HathiTrust Accessibility Conformance Report

VPAT® Version 2.3

Name of Product/Version: HathiTrust Digital Library

Date: November 2019

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Evaluation Methods Used: NVDA with Mozilla Firefox, VoiceOver with Safari, Axe Accessibility Chrome extension, Zoom Text Only Chrome extension, OpenDyslexic Font - Helperbird Chrome extension, WebAIM Color Contrast Checker, Text Spacing Bookmarklet – HTML5 Accessibility, manual keyboard checks

Notes: This report evaluates the functionality of the HathiTrust Digital Library platform. We did not assess the accessibility of the informational web pages describing HathiTrust services, programs, policies, governance, etc. We also did not assess the accessibility of books within the HathiTrust Digital Library.

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 2.1, at https://www.w3.org/TR/WCAG21/	Level A – Yes
Jump to WCAG 2.1 Level A Report	Level AA – Yes
Jump to WCAG 2.1 Level AA Report	

	Level AAA – No
Revised Section 508 standards as published by the U.S. Access Board in the Federal Register on January 18, 2017, including the Corrections to the ICT Final Rule as published by the US Access Board in the Federal Register on January 22, 2018	Yes
Jump to Section 508 Report	
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V2.1.2 (2018-08) at https://www.etsi.org/deliver/etsi_en//301500_301599/301549/02.0 1.02 60/en 301549v020102p.pdf Jump to EN 301 549 Report	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 2.1 Level AAA.

Table of Contents

WCAG 2.1 Level A

Criteria	Conformance Level
1.1.1 Non-text Content	Supports
1.2.1 Audio-only and Video-only (Prerecorded)	Not Applicable
1.2.2 Captions (Prerecorded)	Not Applicable
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable
1.3.1 Info and Relationships	Supports
1.3.2 Meaningful Sequence	Supports
1.3.3 Sensory Characteristics	Supports
1.4.1 Use of Color	Supports
1.4.2 Audio Control	Not Applicable
2.1.1 Keyboard	Partially Supports
2.1.2 No Keyboard Trap	Supports
2.1.4 Character Key Shortcuts	Supports
2.2.1 Timing Adjustable	Not Applicable
2.2.2 Pause, Stop, Hide	Not Applicable
2.3.1 Three Flashes or Below Threshold	Not Applicable
2.4.1 Bypass Blocks	Supports
2.4.2 Page Titled	Supports
2.4.3 Focus Order	Supports

2.4.4 Link Purpose (In Context)	Supports
2.5.1 Pointer Gestures	Not Applicable
2.5.2 Pointer Cancellation	Supports
2.5.3 Label in Name	Supports
2.5.4 Motion Actuation	Not Applicable
3.1.1 Language of Page	Supports
3.2.1 On Focus	Supports
3.2.2 On Input	Supports
3.3.1 Error Identification	Partially Supports
3.3.2 Labels or Instructions	Supports
4.1.1 Parsing	Supports
4.1.2 Name, Role, Value	Supports

WCAG 2.1 Level AA

Criteria	Conformance Level
1.2.4 Captions (Live)	Not Applicable
1.2.5 Audio Description (Prerecorded)	Not Applicable
1.3.4 Orientation	Supports
1.3.5 Identify Input Purpose	Not Applicable
1.4.3 Contrast (Minimum)	Partially Supports
1.4.4 Resize text	Supports
1.4.5 Images of Text	Supports
1.4.10 Reflow	Supports

1.4.11 Non-text Contrast	Partially Supports
1.4.12 Text Spacing	Supports
1.4.13 Content on Hover or Focus	Not Applicable
2.4.5 Multiple Ways	Supports
2.4.6 Headings and Labels	Supports
2.4.7 Focus Visible	Supports
3.1.2 Language of Parts	Does Not Support
3.1.2 Language of Parts 3.2.3 Consistent Navigation	Does Not Support Supports
3.2.3 Consistent Navigation	Supports
3.2.3 Consistent Navigation 3.2.4 Consistent Identification	Supports Supports

Revised Section 508

Criteria	Conformance Level
Chapter 3: Functional Performance Criteria (FPC)	
302.1 Without Vision	Supports
302.2 With Limited Vision	Partially Supports
302.3 Without Perception of Color	Supports
302.4 Without Hearing	Not Applicable
302.5 With Limited Hearing	Not Applicable
302.6 Without Speech	Not Applicable
302.7 With Limited Manipulation	Partially Supports

