

Voluntary Product Accessibility Template (VPAT)

Date: September 6, 2019
 Product Name: LibraryH3lp chat widget
 Product Version Number: as deployed 2019-09-06 (SAAS product)
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APPENDIX A: Suggested Language Guide

Summary Table Voluntary Product Accessibility Template		
<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	Supports
Section 1194.22 Web-based Internet Information and Applications	Applicable	Supports with exceptions
Section 1194.23 Telecommunications Products	N/A	
Section 1194.24 Video and Multi-media Products	N/A	
Section 1194.25 Self-Contained, Closed Products	N/A	
Section 1194.26 Desktop and Portable Computers	N/A	
Section 1194.31 Functional Performance Criteria	Applicable	Supports when combined with compatible AT
Section 1194.41 Information, Documentation and Support	Applicable	Supports
Section 1194.21 Software Applications and Operating Systems - Detail Voluntary Product Accessibility Template		
<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the	Supports	The LibraryH3lp chat widget is fully usable via keyboard.

<p>result of performing a function can be discerned textually.</p>		
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>The LibraryH3lp chat widget does not disrupt or disable accessibility features in other programs.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.</p>	<p>Supports</p>	<p>The LibraryH3lp chat widget provides visual indication of focus for elements with which the user interacts. The visual focus indicators for the pop-out, email transcript, and send file buttons can be further emphasized and customized by the customer using published CSS. Keyboard focus is exposed to assistive technology.</p>
<p>(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.</p>	<p>Supports</p>	
<p>(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.</p>	<p>Supports</p>	<p>The chat presence indicator in the LibraryH3lp widget is configurable via a number of themes. These are selected by the library in charge of the chat service and can be</p>

		consistent throughout all the library's pages including the chat widget. The presence indicator's status changes (available, busy, away, etc...) are available to assistive technology through equivalent wording.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	The LibraryH3lp widget does not override the user's browser accessibility settings for contrast/color.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	N/A	There are no core features that use animation in the LibraryH3lp chat widget.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	Supports	
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	N/A	The end user is not provided with a means to directly adjust the LibraryH3lp chat widget's colors.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	Form controls are labeled.

**Section 1194.22 Web-based Intranet and Internet information and Applications - Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	New messages from the librarian appear visually with an optional sound alert. If the library deploys the LibraryH3lp chat widget with the sound alert turned off by default, the end user can turn it on. The sound alert control is accessible to assistive technology.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	Supports	The LibraryH3lp chat widget is fully usable without color.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	N/A	The LibraryH3lp chat widget relies heavily on CSS for proper layout and functionality. It is an application, not a document.
(e) Redundant text links shall be provided for each active region of a server-side image map.	N/A	The LibraryH3lp chat widget does not use image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	N/A	The LibraryH3lp chat widget does not use image maps.
(g) Row and column headers shall be identified for data tables.	N/A	The LibraryH3lp chat widget does not use tables.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical	N/A	The LibraryH3lp chat widget does not use tables.

levels of row or column headers.		
(i) Frames shall be titled with text that facilitates frame identification and navigation	Supports with exceptions.	<p>The LibraryH3lp chat widget contains one empty iframe used for technical reasons in the “send file” feature, for browser compatibility. This iframe is not labeled because it is not relevant for usage and labelling it would be confusing for users. The “send file” feature is accessible.</p> <p>The LibraryH3lp chat widget itself can be deployed on the library’s web page as an iframe. The library deploying the widget can use a title to describe the iframe if desired, and the chat widget is a complete HTML document that can contain a title.</p>
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	N/A	The LibraryH3lp chat widget is used for real-time person-to-person communication, and this cannot be achieved with a text-only page.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	Supports	All user interface elements generated by scripts are accessible to assistive technology.
(m) When a web page requires that an applet, plug-in or other application be	N/A	LibraryH3lp chat widget core functionality does not

present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with 1194.21(a) through (l).		require any plugin. Current, standard web browsers provide native support for HTML5 sound files, which are provided in the chat widget and can optionally be used to provide sound alerts for new messages.
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	Supports	The portion of the LibraryH3lp chat widget that is used to compose and send a line of chat uses a form, and this is accessible to assistive technology.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	Arrow keys can be used to skip lines and repetitive data in the LibraryH3lp chat widget.
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Supports through Equivalent Facilitation	The LibraryH3lp chat widget will transparently resume functionality when the user sends a new message, even after a 59 minute timeout occurs.

Section 1194.31 Functional Performance Criteria – Detail Voluntary Product Accessibility Template		
<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	Supports when combined with Compatible AT	The LibraryH3lp chat widget is fully usable by keyboard and screen reader.
(b) At least one mode of operation	Supports when combined	The LibraryH3lp chat

and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	with Compatible AT	widget works with screen magnifiers and web browser zoom controls.
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	Supports	The LibraryH3lp chat widget does not require user hearing.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	Supports	While there is an optional sound alert for new messages from the librarian, this is not required. New messages are easily noticed visually in the LibraryH3lp chat widget.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	Supports	The LibraryH3lp chat widget provides user communication through input of textual of chat messages. It does not use speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	Supports	No fine motor control is required to use the LibraryH3lp chat widget for chatting. Buttons for actions such as sending a file or emailing a transcript are responsive to assistive technology that will be employed by users with these limitations. These buttons do not require simultaneous actions.

**Section 1194.41 Information, Documentation and Support – Detail
Voluntary Product Accessibility Template**

<i>Criteria</i>	Level of Support & Supporting Features	Remarks and explanations
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<p>(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge</p>	<p>Supports</p>	<p>Product support documentation in electronic format is freely available via the LibraryH3lp web site.</p>
<p>(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.</p>	<p>Supports</p>	<p>Accessibility documentation is available in electronic format on the LibraryH3lp web site.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports</p>	<p>Documentation is available in electronic format that is responsive to assistive technology. Support services are available via email, phone, and chat using the chat widget described in this document.</p>