTENTdm Administration” or use the URL as the title
<p>2.4.3 Focus Order</p> <p>EN 301 549 Criteria: 9.2.4.3 (Web), 10.2.4.3 (Non-web document), 11.2.4.3 (Open Functionality Software), 11.2.4.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for focus order.</p>
<p>2.4.4 Link Purpose (In Context)</p> <p>EN 301 549 Criteria: 9.2.4.4 (Web), 10.2.4.4 (Non-web document), 11.2.4.4 (Open Functionality Software), 11.2.4.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed partial support for a link's purpose being determined from the link text.</p> <ul style="list-style-type: none"> Some link titles were ambiguous.
<p>2.4.5 Multiple Ways</p> <p>EN 301 549 Criteria: 9.2.4.5 (Web), 10.2.4.5 (Non-web document) – Does not apply, 11.2.4.5 (Open Functionality Software) – Does not apply, 11.2.4.5 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>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</p>	AA	Web: Does Not Support	<p>Web: CONTENTdm Administration accessibility testing revealed no support for having multiple ways to locate a webpage, except in step/ wizard pages.</p> <ul style="list-style-type: none"> There Are Not Multiple Ways to Enter
<p>2.4.6 Headings and Labels</p> <p>EN 301 549 Criteria: 9.2.4.6 (Web), 10.2.4.6 (Non-web document), 11.2.4.6 (Open Functionality Software), 11.2.4.6 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for descriptive headings and labels.</p>
<p>2.4.7 Focus Visible</p> <p>EN 301 549 Criteria: 9.2.4.7 (Web), 10.2.4.7 (Non-web document), 11.2.4.7 (Open Functionality Software), 11.2.4.7 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p> <p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for visible keyboard focus indicators.</p>

Criteria	Level	Conformance	Remarks and Explanations
<p><u>2.5.1 Pointer Gestures</u> EN 301 549 Criteria: 9.2.5.1 (Web), 10.2.5.1 (Non-web document), 11.2.5.1 (Open Functionality Software), 11.2.5.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed partial support with being operable with a single point of contact.</p> <ul style="list-style-type: none"> Admin is not responsive but is operable on a tablet or smart phone.
<p><u>2.5.2 Pointer Cancellation</u> EN 301 549 Criteria: 9.2.5.2 (Web), 10.2.5.2 (Non-web document), 11.2.5.2 (Open Functionality Software), 11.2.5.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support with testing mobile button states.
<p><u>2.5.3 Label in Name</u> EN 301 549 Criteria: 9.2.5.3 (Web), 10.2.5.3 (Non-web document), 11.2.5.3 (Open Functionality Software), 11.2.5.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Does Not Support	Web: CONTENTdm Administration accessibility testing revealed no support with ARIA labels matching onscreen visual labels.
<p><u>2.5.4 Motion Actuation</u> EN 301 549 Criteria: 9.2.5.4 (Web), 10.2.5.4 (Non-web document), 11.2.5.4 (Open Functionality Software), 11.2.5.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508 – Does not apply</p>	AA 2.1 only	Web: Not Applicable	Web: N/A – CONTENTdm Administration does not use motion.
<p><u>3.1.1 Language of Page</u> EN 301 549 Criteria: 9.3.1.1 (Web), 10.3.1.1 (Non-web document), 11.3.1.1.1 (Open Functionality Software), 11.3.1.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Does Not Support	<p>Web: CONTENTdm Administration accessibility testing revealed no support for the default human language of each Web page being programmatically determined.</p> <ul style="list-style-type: none"> Language is not called on any of its pages
<p><u>3.1.2 Language of Parts</u> EN 301 549 Criteria: 9.3.1.2 (Web), 10.3.1.2 (Non-web document), 11.3.1.2 (Open Functionality Software) – Does not apply, 11.3.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	AA	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for the human language of a passage or phrase in the content of a page being programmatically determined.
<p><u>3.2.1 On Focus</u> EN 301 549 Criteria: 9.3.2.1 (Web), 10.3.2.1 (Non-web document), 11.3.2.1 (Open Functionality Software), 11.3.2.1 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for components receiving focus to initiate a change of context.
<p><u>3.2.2 On Input</u> EN 301 549 Criteria: 9.3.2.2 (Web), 10.3.2.2 (Non-web document), 11.3.2.2 (Open Functionality Software), 11.3.2.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)</p>	A	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed partial support for causing a change of context if a component's setting is changed.