302.8 With Limited Reach and Strength	Partially Supports
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports
Chapter 4: Hardware (exempt)	
Chapter 5: Software	
502.2.1 User Control of Accessibility Features	Supports
502.2.2 No Disruption of Accessibility Features	Supports
502.3.1 Object Information	Supports
502.3.2 Modification of Object Information	Supports
502.3.3 Row, Column, and Headers	Supports
<u>502.3.4 Values</u>	Supports
502.3.5 Modification of Values	Supports
502.3.6 Label Relationships	Supports
502.3.7 Hierarchical Relationships	Supports
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	Supports
502.3.13 Modification of Focus Cursor	Supports
502.3.14 Event Notification	Supports
502.4 Platform Accessibility Features	Supports
503.2 User Preferences	Partially Supports
503.3 Alternative User Interfaces	Not Applicable

503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
504.2 Content Creation or Editing	Not Applicable	
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	
Chapter 6: Support Documentation and Services		
602.2 Accessibility and Compatibility Features	Supports	
602.3 Electronic Support Documentation	See WCAG 2.1	
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	
603.2 Information on Accessibility and Compatibility Features	Supports	
603.3 Accommodation of Communication Needs	Supports	

EN 301 549

Criteria	Conformance Level
Chapter 4: 4.2 Functional Performance Statements (FPS)	
4.2.1 Usage without vision	Supports
4.2.2 Usage with limited vision	Partially Supports
4.2.3 Usage without perception of colour	Supports
4.2.4 Usage without hearing	Not Applicable
4.2.5 Usage with limited hearing	Not Applicable

4.2.6 Usage without vocal capability	Not Applicable	
4.2.7 Usage with limited manipulation or strength	Partially Supports	
4.2.8 Usage with limited reach	Partially Supports	
4.2.9 Minimize photosensitive seizure triggers	Supports	
4.2.10 Usage with limited cognition	Partially Supports	
4.2.11 Privacy	Supports	
Chapter 5: Generic Requirements (exempt)		
Chapter 6: ICT with Two-Way Voice Communication (exempt)		
Chapter 7: ICT with Video Capabilities (exempt)		
Chapter 8: Hardware (exempt)		
Chapter 9: Web (see WCAG 2.1 section)		
Chapter 10: Non-web Documents		
10.1.1.1 through 10.4.1.3	See WCAG 2.1	
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	
Chapter 11: Software		
11.1.1.1 through 11.4.1.3	See WCAG 2.1	
11.5.2.3 Use of accessibility services	Supports	
11.5.2.4 Assistive technology	Not Applicable	
11.5.2.5 Object information	Supports	
11.5.2.6 Row, column, and headers	Supports	
11.5.2.7 Values	Supports	
11.5.2.8 Label relationships	Supports	

11.5.2.9 Parent-child relationships	Supports
11.5.2.10 Text	Supports
11.5.2.11 List of available actions	Supports
11.5.2.12 Execution of available actions	Supports
11.5.2.13 Tracking of focus and selection attributes	Supports
11.5.2.14 Modification of focus and selection attributes	Supports
11.5.2.15 Change notification	Supports
11.5.2.16 Modifications of states and properties	Supports
11.5.2.17 Modifications of values and text	Supports
11.6.1 User control of accessibility features	Supports
11.6.2 No disruption of accessibility features	Supports
11.7 User preferences	Partially Supports
11.8.2 Accessible content creation	Not Applicable
11.8.3 Preservation of accessibility information in transformations	Not Applicable
11.8.4 Repair assistance	Not Applicable
11.8.5 Templates	Not Applicable
Chapter 12: Documentation and Support Services	
12.1.1 Accessibility and compatibility features	Supports
12.1.2 Accessible documentation	See WCAG 2.1
12.2.2 Information on accessibility and compatibility features	Supports
12.2.3 Effective communication	Supports
12.2.4 Accessible documentation	See WCAG 2.1
Chapter 13: ICT Providing Relay or Emergency Service Access (exempt)	

WCAG 2.1 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 Web, Chapter 10 Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 Non-Web Software (closed functionality).
- Revised Section 508: Chapter 5 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: 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 <u>WCAG 2.1 Conformance Requirements</u>.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: EN 301 549 Criteria 9.2.1 (Web) 10.2.1 (non-web document) 11.2.1.1 (Software) 11.2.2.1 (Closed Functionality Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Supports	All non-text content has a text alternative.

