Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Bloomsbury Digital Resources Academic Platform

Report Date: December 10, 2024

Product Description:

This report is intended for all products across the Bloomsbury Digital Resources platform. The full list of products is as follows:

- Bloomsbury Collections (BC)
- Bloomsbury Cultural History (BCH)
- Bloomsbury Early Childhood Studies (BECS)
- Bloomsbury Fashion Central (BFC)
- Bloomsbury Food Library (BFL)
- Bloomsbury History Theory and Method (BHTM)
- Bloomsbury Medieval Studies (BMeS)
- Bloomsbury Music and Sound (BMuS)
- Bloomsbury Philosophy Library (BPL)
- Bloomsbury Video Library (BVL)

- Bloomsbury Visual Arts (BVA)
- Churchill Archive (CA)
- Cite Them Right (CTR)
- Drama Online Library (DO)
- Fairchild Books Interior Design Library (FBIDL)
- Jessica Kingsley Publishers Library (JKL)
- Human Kinetics Library (HKL)
- Screen Studies (SS)
- Theology and Religion Online (TARO)

We refer to the products using the above abbreviations throughout the Remarks below. Please note that not all identified issues apply to all products. Please contact us with any questions.

Contact Information:

Please contact your account manager or

- For UK and ROW: OnlineSalesUK@Bloomsbury.com
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Notes:

Bloomsbury engaged external supplier Qualitest to complete VPAT testing and documentation. This document was prepared by Qualitest based on their own testing, and Bloomsbury made edits for clarity and to add information on database content.

Evaluation Methods Used:

Qualitest comprehensively tested a purpose-built test platform representative of the products across Bloomsbury Digital Resources. Both automated and manual testing was carried out.

Automated testing: The axe DevTools plugin was used for initial scanning and assessment.

Manual testing: Manual tests were conducted by accessibility experts. Screen reader software NVDA 2023, JAWS 2023, and Voiceover were used on Windows 11 and macOS operating systems. On Windows 11, additional tools were used for testing:

- Keyboard controls
- Speech recognition (Dragon)
- Steve Faulkner Text Spacing Bookmarklet
- Color Contrast Analyzer
- Browser Zoom

Compatibility Matrix and Testing Scope:

Platform	Chrome (Latest version)	Safari (Latest version)	Firefox (Latest version)
Win 11	JAWS 2023 Full QA		NVDA 2023 Smoke QA
MAC 14.X		Voiceover Smoke QA	

Accessibility QA Scope

Key Features in Accessibility Testing Scope:

- Home
- Login
- Forgot Password
- Advance Search
- Search Results
- Advance Play Search
- Sign in to Your Personal/Admin Account
- Sign Up for a Personal Account
- Terms and Conditions
- Privacy and Cookies Policy
- Content Types
  - Archive
  - Archive Catalogue
  - Article
  - Audio
  - Building
  - Dictionary
  - Image
  - Monography
  - Monography as Reference
  - Museum
  - Screenplay

- Video
- CMS Elements
  - Audio
  - Contact Us
  - Open Access
  - Quiz
  - Timeline
  - Video
  - World Map

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	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(No)

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 only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

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)	Partially Supports	Most of the available informative images/icons have appropriate text alternatives that present equivalent information to the visually impaired users using screen readers and refreshable braille display. And most of the images used solely for decorative purposes have been hidden from these assistive technologies. However, there are a few exceptions, where some images have not been implemented properly. • Images associated with content (such as a book cover) are not correctly marked as decorative on the Browse Content and Search Results pages, as well as the Recently Viewed, Related Content and Related Images elements. • Icons associated with the Save, Print, Download, Share and Citation features have not been correctly marked as decorative. These features are available on content pages. In addition, images provided as content do not all have alt text but are mostly contextualized with explanatory metadata.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Partially Supports	Most of the available audio-only content has been provided with text transcripts as an alternative mode of information, with the exceptions:

Criteria	Conformance Level	Remarks and Explanations
		• BVL has some non-English language videos with burned in captions that do not have transcripts yet. • DO has some videos without transcripts.
1.2.2 Captions (Prerecorded) (Level A)	Supports	*Applicable only for DO, BVL, BFC, HKL, BPL, and CTR.* Synchronized captions are provided for videos.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Partially Supports	*Applicable only for DO, BVL, BFC, HKL, BPL, and CTR.* Most of the audio-visual multimedia presentations available in the products have sufficient audio information that helps the users with visual impairment to perceive the overall media. However, there is an exception, where some media content does not have media alternative or audio description. • Description is missing for on-screen text in some videos.
1.3.1 Info and Relationships (Level A)	Partially Supports	Most of the components available in the products have been correctly marked up using HTML semantics that allows assistive technologies like screen readers to identify their appropriate structure and relationships. However, there are a few exceptions, where screen reader users face difficulties in identifying the information, structure, and relationships of some elements conveyed via visual representation.

Criteria	Conformance Level	Remarks and Explanations
		- In some cases, heading levels do not match the headings' visual importance. - In some cases, placeholder values are used to explain input fields. - In some cases, proper markup is not used to mark emphasized or special text formatting. - In some cases, form input fields or button elements do not have programmatic labels. - In some cases, screen readers identify and read redundant elements. - In some cases, relevant text fields in dialogs are not readable by screen readers. - In some cases, content cannot be accessed using screen readers or keyboard controls.
1.3.2 Meaningful Sequence (Level A)	Partially Supports	Screen readers read most of the content available in the products in a logical sequence using arrow keys or other reading methods that perceive their meaning and context for visually impaired users. However, there are a few exceptions, where reading order is not logical for some information. - On the Search Results page, some sections are not read in a logical order. - On BFC and BVA, on the Dictionary pages in the section with DOI, ISBN, and other publication, information is not read in a logical order.
1.3.3 Sensory Characteristics (Level A)	Supports	The products do not include any information, instructions or controls which rely solely on specific sensory characteristics.

Criteria	Conformance Level	Remarks and Explanations
1.4.1 Use of Color (Level A)	Partially Supports	In most cases, the information conveyed via color coding is accompanied with a text-based alternative and meaningful icons that are perceivable to users without color perception. However, there is an exception, where some information is available in color only. • On BMuS, BVA, BECS, BFL, and BHTM, the World Map content type uses color as the sole means of communicating information.
1.4.2 Audio Control (Level A)	Not Applicable	The products do not contain automatic audio playback.
2.1.1 Keyboard (Level A)	Partially Supports	The products have many interactive user interface components like buttons and links. Most of these elements are operable using keyboard or keyboard interfaces for users with motor impairment and visual disabilities. However, there are a few exceptions, where some interactive user interface components are not properly accessible using the keyboard input. • In some cases, keyboard focus unnecessarily moves to non-interactive content. • In some cases, buttons and custom controls are not keyboard accessible. • On DO and BPL, the 'Words and Speeches' element on Playtext pages contains information that can only be accessed through mouse hover.
2.1.2 No Keyboard Trap (Level A)	Supports	The products do not contain keyboard traps.

Criteria	Conformance Level	Remarks and Explanations
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The products do not use keyboard shortcuts.
2.2.1 Timing Adjustable (Level A)	Supports	The products have a feature where a session expiry popup appears on the page if user remains inactive on the page for some time. Users can continue the session by activating the 'Yes! Keep me Logged In' button available on that popup.
2.2.2 Pause, Stop, Hide (Level A)	Supports	The products that contain auto-updating carousels provide a mechanism to pause/stop these elements.
2.3.1 Three Flashes or Below Threshold (Level A)	Partially Supports	There is no flashing / blinking in the interface of any of the products. Most of the products do not contain flashing content. A rating of Partially Supports has been given for the following reason: • BVL, DO, and BFC have some videos available containing flashes. These videos do not play automatically, and most have a flash or strobe light warning provided in video descriptions.
2.4.1 Bypass Blocks (Level A)	Partially Supports	All of the content, search and browse pages available in the products have been provided with a 'Skip to Main Content' link at the top, which allows users using keyboard interfaces to locate the page main content with a single click. A rating of Partially Supports has been given for the following reason:

Criteria	Conformance Level	Remarks and Explanations
		• 'Skip to Main Content' is not available on the homepage and informational pages about the platform
2.4.2 Page Titled (Level A)	Partially Supports	Most of the web pages available in the products have a meaningful page title that helps users to know the real purpose and context of the page. A rating of Partially Supports has been given for the following reason: • In some cases, page titles are not purposeful.
2.4.3 Focus Order (Level A)	Partially Supports	Screen reader/ keyboard focus is moving in a logical sequence while navigating through the web pages using TAB or ARROW keys in most instances. However, there are a few exceptions, where focus order is incorrect or illogical for some components. • In some cases, the focus order of interactive elements on the page is not logical. • In some cases, dialogs do not retain focus while open or does not return properly from dialogs.
2.4.4 Link Purpose (In Context) (Level A)	Partially Supports	Most of the links available in the products are provided with sufficient link text that clearly describes the purpose/ target destination of these elements. However, there are a few exceptions where some links are unclear. • In rare instances, links do not have accessible names.

Criteria	Conformance Level	Remarks and Explanations
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Not Applicable	The products do not require multipoint or path-based gestures for operation.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	The products do not use a single pointer's down-event to execute any functionality, and actions can be aborted or undone.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Partially Supports	The visible label of most of the interactive user interface components matches with their accessible name throughout the products. Motor impaired users are able to activate these elements by calling their visible text labels using a speech recognition tool like Dragon. A rating of Partially Supports has been given for the following reason: • On BMeS, on the Archive content page the visible names of both the 'Collapse all Sections/Expand all Sections' button and the 'Go to Image' search field do not match the programmatic names and therefore these features cannot be activated using speech recognition.
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The products do not have functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The products' content is available in English, and this language is programmatically defined on all pages.

Criteria	Conformance Level	Remarks and Explanations
3.2.1 On Focus (Level A)	Supports	The products do not initiate a change in context when any component receives focus.
3.2.2 On Input (Level A)	Supports	The products do not initiate a change in context when the setting of a user interface component is changed.
3.2.6 Consistent Help (Level A 2.2 only)	Not Applicable	The products do not have 'Help' sections on the web pages that contain contact details, phone number, etc. information.
3.3.1 Error Identification (Level A)	Partially Supports	The error messages/warnings available in the products are available in textual format that is readable using screen readers and refreshable Braille Display devices. Warning messages clearly identify which field is in error. A rating of Partially Supports has been given for the following reason: • On the Sign Up for a Personal Account page, screen readers do not automatically notify users of errors when an invalid form is submitted. Errors can be read by using arrow keys to navigate the form.
3.3.2 Labels or Instructions (Level A)	Partially Supports	Most of the user input fields available in the products provide a meaningful text label and appropriate instruction. A rating of Partially Supports has been given for the following reasons: • On the Contact Us page and the Share feature on content pages, the character limit of the 'Message' field is not communicated clearly.

Criteria	Conformance Level	Remarks and Explanations
		• On the Search Results page, the date range fields do not have meaningful labels. • On CA, the image slider on the Archive Catalogue Item page does not have a meaningful label. This feature is not essential to navigating the content.
3.3.7 Redundant Entry (Level A 2.2 only)	Not Applicable	The products do not have input forms where users have to enter previously entered information more than once.
4.1.1 Parsing (Level A)	Supports	This criterion has been validated using the Axe tool to ensure that the elements have been properly implemented as per the HTML specification that allows assistive technologies and user agents to accurately interpret and parse the content. While scanning the web pages using this tool, no issue that could cause parsing errors was found.
4.1.2 Name, Role, Value (Level A)	Partially Supports	Most of the interactive components present in the products have meaningful accessible name, role, state, and value that helps screen reader user to know the actual purpose and nature of these components. However, there are some instances where appropriate names, roles and states are not defined for some user interface components. • In some cases, buttons and links do not provide proper textual name, role, and state information.