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			Also noted in 1.3.1. <ul style="list-style-type: none"> Form is missing button
3.2.3 Consistent Navigation EN 301 549 Criteria: 9.3.2.3 (Web), 10.3.2.3 (Non-web document) – Does not apply, 11.3.2.3 (Open Functionality Software) – Does not apply, 11.3.2.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) 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	AA	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for the consistency of repeated navigation.
3.2.4 Consistent Identification EN 301 549 Criteria: 9.3.2.4 (Web), 10.3.2.4 (Non-web document) – Does not apply, 11.3.2.4 (Open Functionality Software) – Does not apply, 11.3.2.4 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) 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	AA	Web: Supports	Web: CONTENTdm Administration accessibility testing revealed full support for the consistent identification of components.
3.3.1 Error Identification EN 301 549 Criteria: 9.3.3.1 (Web), 10.3.3.1 (Non-web document), 11.3.3.1.1 (Open Functionality Software), 11.3.3.1.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Not Applicable	Web: CONTENTdm Administration accessibility testing revealed no use of errors.
3.3.2 Labels or Instructions EN 301 549 Criteria: 9.3.3.2 (Web), 10.3.3.2 (Non-web document), 11.3.3.2 (Open Functionality Software), 11.3.3.2 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: CONTENTdm Administration accessibility testing revealed partial support for labels or instructions being provided for user input. <ul style="list-style-type: none"> Select Box Has No Description Text Area Has No Description Input Field Has No Description Duplicate errors from 1.3.1
3.3.3 Error Suggestion EN 301 549 Criteria: 9.3.3.3 (Web), 10.3.3.3 (Non-web document), 11.3.3.3 (Open Functionality Software), 11.3.3.3 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Not Applicable	Web: CONTENTdm Administration accessibility testing revealed no need of error statements.
3.3.4 Error Prevention (Legal, Financial, Data) EN 301 549 Criteria: 9.3.3.4 (Web), 10.3.3.4 (Non-web document), 11.3.3.4 (Open Functionality Software), 11.3.3.4 (Closed Software), 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs)	AA	Web: Not Applicable	Web: CONTENTdm Administration does not deal in legal commitments or financial transactions.

Criteria	Level	Conformance	Remarks and Explanations
<p>Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>			
<p>4.1.1 Parsing EN 301 549 Criteria: 9.4.1.1 (Web), 10.4.1.1 (Non-web document), 11.4.1.1.1 (Open Functionality Software), 11.4.1.1.2 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for elements having complete start and end tags, being nested according to their specifications, not containing duplicate attributes, and any IDs being unique, except where the specifications allow these features.</p> <ul style="list-style-type: none"> • Element ID is not Unique (Listed under 1.3.1)
<p>4.1.2 Name, Role, Value EN 301 549 Criteria: 9.4.1.2 (Web), 10.4.1.2 (Non-web document), 11.4.1.2.1 (Open Functionality Software), 11.4.1.2.2 (Closed Software) – Not required, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)</p>	A	Web: Partially Supports	<p>Web: CONTENTdm Administration accessibility testing revealed full support for the programmatic specification of names and roles for user interface components or the states, properties and values of those that can be set by the user. Also noted in 1.3.1.</p> <ul style="list-style-type: none"> • input Field Has No Description • Select Box Has No Description • Duplicate errors from 1.3.1 (If Siteimprove duplicates, log it here also) • Form button is missing (see 3.2.2)
<p>4.1.3 Status Messages EN 301 549 Criteria: 9.4.1.3 (Web), 10.4.1.3 (Non-web document) – Does not apply, 11.4.1.3 (Open Functionality Software) – Does not apply, 11.4.1.3 (Closed Software) – Does not apply, 11.8.2 (Authoring Tool), 12.1.2 (Product Docs), 12.2.4 (Support Docs) Revised Section 508: Does not apply</p>	AA 2.1 only	Web: Does Not Support	<p>Web: CONTENTdm Administration accessibility testing revealed no support for status messaging. Admin does not contain ARIA labels</p>