• 602.3 (Support Docs)		
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.2 (Web) 10.2.2 (non-web document) 11.2.1.2 (Software) 11.2.2.2.1 and 11.2.2.2.2 (Closed Software) 11.6.2 (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)	Not Applicable	There is no audio or video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria • 9.2.3 (Web) • 10.2.3 (non-web document) • 11.2.1.3 (Software) • 11.2.2.3 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 • 501 (Web)(Software)	Not applicable	There is no video content.

504.2 (Authoring Tool)602.3 (Support Docs)		
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria 9.2.4 (Web) 10.2.4 (non-web document) 11.2.1.4 (Software) 11.2.2.4 (Closed Software) 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 504.2 (Authoring Tool) 602.3 (Support Docs)	Not applicable	There is no video content.

1.3.1 Info and Relationships (Level A) Also applies to: EN 301 549 Criteria 9.2.7 (Web) 10.2.7 (non-web document) 11.2.1.7 (Software) 11.2.2.7 (Closed Software) – Does not apply 11.6.2 (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)	Supports	Information, structure, and relationships conveyed through presentation can be programmatically determined.
1.3.2 Meaningful Sequence (Level A) Also applies to: EN 301 549 Criteria 9.2.8 (Web) 10.2.8 (non-web document) 11.2.1.8 (Software) 11.2.2.8 (Closed Software) – Does not apply 11.6.2 (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)	Supports	The correct reading sequence can be programmatically determined.

1.3.3 Sensory Characteristics (Level A) Also applies to: EN 301 549 Criteria 9.2.9 (Web) 10.2.9 (non-web document) 11.2.1.9 (Software) 11.2.2.9 (Closed Software) – Does not apply 11.6.2 (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)	Supports	Instructions for understanding and operating content do not rely solely on sensory characteristics.
1.4.1 Use of Color (Level A) Also applies to: EN 301 549 Criteria 9.2.10 (Web) 10.2.10 (non-web document) 11.2.1.10 (Software) 11.2.2.10 (Closed Software) – Does not apply 11.6.2 (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)	Supports	Color is only used as a decorative or supplemental attribute of user interface elements. A textual representation is always used as the primary mechanism for conveying information. When searching text inside a book, matching terms are both highlighted and bolded.

1.4.2 Audio Control (Level A) Also applies to: EN 301 549 Criteria 9.2.11 (Web) 10.2.11 (non-web document) 11.2.1.11 (Software) 11.2.2.11 (Closed Software) – Does not apply 11.6.2 (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)	Not Applicable	There is no audio content.
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria 9.2.15 (Web) 10.2.15 (non-web document) 11.2.1.15 (Software) 11.2.2.15 (Closed Software) 11.6.2 (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)	Partially Supports	HathiTrust supports standard keyboard navigation and input functions (such as pressing [Tab] to move between input fields, pressing the arrow keys to move between list items, and pressing [Space] or [Enter] to make selections). Access keys have been added to the book display to help keyboard users navigate the page. There is one exception: When a user zooms into a book using browser zoom, there is no way to scroll horizontally across the page using the keyboard.

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2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria 9.2.16 (Web) 10.2.16 (non-web document) 11.2.1.16 (Software) 11.2.2.16 (Closed Software) – Does not apply 11.6.2 (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)	Supports	HathiTrust supports standard keyboard navigation. Keyboard users cannot be trapped in a subset of content.
2.1.4 Character Key Shortcuts (Level A 2.1 only) Also applies to: 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	Supports	Keyboard shortcuts use browser access keys so they are not implemented using only one character.

2.2.1 Timing Adjustable (Level A)	Not Applicable	There are no time limits set on content.
Also applies to: EN 301 549 Criteria 9.2.17 (Web) 10.2.17 (non-web document) 11.2.1.17 (Software) 11.2.2.17 (Closed Software) – Does not apply 11.6.2 (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)		Authentication time limits are controlled by individual institutions and may or may not conform to WCAG.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria 9.2.18 (Web) 10.2.18 (non-web document) 11.2.1.18 (Software) 11.2.2.18 (Closed Software) – Does not apply 11.6.2 (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)	Not Applicable	There is no moving, blinking, scrolling, or auto-updating information.

