Bookshelf (iOS) Accessibility Conformance Report

Revised Section 508 + WCAG 2.1 edition, based on VPAT® version 2.4Rev*

Name of product/version:	Bookshelf iOS
Report date:	7th March 2024
Product description:	Primarily native iOS application (with some WebView content embedded at various points)
Contact information:	accessibility@vitalsource.com
Notes:	
Evaluation methods used:	This conformance report is based on the results of an accessibility audit conducted by TPGi on a representative sample of pages/components across selected user journeys, for the purpose of assessing conformance to accessibility guidelines. The W3C Website Accessibility Conformance Evaluation Methodology (WCAG-EM) was followed for conducting the accessibility audit. The testing was manual and included the following: • VoiceOver on all sections of the application • Keyboard testing (with the use of a connected Bluetooth keyboard) • Color contrast checks (based on screenshots take from the application where low contrast issues were present)
Applicable standards/guidelines:	This report covers the degree of conformance for the following accessibility standards/guidelines: • Web Content Accessibility Guidelines (WCAG) 2.0 Level A and AA • Web Content Accessibility Guidelines (WCAG) 2.1 Level A and AA • Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018

Table of contents

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 Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with Revised Section 508:

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

Note: When reporting on conformance with the WCAG 2.x 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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Non-text content that is presented to the user has a text alternative that serves the equivalent purpose, with some exceptions. These include: • An incorrect alternative text for Bookshelf logo in main menu (set as VitalSource) • 'Downloaded' icons in library titles lack alternative text
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application contains no audio-only or video-only content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not contain synchronized media with prerecorded audio content.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to Revised Section 508:	Not applicable	The application does not contain any synchronized media which would require an alternative for time-based media or audio description.

Criteria	Conformance level	Remarks and explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		

1.3.1 Info and Relationships (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined or are available in text.

1.3.2 Meaningful Sequence (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	A correct reading sequence of content can be programmatically determined.

1.3.3 Sensory Characteristics (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Instructions provided for understanding and operating content do not rely solely on sensory characteristics of components.

1.4.1 Use of Color (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Supports	Color is not used as the only visual means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.

1.4.2 Audio Control (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
    • 602.3 (Support Docs)
	Not applicable	The application does not contain any audio which plays automatically for more than three seconds.

2.1.1 Keyboard (Level A)
Also applies to Revised Section 508:
    • 501 (Web)(Software)
    • 504.2 (Authoring Tool)
	Partially supports	The majority of the functionality of the content is operable through a keyboard interface without requiring specific timings for individual keystrokes. However, there are some exceptions.

Criteria	Conformance level	Remarks and explanations
• 602.3 (Support Docs)		Various functions that are triggered after making text selections (which is not available to keyboard-only users and thus also to VoiceOver users): • Read Aloud from here (Read aloud is available from another location, but specifically 'from here' is possible for keyboard-only users) • Add note (for highlighted text) • Create Flashcard (from highlighted text) • Highlight selection
2.1.2 No Keyboard Trap (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For every component that receives keyboard focus, focus can be moved away from that component using only a keyboard interface.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Does not apply to Revised Section 508	Not applicable	The application does not provide keyboard shortcuts.
2.2.1 Timing Adjustable (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not feature any time limits.
2.2.2 Pause, Stop, Hide (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not contain any moving, blinking, scrolling, or auto-updating content presented in parallel with other content.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	

Criteria	Conformance level	Remarks and explanations
2.4.1 Bypass Blocks (Level A) Also applies to 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	Not applicable	Not a web site
2.4.2 Page Titled (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All pages have titles that describe their topic or purpose.
2.4.3 Focus Order (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Partially supports	Focusable components receive focus in an order that preserves meaning and operability, with some exceptions. These include: • Focus moves to Table of Contents (TOC) trigger when item selected from TOC • Focusable elements underneath the displayed tab panel (Books/Contents search tabs) can receive focus • Focus is moved to incorrect content section in the 'Content Settings' sheet
2.4.4 Link Purpose (In Context) (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The purpose of each link can be determined from the link text alone or from the link text together with its programmatically determined link context
2.5.1 Pointer Gestures (Level A 2.1 only) Does not apply to Revised Section 508	Supports	All functionality can be operated using a single pointer without a path-based gesture.
2.5.2 Pointer Cancellation (Level A 2.1 only) Does not apply to Revised Section 508	Supports	Single-pointer functions can be aborted by moving the pointer to a neutral location [or are reversed by the up-event]

Criteria	Conformance level	Remarks and explanations
2.5.3 Label in Name (Level A 2.1 only) Does not apply to Revised Section 508	Partially supports	For most controls with visible text labels, the accessible name of the control contains the label text. Exceptions include: • The 'voices' button in Read Aloud (when it is in full screen takeover mode)
2.5.4 Motion Actuation (Level A 2.1 only) Does not apply to Revised Section 508	Not applicable	The application does not have functionality operated by device motion or user motion.
3.1.1 Language of Page (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	
3.2.1 On Focus (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Components do not initiate a change of context when they receive focus.
3.2.2 On Input (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Changing the values of form controls does not cause an automatic change of context.
3.3.1 Error Identification (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For all input errors that are automatically detected, the items that are in error are identified and the errors are described to the user in text.
3.3.2 Labels or Instructions (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Labels or instructions are provided for all content that requires user input.

