Follett Accessibility Conformance Report

Name of Product: Destiny Discover, Collections by Destiny, and DestinyDiscover.com

Date: May 9, 2019

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Notes:

The following were excluded from being verified as being accessible:

Global issues in the Destiny Library & Resource Manager products including:
  Session timeout WCAG 2.0 2.2.1 (A) Timing Adjustable
  Provision of a skip link WCAG 2.0 2.4.1 (A) Bypass Blocks
  Main page content definition WCAG 2.0 2.4.1 (A) Bypass Blocks
  Page titles WCAG 2.4.2 (A) Page Titled
  Dynamic loading indicator WCAG 4.1.2 (A) Name, Role, Value.

Evaluation Methods Used:

[Interactive Accessibility](#), a third-party evaluator and globally-recognized company specializing in accessibility, was used to evaluate the product.

 The [W3C Website Accessibility Conformance Evaluation Methodology](#) (WCAG-EM) was followed for conducting the accessibility product review. The testing included manual accessibility testing, automated accessibility tools, and testing with assistive technology across multiple platforms and browsers.

The following assistive technologies, browsers and platforms were used for testing:
- NVDA 2018.4/Chrome/Windows 10
- NVDA 2018.4 / IE 11/ Windows 10
- NVDA 2018.4 / FF 66 / Windows 10
- JAWS 2019 / FF 66 / Windows 10
- VoiceOver 11.0.3 / Safari 12.0 / MAC OS X High Sierra (Version: 10.13)
- ZoomText 2019 (PC) / IE11 / Windows 10

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at http://www.w3.org/TR/2008/REC-WCAG20-20081211/	Level A (Yes) Level AA (Yes) Level AAA (No)
[Revised Section 508 standards](#) as published by the U.S. Access Board in the Federal Register on January 18, 2017	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports**: The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports**: Some functionality of the product does not meet the criterion.
- **Does Not Support**: The majority of product functionality does not meet the criterion.
- **Not Applicable**: The criterion is not relevant to the product.
- **Not Evaluated**: The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA

WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

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

Note: When reporting on conformance with the WCAG 2.0 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the WCAG 2.0 Conformance Requirements.

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: Some images do not have a text alternative, including the icon fonts used for the disabled Previous and Next buttons on the (Collections) Featured page. The rating star background images used on the Search results page (Destiny Discover) have no text alternative because an alternative method of providing a text alternative is used.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No audio-only or video-only content is present in the pages reviewed.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No pre-recorded content is present in the pages reviewed.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No pre-recorded content is present in the pages reviewed.

Criteria	Conformance Level	Remarks and Explanations
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The "What do you think?" and "What others are saying" headings on the Title Details page (Destiny Discover) are not defined as headings. The View buttons used on the Collections Cover Section & View/Sort Section (Collections by Destiny) are not defined as a list.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: The content is arranged in a meaningful sequence.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Instructions for content do not rely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Color alone is not used to convey information.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There is no audio content that plays automatically for more than 3 seconds.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The Previous and Next elements on the Featured and Private Collections (Collections by Destiny), Search Results and See All Results for Books (Destiny Discover) pages cannot be used with the keyboard.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: There are no keyboard traps present.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: The session timeout was not requested to be verified as being accessible.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Not Applicable	Web: There is no moving content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Not Applicable	Web: There is no flashing or blinking content.
2.4.1 Bypass Blocks (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: The (Destiny Discover) login page has the website banner, main content region and footer appropriately defined using appropriate ARIA landmark roles. Other methods of bypassing blocks of content, such as the use of a skip link, were not requested to be verified as being accessible.
2.4.2 Page Titled (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web:
2.4.3 Focus Order (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Partially Supports	Web: On the Add Item: URL page (Collections by Destiny), keyboard focus is moved to the URL form field when the page is loaded instead of users being allowed to begin page navigation from the beginning of the page content.
2.4.4 Link Purpose (In Context) (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web: The purpose of each link can be determined.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web: The page language is defined.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: There are no changes on focus.
3.2.2 On Input (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: There are no changes on input.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: On the Create New Collection, Add Item: URL and Add Item: Notes & Collection pages (Collections by Destiny), the inline error messages are incorrectly defined as ARIA alerts, causing some screen readers to not identify the labels for the adjacent form fields as they are navigated to after an error has been detected. Additionally, some screen readers do not read the inline error messages when a form field that has an error is navigated back to.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Labels or instructions are provided when content requires user input.
4.1.1 Parsing (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: On the Site Picker for (DestinyDiscover.com) page, the logo image uses an ARIA attribute that is inappropriate for the image which may cause some assistive technologies to impart incorrect information about the image.