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2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria • 9.2.19 (Web) • 10.2.19 (non-web document) • 11.2.1.19 (Software) • 11.2.2.19 (Closed Software) – Does not apply • 11.6.2 (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)	Not Applicable	There are no flashing elements.
2.4.1 Bypass Blocks (Level A) Also applies to: EN 301 549 Criteria 9.2.20 (Web) 10.2.20 (non-web document) – Does not apply 11.2.1.20 (Software) – Does not apply 11.2.2.20 (Closed Software) – Does not apply 11.6.2 (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	Supports	Hidden links (available to screen readers and keyboard users) allow users to skip to the main content of each page.

 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non- web docs 		
2.4.2 Page Titled (Level A) Also applies to: EN 301 549 Criteria 9.2.21 (Web) 10.2.21 (non-web document) 11.2.1.21 (Software) – Does not apply 11.2.2.21 (Closed Software) – Does not apply 11.6.2 (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)	Supports	Web pages have descriptive titles that indicate the content of each page.
2.4.3 Focus Order (Level A) Also applies to: EN 301 549 Criteria	Supports	Pages use a logical tab order that preserves meaning and operability.

 9.2.22 (Web) 10.2.22 (non-web document) 11.2.1.22 (Software) 11.2.2.22 (Closed Software) – Does not apply 11.6.2 (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) 		
2.4.4 Link Purpose (In Context) (Level A) Also applies to: EN 301 549 Criteria • 9.2.23 (Web) • 10.2.23 (non-web document) • 11.2.1.23 (Software) • 11.2.2.23 (Closed Software) – Does not apply • 11.6.2 (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)	Supports	The purpose of each link can be determined from the link text alone or in context.

2.5.1 Pointer Gestures (Level A 2.1 only) Also applies to: EN 301 549 Criteria • 9.2.1.4 (Web) • 10.2.1.4 (Non-web	Not Applicable	Multipoint or path-based gestures are not required for operation.
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		
2.5.2 Pointer Cancellation (Level A 2.1 only) Also applies to: 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	Supports	Pointer down-events are only used to open list boxes, an action that is easy to reverse by clicking anywhere outside of the expanded drop-down list or by pressing [ESC].

2.5.3 Label in Name (Level A 2.1 only) Also applies to: 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	Supports	Labels contain the text that is presented visually.
2.5.4 Motion Actuation (Level A 2.1 only) Also applies to: 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	Not Applicable	Device motion and user motion are not required for operation.

3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria	Supports	The default language of each page is English, which is identified using the HTML lang attribute.
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria 9.2.29 (Web) 10.2.29 (non-web document) 11.2.1.29 (Software) 11.2.2.29 (Closed Software) – Does not apply 11.6.2 (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)	Supports	Components receiving focus do not initiate a change of context.

3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria	Supports	Changing the setting of a component does not initiate a change of context.
 9.2.30 (Web) 10.2.30 (non-web document) 11.2.1.30 (Software) 11.2.2.30 (Closed Software) – Does not apply 11.6.2 (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) 3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria 9.2.33 (Web) 10.2.33 (non-web document) 11.2.1.33 (Software) 11.2.2.33 (Closed Software) 11.6.2 (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) 	Partially Supports	Input errors are identified and described to the user with the following exceptions: • Some searches in the About page, Full-Text Search, Search in a Book, and Search in a Collection that include special characters result in no errors identified or unclear error messages.

3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria • 9.2.34 (Web) • 10.2.34 (non-web document) • 11.2.1.34 (Software) • 11.2.2.34 (Closed Software) – Does not apply • 11.6.2 (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)	Supports	Labels (and instructions where needed) are provided for elements requiring user input.
4.1.1 Parsing (Level A) Also applies to: EN 301 549 Criteria 9.2.37 (Web) 10.2.37 (non-web document) 11.2.1.37 (Software) 11.2.2.37 (Closed Software) – Does not apply 11.6.2 (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)	Supports	HathiTrust uses semantically-correct markup for all interface elements. The markup is programmatically generated to prevent parsing errors.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations

1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria 9.2.5 (Web) 10.2.5 (non-web document) 11.2.1.5 (Software) 11.2.2.5 (Closed Software) – Does not apply 11.6.2 (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)	Not Applicable	HathiTrust does not include live video and audio content.
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.6 (Web) • 10.2.6 (non-web document) • 11.2.1.6 (Software) • 11.2.2.6 (Closed Software) – Does not apply • 11.6.2 (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)	Not Applicable	HathiTrust does not include video content.

1.3.4 Orientation (Level AA 2.1 only) Also applies to: 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	Supports	Display orientation is not restricted.
1.3.5 Identify Input Purpose (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.3.5 (Web) • 10.1.3.4 (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	Not Applicable	No information about users is collected.