Criteria	Conformance Level	Remarks and Explanations
		• In rare instances, plain text is labeled as interactive elements. • On BFC and FBIDL, flashcards do not provide accessible name, role, and state information.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The products do not have live multimedia content.
1.2.5 Audio Description (Prerecorded) (Level AA)	Partially Supports	*Applicable only for DO, BVL, BFC, HKL, BPL, and CTR.* For most videos, the audio information is not sufficient for understanding and interpreting all the information available in the videos on this platform. There are activities and gestures in some videos which require additional audio information to explain them. Screen reader users would not be able to get the complete information by listening to the audio only. • DO now have audio description available for 21 filmed performances in the National Theatre collections with Peter Pan in British Sign language. These films also include introductory notes.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Supports	The application is not restricted to a single display orientation. Users can view and access the web pages

Criteria	Conformance Level	Remarks and Explanations
		in either portrait or landscape mode as per their preference.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Partially Supports	Most of the form fields available in the products have been provided with sufficient visual label and familiar icons that benefit users with certain cognitive limitations to understand the purpose of these fields more clearly. • On the Contact Us page, autocomplete is disabled on input fields although autocomplete would make completion easier for users.
1.4.3 Contrast (Minimum) (Level AA)	Partially Supports	The products mostly provide a sufficient contrast ratio for color combination, i.e., 4.5:1 for regular text and its background and 3:1 for the large text. A rating of Partially Supports has been given for the following reason: • Some error messages have color combinations that is less than the standard ratio of 4.5:1. • Some placeholder texts in user input fields have color combinations that are less than the standard ratio of 4.5:1. • On the Sign Up for a Personal Account page, links to Terms & Conditions and Privacy & Cookie Policy have color combinations that is less than the standard ratio of 4.5:1.
1.4.4 Resize text (Level AA)	Partially Supports	For most of the products, text can be resized up to 200% without loss of content or functionality.

Criteria	Conformance Level	Remarks and Explanations
		However, a rating of Partially Supports has been given for the following reason: • On some pages the breadcrumb element loses functionality when text is resized.
1.4.5 Images of Text (Level AA)	Partially Supports	In most cases, the products use regular text, HTML tags, and CSS markup to provide different visual presentations to all of the meaningful content. However, there is an exception, where images of text have been used to provide the information. • CA contains images of text-based archival documents that don't have a textual equivalent.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Partially Supports	In most cases, content within the products can be presented without loss of information or functionality and without requiring scrolling in two dimensions at a width of 320 pixels or when resizing the text up to 400% browser zoom. However, a rating of Partially Supports has been given for the following reason: • In some cases, content overlaps or is truncated at 320px width. • In some cases, content requires scrolling in two dimensions at 320px width
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Partially Supports	The products have sufficient color contrast for different active user interface components. Non-Text UI elements such as buttons, input form fields etc. have a contrast ratio of at least 3:1 to their adjacent

Criteria	Conformance Level	Remarks and Explanations
		colors. A rating of Partially Supports has been given for the following reasons: • In some cases, components do not have sufficient contrast. • In rare cases, the focus states of links do not have sufficient contrast.
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Partially Supports	This success criterion has been validated for persons with low vision and reading disabilities using Steve Faulkner's Text Spacing Bookmarklet. Most of the content present in the products is easily readable and accessible after adjusting the text spacing using this tool. A rating of Partially Supports has been given for the following reasons: • On the Dictionary, Monograph, Monograph-as-reference, Reference, Screenplay, and Playtext content pages, the placeholder text in the 'Search within This Book' field in the table of content, as well as the page indicators within the text, are truncated when text spacing is applied. • On CA, descriptions of Archive Catalogue Items are truncated when text spacing is applied to Archive Catalogue pages. • On BMeS, the title and the placeholder text in the 'Go to Image' field are truncated when text spacing is applied to Archive pages.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	When receiving and removing mouse hover or keyboard focus triggers additional content to become

