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 End User
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	May 13, 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 interfaces such as My Account, which consumes content from WorldCat Discovery, WorldShare Circulation, and Tipasa, there may be pages or views identified as key that do not apply to a particular institution's subscriptions. Most OCLC services and interfaces aggregate rather than create content, such as CONTENTdm; this means there could be criteria that does not conform but would conform if content from uncontrolled or non-OCLC sources were removed.

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
Browse/Search	28	6	3	12
Single Item	24	8	3	14
Compound Object	23	8	3	15

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 End User	26	10	3	11

WCAG 2.1 AA Report

Criteria	Level	Conformance	Remarks and Explanations
1.1.1 Non-text Content **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)	A	Web: Partially Supports	Web: CONTENTdm End User accessibility testing revealed partial support for the presence of text alternatives for non-text content. • aria-labelledby can be more specific on most pages • Alt text does not describe the image but contains the name of the collection
1.2.1 Audio-only and Video-only (Prerecorded) **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)	A	Web: Not Applicable	Web: CONTENTdm End User does not use pre-recorded audio or video. • CONTENTdm End User may host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
1.2.2 Captions (Prerecorded) **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)	A	Web: Not Applicable	Web: CONTENTdm does not use pre-recorded audio. • CONTENTdm End User may host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
1.2.3 Audio Description or Media Alternative (Prerecorded) **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)	A	Web: Not Applicable	Web: CONTENTdm does not use pre-recorded audio or media. • CONTENTdm End User may host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
1.2.4 Captions (Live) **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)	AA	Web: Not Applicable	Web: CONTENTdm does not use live audio or media. • CONTENTdm End User may host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
1.2.5 Audio Description (Prerecorded) **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)	AA	Web: Not Applicable	Web: CONTENTdm does not use video content. • CONTENTdm End User may host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
1.3.1 Info and Relationships	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for programmatic determination of

Criteria	Level	Conformance	Remarks and Explanations
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)			information, structure, and relationships conveyed through presentation. • Empty header tags on a couple of pages • Landmarks not used to structure the page • Tables used to organize content
[1.3.2 Meaningful Sequence](#) **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)	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for programmatic determination of meaningful reading sequences. • H2 heading regularly come first in the page sequence
[1.3.3 Sensory Characteristics](#) **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for accessing instructions being reliant on sensory characteristics.
[1.3.4 Orientation](#) **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	AA 2.1 only	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for non-restrictive orientation.
[1.3.5 Identify Input Purpose](#) **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	AA 2.1 only	Web: Not Applicable	Web: CONTENTdm does not collect user information.
[1.4.1 Use of Color](#) **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Does Not Support	Web: CONTENTdm accessibility testing revealed no support for color not being used as a means of conveying information. • All links are identified only by color, some have underlines on rollover.
[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: Partially Supports	Web: CONTENTdm 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)	AA	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for visual contrast. • Disabled button color/font are too light

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			• Compound object navigation has contrast ratios that are too low
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 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 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: Supports	Web: CONTENTdm accessibility testing revealed full support for text reflow without loss of information or functionality.
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: Supports	Web: CONTENTdm accessibility testing revealed full 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: Does Not Support	Web: CONTENTdm accessibility testing revealed no support for ability to increase line and letter spacing. • Third party extensions used to adjust line height do not work on the majority of pages
1.4.13 Content on Hover or Focus **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	AA 2.1 only	Web: Not Applicable	Web: CONTENTdm does not have hover content.
2.1.1 Keyboard **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for accessing content through a keyboard interface.