1.4.3 Contrast (Minimum) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.12 (Web) • 10.2.12 (non-web document) • 11.2.1.12 (Software) • 11.2.2.12 (Closed Software) – Does not apply • 11.6.2 (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)	Partially Supports	The visual presentation of text and images of text provides sufficient color contrast with the following exception: • Suggested text in text input fields
1.4.4 Resize text (Level AA) Also applies to: EN 301 549 Criteria 9.2.13 (Web) 10.2.13 (non-web document) 11.2.1.13 (Software) 11.2.2.13 (Closed Software) 11.6.2 (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)	Supports	HathiTrust supports standard zoom capabilities built into modern web browsers and operating systems. The book display has a built-in zoom feature allowing text to be resized up to 400%.

1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria • 9.2.14 (Web) • 10.2.14 (non-web document) • 11.2.1.14 (Software) • 11.2.2.14 (Closed Software) – Does not apply • 11.6.2 (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)	Supports	HathiTrust does not use images of text except in the book display. The book display allows users to select to view book pages as images or plain text.
1.4.10 Reflow (Level AA 2.1 only) Also applies to: EN 301 549 Criteria • 9.1.4.10 (Web) • 10.1.4.10 (Non-web document) • 11.1.4.10.1 (Open Functionality Software) • 11.4.10.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	All pages support reflow. In the book display, browser zoom only affects the size of the interface elements, not the text in the book pages, but book page zoom can be controlled via buttons in the options toolbar.

1.4.11 Non-text Contrast (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Partially Supports	The visual presentation of user interface components and graphical objects provides sufficient color contrast with the following exceptions: • Text input field outlines on forms throughout the site • Page selection for download in book display against a white page • Hide menu button in book display against white background (both default and hover)
1.4.12 Text Spacing (Level AA 2.1 only) Also applies to: EN 301 549 Criteria 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The HathiTrust interface supports text spacing to the recommended parameters with no loss of content or functionality.

1.4.13 Content on Hover or Focus (Level AA 2.1 only) Also applies to: 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	Not Applicable	There is no content that becomes visible on pointer hover or keyboard focus.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria 9.2.24 (Web) 10.2.24 (non-web document) – Does not apply 11.2.1.24 (Software) – Does not apply 11.2.2.24 (Closed Software) – Does not apply 11.6.2 (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)	Supports	The HathiTrust interface provides navigation links, search functions, table of contents, and multiple ways to view each book.

602.3 (Support Docs) – Does not apply to non- web docs		
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria • 9.2.25 (Web) • 10.2.25 (non-web document) • 11.2.1.25 (Software) • 11.2.2.25 (Closed Software) – Does not apply • 11.6.2 (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)	Supports	Headings and labels are descriptive.
2.4.7 Focus Visible (Level AA) Also applies to: EN 301 549 Criteria 9.2.26 (Web) 10.2.26 (non-web document) 11.2.1.26 (Software) 11.2.2.26 (Closed Software) – Does not apply 11.6.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 501 (Web)(Software)	Supports	Visual changes to elements to indicate the current position of focus.

504.2 (Authoring Tool)602.3 (Support Docs)		
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria 9.2.28 (Web) 10.2.28 (non-web document) 11.2.1.28 (Software) – Does not apply 11.2.2.28 (Closed Software) – Does not apply 11.6.2 (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)	Does Not Support	Language attributes are not used to distinguish parts of the page that are in a different language from the default page language (English).
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria • 9.2.31 (Web) • 10.2.31 (non-web document) – Does not apply • 11.2.1.31 (Software) – Does not apply • 11.2.2.31 (Closed Software) – Does not apply • 11.6.2 (Authoring Tool) • 12.1.2 (Product Docs)	Supports	Navigation mechanisms are consistent across pages.

 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 		
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria 9.2.32 (Web) 10.2.32 (non-web document) – Does not apply 11.2.1.32 (Software) – Does not apply 11.2.2.32 (Closed Software) – Does not apply 11.6.2 (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	Supports	HathiTrust provides consistent identification across pages for components that have the same functionality.