Criteria	Conformance Level	Remarks and Explanations
		visible or hidden, the additional content is dismissible, hoverable and persistent.
2.4.5 Multiple Ways (Level AA)	Supports	Where applicable, the products allow users to navigate to pages in multiple ways.
2.4.6 Headings and Labels (Level AA)	Partially Supports	The headings present in the products are descriptive enough to understand their purpose, and sufficient labels are provided for most of the form fields throughout the products. However, there are a few exceptions, where the label of some user interface components is unclear or less descriptive. • On the Search Results page, the 'Show Details / Hide Details' and the 'Hide All / Show All' buttons do not have clear labels. • On the Search Results page, the text indicating the result count is unclear. • On the PDF viewer, the toggle sidebar button does not have a clear label.
2.4.7 Focus Visible (Level AA)	Partially Supports	Most of the interactive elements in the products have a clear, visible keyboard focus indicator. Users are able to identify the currently focused element while navigating the page using tab key. However, a rating of Partially Supports has been given for the following reason: • In some cases, keyboard focus for interactive content is not indicated visually.

Criteria	Conformance Level	Remarks and Explanations
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	When components receive keyboard focus, the component is not hidden or obscured by author-created content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	The products do not have any author-created draggable components.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Support	Most of the interactive elements available in the products have target size of 24 by 24 pixels or above for the pointer inputs. However, a rating of Partially Supports has been given for the following reason: • On the Search Results page, the 'Next Page' and 'Last Page' buttons' target size intersect, resulting in both being smaller than 24 by 24 pixels. • On BCH, BFC, BVA, BL, BMeS, and TARO, the image size buttons' target size on the Museum Object and Exhibitions pages are smaller than 24 by 24 pixels.
3.1.2 Language of Parts (Level AA)	Does Not Support	The products have some phrases written in non-English languages. However, the language code of this text is not defined programmatically.
3.2.3 Consistent Navigation (Level AA)	Supports	The products provide a consistent primary navigation structure on every page.

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA)	Supports	Components that have the same functionality within the products are identified consistently.
3.3.3 Error Suggestion (Level AA)	Partially Supports	The error messages related to most of the form fields are descriptive enough to identify and resolve the problem. A rating of Partially Supports has been given for the following reasons: • On the Sign Up for a Personal Account page, the 'Does Not Match' error message for mismatched passwords does not clearly identify the issue to screen readers users.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This success criterion is related to legal commitment, financial data, etc. that involves serious risk if no option is provided for users to review or revert the data before submission. However, the products do not have any input forms, where such risk is associated.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	The authentication process of the products is not dependent solely upon a test of cognitive function such as remembering a password or solving a puzzle. Users with cognitive disabilities can enter the login credentials by pasting them from the clipboard, by using the browser autofill service, or using password managers.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Partially Supports	In most cases, screen readers programmatically notify the dynamic changes occurring on the web pages like

Criteria	Conformance Level	Remarks and Explanations
		in progress/completion status of various tasks and loading state of any page. However, there are exceptions, where screen readers do not notify such changes. • On the Search Results page, screen readers do not notify users when a search has been saved with the Save This Search feature. • On the Forgot Password page, screen readers do not notify anything upon users submitting their email. • On the Sign Up for a Personal Account page, screen readers do not automatically notify users of errors when an invalid form is submitted. Errors can be read by using arrow keys to navigate the form. • In the PDF viewer, screen readers do not clearly notify the result of searching within the document.

Revised Section 508 Report

Notes:

Chapter 3: Functional Performance Criteria (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	The products have good support for the users without vision in various platforms like Win 11/Chrome, Win11/Firefox, and Mac/Safari platforms. They can easily operate most of the application features without many difficulties using assistive technologies like screen readers. However, there are a few exceptions, where some application features are not fully compatible with the screen readers. • In some cases, notifications of errors and status changes are not available to screen readers. One example of this is on the Search Results page, where screen readers do not notify users when a search has been saved with the Save This Search feature. • In some cases, interactive elements have not been assigned accessible names or appropriate roles to aid screen reader use. On example of this is the 'Close' button on the 'What is a Personal Account?' help dialog available in headers. • In some cases, text has not been labelled correctly. On example of this is the 'Helpful Tips' text on the Login page, which has been incorrectly labelled as a menu.
302.2 With Limited Vision	Partially Supports	Most of the components in the pages are easily readable/operable when the content is magnified up to 200% browser zoom, and the products also have good support for text reflow. Color contrast ratio of most of the text elements is equal to or greater than the standard ratio 4.5:1. However, there are a few