Criteria	Conformance level	Remarks and explanations
4.1.1 Parsing (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	Not a web application
4.1.2 Name, Role, Value (Level A) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	For all user interface components, the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

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) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not contain synchronized media with live audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not contain any synchronized media which would require an audio description.
1.3.4 Orientation (Level AA 2.1 only) Does not apply to Revised Section 508	Partially supports	The majority of content and functionality (in the Reader) are presented and usable at different orientations, with some exceptions. These include: • The Library
1.3.5 Identify Input Purpose (Level AA 2.1 only) Does not apply to Revised Section 508	Supports	The purpose of each input field collecting information about the user can be programmatically determined.

Criteria	Conformance level	Remarks and explanations
1.4.3 Contrast (Minimum) (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text and images of text have a contrast ratio of at least 4.5:1. Large-scale text has a contrast ratio of at least 3:1.
1.4.4 Resize text (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	Text can be resized by changing the iOS system user preference for text size up to 200% without loss of content or functionality.
1.4.5 Images of Text (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The application uses text characters to convey information rather than images of text.
1.4.10 Reflow (Level AA 2.1 only) Does not apply to Revised Section 508	Not applicable	
1.4.11 Non-text Contrast (Level AA 2.1 only) Does not apply to Revised Section 508	Supports	The meaningful parts of interface components and graphics have a contrast ratio of at least 3:1.
1.4.12 Text Spacing (Level AA 2.1 only) Does not apply to Revised Section 508	Not applicable	
1.4.13 Content on Hover or Focus (Level AA 2.1 only) Does not apply to Revised Section 508	Not applicable	
2.4.5 Multiple Ways (Level AA) Also applies to 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	Not applicable	
2.4.6 Headings and Labels (Level AA) Also applies to Revised Section 508:	Partially supports	The majority of headings and labels appropriately describe the topic or purpose of their related content,

Criteria	Conformance level	Remarks and explanations
• 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)		with some exceptions. These include: • Page number control has ambiguous purpose when Roman numerals are in use • An instance of a 'Close' button labelled as 'Cancel'
2.4.7 Focus Visible (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	All keyboard operable user interface components provide a visible keyboard focus indicator.
3.1.2 Language of Parts (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Supports	The human language of each passage or phrase in the content can be programmatically determined.
3.2.3 Consistent Navigation (Level AA) Also applies to 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	Not applicable	
3.2.4 Consistent Identification (Level AA) Also applies to 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	Not applicable	
3.3.3 Error Suggestion (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool)	Supports	For all automatically detected input errors where suggestions for correction are known, the suggestions are provided to the user.

Criteria	Conformance level	Remarks and explanations
• 602.3 (Support Docs)		
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to Revised Section 508: • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs)	Not applicable	The application does not contain pages that cause legal commitments or financial transactions, modify or delete user-controllable data in a data storage system, or submit user test responses.
4.1.3 Status Messages (Level AA 2.1 only) Does not apply to Revised Section 508	Partially Supports	Most status messages can be presented to the user by assistive technologies without receiving focus, with some exceptions. These include: • Help content embedded in a WebView is loaded but load state is not conveyed to VoiceOver users • Search success (and results count) is shown on screen but not conveyed to VoiceOver users

Table 3: Success Criteria, Level AAA

Notes: Not evaluated

Revised Section 508 Report

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance level	Remarks and explanations
302.1 Without Vision	Partially supports	Note issues logged under WCAG for: • SC 1.1.1 Non-text Content (Level A) • SC 1.3.2 Meaningful Sequence (Level A) • SC 4.1.2 Name, Role, Value (Level A) • SC 4.1.3 Status Messages (Level AA)
302.2 With Limited Vision	Partially supports	Note issues logged under WCAG for: • SC 1.1.1 Non-text Content (Level A) • SC 1.3.2 Meaningful Sequence (Level A) • SC 4.1.2 Name, Role, Value (Level A)

Criteria	Conformance level	Remarks and explanations
		• SC 4.1.3 Status Messages (Level AA)
302.3 Without Perception of Color	Partially supports	Note issues logged under WCAG for: • SC 1.4.1 Use of Color (Level A)
302.4 Without Hearing	Not applicable	
302.5 With Limited Hearing	Not applicable	
302.6 Without Speech	Supports	
302.7 With Limited Manipulation	Not applicable	
302.8 With Limited Reach and Strength	Not applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	

Chapter 4: Hardware

Notes: Not applicable

Chapter 5: Software

Criteria	Conformance level	Remarks and explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See the WCAG 2.x Report section	See the WCAG 2.x Report section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Not applicable	The product is not platform software.
502.2.2 No Disruption of Accessibility Features	Supports	
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Partially supports	Note issues logged under WCAG for: • SC 1.3.1 Info and Relationships (Level A) • SC 1.3.2 Meaningful Sequence (Level A) • SC 2.4.6 Headings and Labels (Level AA) • SC 4.1.2 Name, Role, Value (Level A)
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	

Criteria	Conformance level	Remarks and explanations
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Partially supports	Note issues logged under WCAG for: • SC 1.1.1 Non-text Content (Level A)
502.3.7 Hierarchical Relationships	Partially supports	Note issues logged under WCAG for: • SC 1.3.1 Info and Relationships (Level A)
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Partially supports	Note issues logged under WCAG for:
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Not applicable	The product is not platform software.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	
503.3 Alternative User Interfaces	Supports	
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not applicable	
503.4.2 Audio Description Controls	Not applicable	
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing	Not applicable	The product is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not applicable	The product is not an authoring tool.
504.3 Prompts	Not applicable	The product is not an authoring tool.
504.4 Templates	Not applicable	The product is not an authoring tool.

Chapter 6: Support Documentation and Services

Notes: Not applicable. The product has no documentation and no support services.

Legal disclaimer

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