Revised Section 508 Report

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance	Remarks and Explanations
302.1 Without Vision	Partially Supports	Product provides some support for at least one mode of operation that does not require user vision. <ul style="list-style-type: none"> Site can be read with a screen reader but does not contain ARIA labels
302.2 With Limited Vision	Partially Supports	Product provides some support for at least one mode of operation that enables users to make use of limited vision. <ul style="list-style-type: none"> Horizontally scrolls
302.3 Without Perception of Color	Partially Supports	Product provides some support for at least one visual mode of operation that does not require user perception of color. <ul style="list-style-type: none"> Some links on the site may not be perceivable to all users
302.4 Without Hearing	Supports	Product does provide at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Supports	Product does provide at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	Product does not need to provide at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Partially Supports	Product provides some support for at least one mode of operation that does not require fine motor control or simultaneous manual operations.
302.8 With Limited Reach and Strength	Supports	Customized shortcuts are not used.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Product meets many of the requirements for an accessible interface in order to make it easier to use for people with cognitive disabilities. <ul style="list-style-type: none"> No ARIA labels

Chapter 4: [Hardware](#)

This section is removed as OCLC does not create hardware.

Chapter 5: [Software](#)

Applications may be web-based or client-side software. Examples of applications are email clients, word processors, help desk systems, content management systems, e-learning courseware, and terminal emulation.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	Refer to WCAG 2.1 conformance report in this document.	Web applications that conform to all Level A and Level AA Success Criteria and all Conformance Requirements in WCAG 2.0 (incorporated by reference in Chapter 1) shall not be required to conform to 502 and 503.

Criteria	Conformance Level	Remarks and Explanations
<u>502 Interoperability with Assistive Technology</u>		
Platforms and their software toolkits shall provide a documented set of accessibility services that support a mode of operation for applications running on the platform to interoperate with assistive technology and shall conform to 502.2. Applications that are also platforms shall expose the underlying platform accessibility services or implement other documented accessibility services.		
Platforms are defined as defined as desktop, embedded operating systems (including mobile), web browser, or plug-in for a web browser which renders a particular media, format, or set of components that allow other applications to execute.		
502.2.1 User Control of Accessibility Features	Partially Supports	CONTENTdm Admin/WCT shows some interference with accessibility controls of browser platform. <ul style="list-style-type: none"> Site is not HTML 5 No ARIA labels
502.2.2 No Disruption of Accessibility Features	Supports	CONTENTdm Admin/WCT does not interfere with accessibility controls of browser platform.
<u>502.3 Accessibility Services</u>		
502.3.1 Object Information	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.2 Modification of Object Information	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.4 Values	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.5 Modification of Values	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.6 Label Relationships	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.8 Text	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.9 Modification of Text	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.10 List of Actions	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.11 Actions on Objects	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.12 Focus Cursor	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.3.14 Event Notification	Not Applicable	CONTENTdm Admin/WCT is not platform software.
502.4 Platform Accessibility Features	Not Applicable	CONTENTdm Admin/WCT is not platform software.
<u>503 Applications</u>		
Applications that are designed to be isolated from their underlying platforms, including web applications, shall not be required to conform to 503.2.		
503.2 User Preferences	Not Applicable	Web applications are not required to conform to 503.2
503.3 Alternative User Interfaces	Supports	CONTENTdm Admin/WCT is consistent across devices.
<u>503.4 User Controls for Captions and Audio Description</u>		
503.4.1 Caption Controls	Not Applicable	CONTENTdm Admin/WCT does not use audio.
503.4.2 Audio Description Controls	Not Applicable	CONTENTdm Admin/WCT does not use audio.
<u>504 Authoring Tools</u>		
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	--	Refer to WCAG 2.1 conformance report in this document.

Criteria	Conformance Level	Remarks and Explanations
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	CONTENTdm Admin/WCT does not provide file conversion functionality.
504.2.2 PDF Export	Not Applicable	CONTENTdm Admin/WCT does not provide PDF file exporting.
504.3 Prompts	--	Refer to WCAG 2.1 conformance report in this document.
504.4 Templates	--	Refer to WCAG 2.1 conformance report in this document.