Criteria	Conformance Level	Remarks and Explanations
		exceptions where the users with limited vision face difficulties in accessing some information. • In some cases, color contrast ratios of text or elements are below the standard ratio of 4.5:1. One example of this is placeholder text in user input fields. • In some cases, the color contrast ratio of the focus indicator is less than the standard ratio of 3.0:1. One example of this is the 'Play/Pause' button on video players. • In some cases, content overlaps or is truncated at 320px width. One example of this is on CA, where the descriptions of Archive Catalogue Items are truncated when text spacing is applied to Archive Catalogue pages. • In some cases, content requires scrolling in two dimensions at 320px width. One example of this is Dictionary pages. • Sometimes, the breadcrumb region on content pages disappears at 200% browser zoom.
302.3 Without Perception of Color	Partially Supports	The products have good support for users without color perception as the information conveyed via color coding is accompanied with a text-based alternative and meaningful icons in most cases. However, there is an exception, where some information is available in color only. • On BMuS, BVA, BECS, BFL, and BHTM, The World Map content type uses color as the sole means of communicating information.

Criteria	Conformance Level	Remarks and Explanations
302.4 Without Hearing	Partially Support	The products have good support for users with hearing impairment. Synchronized captions are available for most of the audio-visual multimedia content, and equivalent text transcripts are available for the audio-only content. However, there are a few multimedia presentations where transcripts are missing. • BVL has some non-English language videos with burned in captions that do not have transcripts yet. • DO has some videos without transcripts.
302.5 With Limited Hearing	Partially Support	The products have good support for users with hearing impairment. Synchronized captions are available for most of the audio-visual multimedia content, and equivalent text transcripts are available for the audio-only content. However, there are a few multimedia presentations where transcripts are missing. • BVL has some non-English language videos with burned in captions that do not have transcripts yet. • DO has some videos without transcripts.
302.6 Without Speech	Not Applicable	Speech is not required to complete any task or activity in the products.
302.7 With Limited Manipulation	Not Applicable	No features in the products require complicated keyboard actions, simultaneous actions, or fine motor control.

Criteria	Conformance Level	Remarks and Explanations
302.8 With Limited Reach and Strength	Partially Supports	The products have many interactive user interface components like buttons, links, and most of these elements are operable using a keyboard for screen reader/ keyboard users. However, there are a few instances where it is difficult for screen reader/ keyboard only users to access some of these elements using a keyboard. • In some cases, keyboard focus is not visible. One example of this is the input fields on the Advanced Search page. • In some cases, buttons and custom controls are not keyboard accessible. One example of this is the 'Close' button on the 'Sign in to Your Personal Account' dialog. • On DO and BPL, the 'Words and Speeches' element on Playtext pages contains information that can only be accessed through mouse hover.
302.9 With Limited Language, Cognitive, and Learning Abilities	Partially Supports	Many features in the products have good support for users with cognitive disabilities. However, there are a few exceptions, where users with some cognitive limitations will face difficulties in accessing some of the products' components. • On the Contact Us page, autocomplete is disabled on input fields although autocomplete would make completion easier for users. • In some cases, applying text spacing leads to content being truncated. One example of this

Criteria	Conformance Level	Remarks and Explanations
		is on the Monograph pages, where the placeholder text in the 'Search within This Book' field in the table of content, as well as the page indicators within the text, are truncated when text spacing is applied. • In rare instances, user input fields provide unclear instructions. One example of this is the Contact Us page, where the character limit of the 'Message' field is not communicated clearly.

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	Supports	Each product across the Bloomsbury Digital Resources Academic platforms has an Accessibility page with information on conformance to WCAG 2.1 AA standards. This page details the built-in accessibility features and the product's compatible with the assistive technologies.
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	The products do not provide any 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	Supports	Each product across the Bloomsbury Digital Resources Academic platforms has an Accessibility page with information on accessibility and compatibility features.
603.3 Accommodation of Communication Needs	Support	Each product across the Bloomsbury Digital Resources Academic platforms has an Accessibility page with instructions of how users can contact Bloomsbury about accessibility needs and queries.