Criteria	Level	Conformance	Remarks and Explanations
2.1.2 No Keyboard Trap **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for keyboard traps.
2.1.4 Character Key Shortcuts **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	AA 2.1 only	Web: Not applicable	Web: CONTENTdm does not use character key shortcuts.
2.2.1 Timing Adjustable **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for adjustable time limits.
2.2.2 Pause, Stop, Hide **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for auto-updated information not containing moving/ blinking/ scrolling text.
2.3.1 Three Flashes or Below Threshold **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for not containing flashing content.
2.4.1 Bypass Blocks **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 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) **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	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for the ability to bypass blocks of content.
2.4.2 Page Titled **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Does Not Support	Web: CONTENTdm accessibility testing revealed no support for pages having meaningful, unique page titles. • Page title are not unique

Criteria	Level	Conformance	Remarks and Explanations
2.4.3 Focus Order **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for focus order. • Focus after new selections goes back to the top of the page which can cause redundant page navigation
2.4.4 Link Purpose (In Context) **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for a link's purpose being determined from the link text. • Aria-labelledby has incorrect (ID) reference
2.4.5 Multiple Ways **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) **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 accessibility testing revealed full support for having multiple ways to locate a webpage, except in step/ wizard pages.
2.4.6 Headings and Labels **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for descriptive headings and labels.
2.4.7 Focus Visible **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for visible keyboard focus indicators.
2.5.1 Pointer Gestures **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	AA 2.1 only	Web: Not Applicable	Web: CONTENTdm does not use pointer gestures.
2.5.2 Pointer Cancellation **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	AA 2.1 only	Web: Supports	Web: CONTENTdm accessibility testing revealed full support with testing mobile button states.
2.5.3 Label in Name	AA 2.1 only	Web: Supports	Web: CONTENTdm accessibility testing revealed full support images with text and/or use of glyphs.

Criteria	Level	Conformance	Remarks and Explanations
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			
[2.5.4 Motion Actuation](#) **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	AA 2.1 only	Web: Not Applicable	Web: CONTENTdm does not use motion.
[3.1.1 Language of Page](#) **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for the default human language of each Web page being programmatically determined.
[3.1.2 Language of Parts](#) **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)	AA	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for the human language of a passage or phrase in the content of a page being programmatically determined. • Links in the footer to change translation should have inline <lang> specifications
[3.2.1 On Focus](#) **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)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for components receiving focus to initiate a change of context.
[3.2.2 On Input](#) **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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	A	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for causing a change of context if a component's setting is changed.
[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 accessibility testing revealed full support for the consistency of repeated navigation.

Criteria	Level	Conformance	Remarks and Explanations
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 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: Supports	Web: CONTENTdm accessibility testing revealed full support for errors being automatically detected, textually described.
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: Supports	Web: CONTENTdm accessibility testing revealed full support for labels or instructions being provided for user input.
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: Supports	Web: CONTENTdm accessibility testing revealed full support for suggestions for correcting detected user errors.
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) **Revised Section 508:** 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)	AA	Web: Not Applicable	Web: CONTENTdm does not deal in legal commitments or financial transactions.
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)	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial 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. • Duplicate IDs appear on two pages
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)	A	Web: Partially Supports	Web: CONTENTdm accessibility testing revealed partial support for the programmatic specification of names and roles for user interface components or

Criteria	Level	Conformance	Remarks and Explanations
Revised Section 508: 501 (Web)(Software), 504.2 (Authoring Tool), 602.3 (Support Docs)			the states, properties and values of those that can be set by the user. Some errors covered in 1.3.1 • There are a number of redundant or unnecessary ARIA roles • ARIA label on the browse page extends to the whole card
[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	AA 2.1 only	Web: Supports	Web: CONTENTdm accessibility testing revealed full support for status messaging.

Revised Section 508 Report

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

Criteria	Conformance	Remarks and Explanations
302.1 Without Vision	Partially Supports	CONTENTdm meets many of the requirements for providing at least one mode of operation that does not require user vision.
302.2 With Limited Vision	Supports	CONTENTdm provides least one mode of operation that enables users to make use of limited vision.
302.3 Without Perception of Color	Does Not Support	CONTENTdm does not provide at least one visual mode of operation that does not require user perception of color.
302.4 Without Hearing	Not Applicable	CONTENTdm does not need to provide at least one mode of operation that does not require user hearing.
302.5 With Limited Hearing	Not Applicable	CONTENTdm does not need to provide at least one mode of operation that enables users to make use of limited hearing.
302.6 Without Speech	Not Applicable	CONTENTdm does not need to provide at least one mode of operation that does not require user speech.
302.7 With Limited Manipulation	Supports	CONTENTdm provides 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	CONTENTdm meets many of the requirements for an accessible interface in order to make it easier to use for people with cognitive disabilities.