3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria • 9.2.35 (Web) • 10.2.35 (non-web document) • 11.2.1.35 (Software) • 11.2.2.35 (Closed Software) – Does not apply • 11.6.2 (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)	Partially Supports	When input errors are automatically detected and suggestions for correction are known, suggestions are provided to the user with the following exceptions: • Some searches involving special characters in the About page result in unclear error messages. • No suggestions to remove filters when a search yields no results in Search for a Collection.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria • 9.2.36 (Web) • 10.2.36 (non-web document) • 11.2.1.36 (Software) • 11.2.2.36 (Closed Software) – Does not apply • 11.6.2 (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)	Supports	A user is prompted to confirm when deleting a user-controlled collection. An undo option is provided when a user removes an item from a user-controlled collection.

4.1.3 Status Messages (Level AA 2.1 only) Also applies to: 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	Supports	Status messages can be programmatically determined through role attributes.
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Chapter 3: Functional Performance Criteria (FPC)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	HathiTrust uses standard HTML and WAI-ARIA attributes to describe the identity, operation, and state of user interface elements to Assistive Technologies.

302.2 With Limited Vision	Partially Supports	HathiTrust supports standard browser magnification and magnification extensions and provides sufficient color contrast. For exceptions, see WCAG 1.4.3 Contrast (Minimum), WCAG 1.4.11 Non-text Contrast.
302.3 Without Perception of Color	Supports	Color is only used as a decorative or supplemental attribute of user interface elements.
302.4 Without Hearing	Not Applicable	No audio is used.
302.5 With Limited Hearing	Not Applicable	No audio is used.
302.6 Without Speech	Not Applicable	HathiTrust does not require speech input.
302.7 With Limited Manipulation	Partially Supports	HathiTrust supports keyboard navigation. Usage of the website does not require fine motor controls nor simultaneous actions. See WCAG 2.1.1 Keyboard for exceptions.
302.8 With Limited Reach and Strength	Partially Supports	HathiTrust supports keyboard navigation. Usage of the website does not require fine motor controls nor simultaneous actions.

		See WCAG 2.1.1 Keyboard for exceptions.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	HathiTrust uses a logical focus order. The interface is consistent, intuitive, and simple to navigate. See WCAG 3.3.1 Error Identification and WCAG 3.3.3 Error Suggestion for exceptions.

Chapter 4: Hardware

Notes: HathiTrust is a web software application and is not subject to the requirements of this section.

Chapter 5: Software

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.1 section	See information in WCAG section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	HathiTrust allows user control of accessibility features, including text zoom and plain text in the book display.

502.2.2 No Disruption of Accessibility Features	Supports	HathiTrust is compatible with operating system and browser accessibility features configured by the user.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	HathiTrust uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies.
502.3.2 Modification of Object Information	Supports	All user-set states and properties are capable of being set programmatically, including through assistive technologies.
502.3.3 Row, Column, and Headers	Supports	Rows, columns, and headers where applicable are programmatically determinable.
502.3.4 Values	Supports	HathiTrust uses standard HTML and ARIA object attributes.
502.3.5 Modification of Values	Supports	All user-set input is capable of being set programmatically, including through assistive technologies.
502.3.6 Label Relationships	Supports	HathiTrust uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to assistive technologies. This

		includes the use of " <label>" and "aria-labelledby" attributes.</label>
502.3.7 Hierarchical Relationships	Supports	HathiTrust uses standard HTML markup to express hierarchical relationships.
502.3.8 Text	Supports	HathiTrust renders strings as plain text values in HTML.
502.3.9 Modification of Text	Supports	All user-set input is capable of being set programmatically, including through assistive technologies.
502.3.10 List of Actions	Supports	HathiTrust uses standard HTML and ARIA object attributes for actions.
502.3.11 Actions on Objects	Supports	HathiTrust allows assistive technology to programmatically execute available actions on objects.
502.3.12 Focus Cursor	Supports	HathiTrust uses visual changes to elements to indicate the current position of focus.
502.3.13 Modification of Focus Cursor	Supports	Cursor focus is modifiable through keyboard controls.
502.3.14 Event Notification	Supports	Notification of events relevant to user interactions are available to assistive technology.