Chapter 6: [Support Documentation and Services](#)

Criteria	Conformance Level	Remarks and Explanations
602 Support Documentation		
Documentation that supports the use of ICT shall conform to 602.		
602.2 Accessibility and Compatibility Features	Partially Supports	CONTENTdm Admin/WCT documentation does not include accessibility features that are built-in but does include accessibility features that provide compatibility with assistive technology.
602.3 Electronic Support Documentation	--	Refer to WCAG 2.1 conformance report in this document.
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	All documentation is available in HTML format.
603 Support Services		
603.2 Information on Accessibility and Compatibility Features	Supports	OCLC's accessibility statement is available for review at: https://www.oclc.org/en/policies/accessibility.html
603.3 Accommodation of Communication Needs	Partially Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.

EN 301 549 Report

Chapter 4: [Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	CONTENTdm Admin/WCT provides at least one mode of operation that does not require user vision.
4.2.2 Usage with limited vision	Supports	CONTENTdm Admin/WCT provides at least one mode of operation that enables users to make use of limited vision.
4.2.3 Usage without perception of color	Partially Supports	CONTENTdm Admin/WCT provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Supports	CONTENTdm Admin/WCT provides at least one mode of operation that does not require user hearing.
4.2.5 Usage with limited hearing	Supports	CONTENTdm Admin/WCT provides at least one mode of operation that enables users to make use of limited hearing.
4.2.6 Usage without vocal capability	Not Applicable	CONTENTdm Admin/WCT provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	CONTENTdm Admin/WCT provides partial support for at least one mode of operation that does not require fine motor control or simultaneous manual operations.
4.2.8 Usage with limited reach	Supports	CONTENTdm Admin/WCT provides full support for at least one mode of operation that is operable with limited reach and limited strength. Customized shortcuts are limited to two keystrokes. OR Customized shortcuts are not used.
4.2.9 Minimize photosensitive seizure triggers	Supports	CONTENTdm Admin/WCT accessibility testing revealed full support for minimizing photosensitive seizure triggers.
4.2.10 Usage with limited cognition	Partial Support	CONTENTdm Admin/WCT partially supports an accessible interface in order to make it easier to use for people with cognitive disabilities
4.2.11 Privacy	Not Applicable	CONTENTdm Admin/WCT contains masked entry for privacy. Privacy information is not read aloud.

Chapter 5: [Generic Requirements](#)

This section is removed as this product is not a closed system, defined as a self-contained system that precludes the user from adding peripherals or assistive software. Examples of closed systems include self-service machines, information kiosks, set-top boxes, and devices like printers, copiers, fax machines, and calculators.

Chapter 6: [ICT with Two-Way Voice Communication](#)

This section is removed as this software does not provide two-way voice communication.

Chapter 7: [ICT with Video Capabilities](#)

This section is removed as this software does not provide video capabilities.

Chapter 9: [Web](#)

Refer to WCAG 2.1 conformance report in this document.

Chapter 10: [Non-web Documents](#)

This section is removed as this software does not provide audio or video capabilities.

Chapter 12: [Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation		
12.1.1 Accessibility and compatibility features	Partially Supports	Accessibility and compatibility features, when they exist, are explained in separate documentation. OCLC's Accessibility statement is available for review at: https://www.oclc.org/en/policies/accessibility.html
12.1.2 Accessible documentation	--	Refer to WCAG 2.1 conformance report in this document.
12.2 Support Services		
12.2.2 Information on accessibility and compatibility features	Supports	OCLC Support Services provide accessibility help and available workarounds as defined in product documentation.
12.2.3 Effective communication	Supports	OCLC Support Services are provided by phone for the visually impaired and email for the hearing impaired. OCLC does not currently provide TTY / online 'Chat' or support representatives that specialize in disabilities.
12.2.4 Accessible documentation	Partially Supports	Refer to WCAG 2.1 conformance report in this document.

Chapter 13: [ICT Providing Relay or Emergency Service Access](#)

OCLC does not provide relay or emergency services.

Concluding Remarks

OCLC is committed to enabling use of the CONTENTdm service by all users. Accessibility is an important consideration during our product development. Future enhancements to CONTENTdm include considerations for building new features that comply with accessibility guidelines. We appreciate receiving feedback from member libraries about this issue, and anything members can share about priorities for future enhancements is always welcome.