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.
502 Interoperability with Assistive Technology 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.		

Criteria	Conformance Level	Remarks and Explanations
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 End User does not interfere with accessibility controls of browser platform.
502.2.2 No Disruption of Accessibility Features	Partially Supports	CONTENTdm End User does not interfere with accessibility controls of browser platform.
502.3 Accessibility Services		
502.3.1 Object Information	Not Applicable	CONTENTdm End User is not platform software.
502.3.2 Modification of Object Information	Not Applicable	CONTENTdm End User is not platform software.
502.3.3 Row, Column, and Headers	Not Applicable	CONTENTdm End User is not platform software.
502.3.4 Values	Not Applicable	CONTENTdm End User is not platform software.
502.3.5 Modification of Values	Not Applicable	CONTENTdm End User is not platform software.
502.3.6 Label Relationships	Not Applicable	CONTENTdm End User is not platform software.
502.3.7 Hierarchical Relationships	Not Applicable	CONTENTdm End User is not platform software.
502.3.8 Text	Not Applicable	CONTENTdm End User is not platform software.
502.3.9 Modification of Text	Not Applicable	CONTENTdm End User is not platform software.
502.3.10 List of Actions	Not Applicable	CONTENTdm End User is not platform software.
502.3.11 Actions on Objects	Not Applicable	CONTENTdm End User is not platform software.
502.3.12 Focus Cursor	Not Applicable	CONTENTdm End User is not platform software.
502.3.13 Modification of Focus Cursor	Not Applicable	CONTENTdm End User is not platform software.
502.3.14 Event Notification	Not Applicable	CONTENTdm End User is not platform software.
502.4 Platform Accessibility Features	Not Applicable	CONTENTdm End User is not platform software.
[503 Applications](#) 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 is consistent across devices.
503.4 User Controls for Captions and Audio Description		
503.4.1 Caption Controls	Not Applicable	CONTENTdm does not use pre-recorded audio or video. • It is possible for CONTENTdm to host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
503.4.2 Audio Description Controls	Not Applicable	CONTENTdm does not use pre-recorded audio or video. • It is possible for CONTENTdm to host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
[504 Authoring Tools](#)		
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 End User is not authoring software.
504.2.2 PDF Export	Not Applicable	CONTENTdm End User is not authoring software.
504.3 Prompts	Not Applicable	CONTENTdm End User is not authoring software.
504.4 Templates	Not Applicable	CONTENTdm End User is not authoring software.

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 End User 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 End User provides at least one mode of operation that does not require user vision.
4.2.2 Usage with limited vision	Supports	CONTENTdm End User provides at least one mode of operation that enables users to make use of limited vision.
4.2.3 Usage without perception of color	Does Not Support	CONTENTdm End User provides at least one visual mode of operation that does not require user perception of color.
4.2.4 Usage without hearing	Not Applicable	CONTENTdm does not use pre-recorded audio or video. • It is possible for CONTENTdm to host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
4.2.5 Usage with limited hearing	Not Applicable	CONTENTdm does not use pre-recorded audio or video. • It is possible for CONTENTdm to host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.
4.2.6 Usage without vocal capability	Not Applicable	CONTENTdm End User provides at least one mode of operation that does not require user speech.
4.2.7 Usage with limited manipulation or strength	Supports	CONTENTdm End User 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	Not Applicable	CONTENTdm End User does not use customized shortcuts.
4.2.9 Minimize photosensitive seizure triggers	Supports	CONTENTdm End User accessibility testing revealed full support for minimizing photosensitive seizure triggers.
4.2.10 Usage with limited cognition	Partial Support	CONTENTdm End User 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 End User does not contain 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. Note: It is possible for CONTENTdm to host uploaded video and audio files, but it is the responsibility of the user to included transcripts or videos with closed captioning.

Chapter 9: Web

Refer to WCAG 2.1 conformance report in this document.

Chapter 10: Non-web Documents

Refer to WCAG 2.1 conformance report in this document.

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.