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502.4 Platform Accessibility Features A. Section 9.3.3 Enable sequential entry of multiple (chorded) keystrokes; B. Section 9.3.4 Provide adjustment of delay before key acceptance; C. Section 9.3.5 Provide adjustment of same-key double-strike acceptance; D. Section 10.6.7 Allow users to choose visual alternative for audio output; E. Section 10.6.8 Synchronize audio equivalents for visual events; F. Section 10.6.9 Provide speech output services; and G. Section 10.7.1 Display any captions provided.	A. Not Applicable B. Not Applicable C. Not Applicable D. Not Applicable E. Not Applicable F. Supports G. Not Applicable	 A. Simultaneous keystrokes not required. B. Not applicable. C. Not applicable. D. There is no audio output. E. There is no video content. F. HathiTrust does not provide a built-in text-to-speech feature but is accessible to screen readers. G. There is no video content.
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	User preferences from operating system settings and browser extensions for color, contrast, font type, font size, and focus cursor are respected with the following exceptions: • Font type and font size set through browser extensions affect all text except for text in form fields, some subtitles and headings, and error messages.

503.3 Alternative User Interfaces	Not Applicable	HathiTrust does not provide any alternative user interfaces that function as assistive technology.
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	There is no video content.
503.4.2 Audio Description Controls	Not Applicable	There is no video content.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter "not applicable")	Not Applicable	HathiTrust is not an authoring tool.
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Not Applicable	
504.3 Prompts	Not Applicable	
504.4 Templates	Not Applicable	

Chapter 6: Support Documentation and Services

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	Supports	Accessibility and compatibility features are explained on the HathiTrust Accessibility Page.
602.3 Electronic Support Documentation	See WCAG 2.1 section	See information in WCAG section
602.4 Alternate Formats for Non- Electronic Support Documentation	Not Applicable	Support documentation is provided in electronic format.
603 Support Services	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Information on accessibility and compatibility features is provided online and through email.
603.3 Accommodation of Communication Needs	Supports	Support services are provided through email.

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Chapter 4: 4.2 Functional Performance Statements (FPS)

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4.2.1 Usage without vision	Supports	HathiTrust uses standard HTML and WAI-ARIA attribute to describe the identity, operation, and state of user interface elements to Assistive Technologies.	
4.2.2 Usage with limited vision	Partially Supports	HathiTrust supports standard browser magnification and magnification extensions and provides sufficient color contrast. For exceptions, see WCAG 1.4.3 Contrast (Minimum), WCAG 1.4.11 Non-text Contrast.	
4.2.3 Usage without perception of colour	Supports	Color is only used as a decorative or supplemental attribute of user interface elements.	
4.2.4 Usage without hearing	Not Applicable	Audio is not used.	
4.2.5 Usage with limited hearing	Not Applicable	Audio is not used.	
4.2.6 Usage without vocal capability	Not Applicable	HathiTrust does not require speech input.	
4.2.7 Usage with limited manipulation or strength	Partially Supports	HathiTrust supports keyboard navigation. Usage of the website does not require fine motor controls nor simultaneous actions.	

		See WCAG 2.1.1 Keyboard for exceptions.
4.2.8 Usage with limited reach	Partially Supports	HathiTrust supports keyboard navigation. Usage of the website does not require fine motor controls nor simultaneous actions. See WCAG 2.1.1 Keyboard for exceptions.
4.2.9 Minimize photosensitive seizure triggers	Supports	HathiTrust does not include visual features with flashing that could trigger seizures
4.2.10 Usage with limited cognition	Partially Supports	HathiTrust uses a logical focus order. The interface is consistent, intuitive, and simple to navigate. See WCAG 3.3.1 Error Identification and WCAG 3.3.3 Error Suggestion for exceptions.
4.2.11 Privacy	Supports	HathiTrust does not impede usage of standard privacy controls alongside assistive technologies. Users can connect a headset for private listening to screen reader announcements.

Chapter 5: Generic Requirements

Notes: HathiTrust supports standard assistive technologies and is therefore not subject to the Closed Functionality criteria described in this chapter.

Chapter 6: ICT with Two-Way Voice Communication

Notes: HathiTrust does not offer two-way voice communication and is therefore not subject to the criteria described in this chapter.

Chapter 7: <u>ICT with Video Capabilities</u>

Notes: HathiTrust does not offer video capabilities and is therefore not subject to the criteria described in this chapter.

Chapter 8: Hardware

Notes: HathiTrust is a web software application and is therefore not subject to the criteria described in this chapter.