Criteria	Conformance Level	Remarks and Explanations
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The 3rd party add-on for Help Us Improve control (common element) has an undefined role and an incorrect name. On the Create New Collection page (Collections by Destiny), the expanded and collapsed state of the tab panel is defined incorrectly. Additionally, a form field on this page uses a dynamically updated character counter that is not defined in a manner that allows assistive technology to provide the dynamic content to users.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There is no live media.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There is no synchronized media.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The inline error messages used on the Create New Collection and Add Item: URL pages (Collections by Destiny) have insufficient color contrast. The Terms of Use and Copyright statement used in the footer of the Site Picker for (DestinyDiscover.com) have insufficient color contrast.

Criteria	Conformance Level	Remarks and Explanations
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The Site Picker for (DestinyDiscover.com) cannot be resized on some mobile devices.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The 3rd party add-on for Help Us Improve button (Common element) uses an image of text.
2.4.5 Multiple Ways (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Main navigation and site-wide search are provided.
2.4.6 Headings and Labels (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Partially Supports	Web: The Collections Cover Section & View and Sort Section content (Collections by Destiny) uses a control for sorting that uses two labeling methods that can cause some screen readers to misinterpret the control label.
2.4.7 Focus Visible (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: All active elements have a visible indication of keyboard focus.
3.1.2 Language of Parts (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: There are no language changes.
3.2.3 Consistent Navigation (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Navigation is consistent throughout the pages.
3.2.4 Consistent Identification (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software) – Does not apply to non-web software	Web: Supports	Web: Elements used on multiple pages are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Supports	Web: Suggestions for correcting errors are provided.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 • 501 (Web)(Software)	Web: Not Applicable	Web: No legal commitments or financial transactions are present.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with keyboard access and interactive controls.
302.2 With Limited Vision	Partially Supports	Users using a screen reader will encounter challenges as noted table 1 and table 2 above with keyboard access and interactive controls. Users who must magnify the screen cannot do so when using some mobile devices with the Site Picker for Destiny Discover page.
302.3 Without Perception of Color	Partially Supports	Some text elements have insufficient color contrast.
302.4 Without Hearing	Supports	Hearing is not required for interacting with the content reviewed.

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Supports	Hearing is not required for interacting with the content reviewed.
302.6 Without Speech	Supports	Speech is not required for interacting with the content reviewed.
302.7 With Limited Manipulation	Partially Supports	Some elements in the (Destiny Discover & Collections by Destiny) websites cannot be navigated to or used with the keyboard.
302.8 With Limited Reach and Strength	Partially Supports	Some elements in the (Destiny Discover & Collections by Destiny) websites cannot be navigated to or used with the keyboard.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	On the Create New Collection page (Collections by Destiny), the expanded and collapsed state of the tab panel is defined incorrectly. Additionally, a form field on this page uses a dynamically updated character counter that is not defined in a manner that allows assistive technology to provide the dynamic content to users. Some elements in the (Destiny Discover & Collections by Destiny) websites cannot be navigated to or used with the keyboard.

Chapter 6: Support Documentation and Services

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features		
602.3 Electronic Support Documentation	See [WCAG 2.0](#) section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation		
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features		
603.3 Accommodation of Communication Needs		

Legal Disclaimer

Assessment of compliance is based on the knowledge, experience, and best judgment of the consultant. No warranties or guarantees are implied. The consultant shall not be liable for any special, indirect, incidental, consequential, punitive or exemplary damages based on this work.