Chapter 9: Web (see WCAG 2.1 section)

Chapter 10: Non-web Documents

Criteria	Conformance Level	Remarks and Explanations	
10.0 General	Heading cell – no response required	Heading cell – no response required	
10.1.1.1 through 10.4.1.3	See WCAG 2.1 section	See information in WCAG section	
10.5 Caption positioning	Not Applicable	There is no video content	
10.6 Audio description timing	Not Applicable	There is no video content	

Chapter 11: Software

Criteria	Conformance Level	Remarks and Explanations	
11.0 General	Heading cell - no response required	Heading cell - no response required	
11.1.1.1 through 11.4.1.3	See WCAG 2.1 section	See information in WCAG section	
11.5 Interoperability with assistive technology	Heading cell – no response required	Heading cell – no response required	
11.5.1 Closed functionality (informative)	Heading cell – no response required	Heading cell – no response required	
11.5.2 Accessibility services	Heading cell – no response required	Heading cell – no response required	
11.5.2.1 Platform accessibility service support for software that provides a user interface	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17	
11.5.2.2 Platform accessibility service support for assistive technologies	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17	
11.5.2.3 Use of accessibility services	Supports	HathiTrust uses standard platform accessibility services.	
11.5.2.4 Assistive technology	Not Applicable	HathiTrust is not itself an assistive technology.	

11.5.2.5 Object information	Supports	HathiTrust uses WAI-ARIA attributes to describe the role, state, and description of user interface elements to Assistive Technologies.	
11.5.2.6 Row, column, and headers	Supports	Row, column, and headers where applicable are programmatically determinable	
11.5.2.7 Values	Supports	HathiTrust uses standard HTML and ARIA object attributes.	
11.5.2.8 Label relationships	Supports	HathiTrust uses standard HTML and WAI-ARIA attributes to describe label relationships of user interface elements to assistive technologies. This includes the use of " <label>" and "aria-labelledby" attributes.</label>	
11.5.2.9 Parent-child relationships	Supports	HathiTrust uses standard HTML markup to express hierarchical relationships.	
11.5.2.10 Text	Supports	HathiTrust renders strings as plain text values in HTML.	
11.5.2.11 List of available actions	Supports	HathiTrust uses standard HTML and ARIA object attributes for actions such as search and filter.	
11.5.2.12 Execution of available actions	Supports	HathiTrust allows assistive technology to programmatically execute available actions on objects.	

11.5.2.13 Tracking of focus and selection attributes	Supports	Focus, text insertion point, and selection attributes of user interface elements are programmatically determinable by assistive technologies.	
11.5.2.14 Modification of focus and selection attributes	Supports	HathiTrust allows keyboards and assistive technologies to programmatically modify focus text insertion point, and selection attributes of user interface elements.	
11.5.2.15 Change notification	Supports	Notification of changes to attributes of user interface elements are available to assistive technology.	
11.5.2.16 Modifications of states and properties	Supports	All user-set states and properties are capable of being set programmatically, including through assistive technologies.	
11.5.2.17 Modifications of values and text	Supports	All user-set input is capable of being set programmatically, including through assistive technologies.	
11.6 Documented accessibility usage	Heading cell – no response required	Heading cell – no response required	
11.6.1 User control of accessibility features	Supports	HathiTrust allows user control of accessibility features, including text zoom and plain text in the book display.	
11.6.2 No disruption of accessibility features	Supports	HathiTrust is compatible with operating system and browser	

		accessibility features configured by the user.	
11.7 User preferences	Partially Supports	User preferences from operating system settings and browser extensions for color, contrast, font type, font size, and focus cursor are respected with the following exceptions: • Font type and font size set through browser extensions affect all text except for text in form fields, some subtitles and headings, and error messages.	
11.8 Authoring tools	Heading cell - no response required	Heading cell - no response required	
11.8.1 Content technology	Heading cell - no response required	Heading cell - no response required	
11.8.2 Accessible content creation	Not Applicable	HathiTrust is not an authoring tool	
11.8.3 Preservation of accessibility information in transformations	Not Applicable	HathiTrust is not an authoring tool	
11.8.4 Repair assistance	Not Applicable	HathiTrust is not an authoring tool	
11.8.5 Templates	Not Applicable	HathiTrust is not an authoring tool	

Chapter 12: Documentation and Support Services

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	Accessibility and compatibility features are explained on the HathiTrust Accessibility Page.
12.1.2 Accessible documentation	See WCAG 2.1 section	See information in WCAG section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	Information on accessibility and compatibility features is provided online and through email.
12.2.3 Effective communication	Supports	Support services are provided through email.
12.2.4 Accessible documentation	See WCAG 2.1 section	See information in WCAG section

Chapter 13: ICT Providing Relay or Emergency Service Access

Notes: HathiTrust does not provide relay or emergency services and is therefore not subject to the criteria described in this chapter.