Voluntary Product Accessibility Template (VPAT)

Date:	**01 July 2010**
Name of Product:	**ProQuest**
Product website:	http://search.proquest.com
Contact for more Information:	Platform_Feedback@proquest.com

NOTE: All sections not applicable for this web product have been greyed out.

Refer to the ITIC Best Practices for filling out the following form.

Summary Table		
Criteria	**Supporting Features**	**Remarks and explanations**
Section 1194.21 Software Applications and Operating Systems	**Supports with Exceptions**	Supports with some exceptions. See below for full details.
Section 1194.22 Web-based internet information and applications	**Supports with Exceptions**	Application is compliant but the data has some exceptions. See below for full details.
Section 1194.23 Telecommunications Products	**Not applicable**	*ProQuest* is not considered a telecommunications product according to the definition in Section 1194.23.
Section 1194.24 Video and Multi-media Products	**Not applicable**	*ProQuest* is not considered a multimedia product according to the definition in Section 1194.24.
Section 1194.25Self-Contained, Closed Products	**Not applicable**	*ProQuest* is not a self-contained product according to the definition in Section 1194.25.
Section 1194.26 Desktop and Portable Computers	**Not applicable**	*ProQuest* is not a desktop product according to the definition in Section 1194.26.
Section 1194.31 Functional Performance Criteria	**Supports with Exceptions**	Supports with some exceptions. See below for full details.
Section 1194.41 Information, documentation, and support.	**Supports**	Fully compliant. See below.

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Section 1194.21 Software Applications and Operating Systems * Refer to (http://www.access-board.gov/sec508/guide/1194.21.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.	**Supports**	The product is designed for keyboard access. Access keys are available and documented in the Accessibility page.
(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.	**Supports**	*ProQuest* does not disrupt/disable standard browser accessibility features (access keys have been chosen carefully so that they do not conflict).
(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus changes.	**Supports**	The current input focus can be discerned by assistive technology (using standard html code for forms, etc).
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	**Supports**	Text labels identify all form fields. Label/ids and other accessible code necessary for screen readers are associated with all form elements. All images used to represent functionality or actions have associated text labels (or alt/title text if a text label is not appropriate).
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	**Supports**	Standard and consistent images are used throughout the site.
(f) Textual information shall be provided through operating system	**Supports**	*ProQuest* uses standard HTML input elements as supported by all

functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.		browsers. Any text written to the screen can be interpreted by assistive technologies.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	**Supports**	The CSS style sheet can be overridden in the product using the browser settings. This is documented in the Accessibility Help page.
(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.	**Supports with exceptions**	*ProQuest* content does not include animations. However, animated graphics have been used to indicate when information is being loaded into a page or layer.
(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.	**Supports**	Colour is used to enhance usability by drawing attention to certain areas of the screen, but colour is never the only means of conveying important information.
(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.	**Not applicable**	*ProQuest* does not provide functionality to alter colour/contrast, although this can be done via the browser if the user chooses to override the CSS style sheet.
(k) Software shall not use flashing or blinking text, objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.	**Supports**	*ProQuest* does not use flashing or blinking elements in the user interface.
(l) When electronic forms are used, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	**Supports**	All forms have been coded with the necessary mark-up (use of labels/ids, fieldsets, etc.) to make them accessible to assistive technologies.

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Section 1194.22 Web-based Internet information and applications * Refer to (http://www.access-board.gov/sec508/guide/1194.22.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	**Supports with Exceptions**	The application is fully compliant – all <img>elements have appropriate alt attributes. Text within graphics is restricted to product title and logos only. All images that are purely decorative are either coded as background images or have null alt text (so they do not interrupt the page when using a screen reader). However, we cannot guarantee that all images in the data have been given alt text. Some full text articles are in PDF image format only (unreadable to screen readers).
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	**Does not support**	Synchronized captions are not provided for video content in the site.
(c) Web pages shall be designed so that all information conveyed with color is also available without color, for example from context or markup.	**Supports**	Colour is used to enhance usability by drawing attention to certain areas of the screen, but colour is never the only means of delivering important information.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	**Supports**	All content is still available and all pages are readable with CSS turned off.
(e) Redundant text links shall be provided for each active region of a server-side image map.	**Not applicable**	The site does not use server-side image maps.
(f) Client-side image maps shall be provided instead of server-side image maps except where the regions cannot be defined with an available geometric shape.	**Supports**	Client-side image maps are used and appropriate alt text is provided for the image as well as each hot spot region.
(g) Row and column headers shall be identified for data tables.	**Supports with Exceptions**	Tables used strictly for layout do not have row or column headers. As new content gets added, data tables may appear in the data. We cannot guarantee that these will have been coded with row and column headers.
(h) Markup shall be used to associate	**Supports with Exceptions**	Data tables are not used in the

data cells and header cells for data tables that have two or more logical levels of row or column headers.		application. As new content gets added, data tables may appear in the data. We cannot guarantee that these will have been correctly coded with associations between the cell and appropriate headers (e.g. using the id/scope attributes).
(i) Frames shall be titled with text that facilitates frame identification and navigation	**Supports**	The site uses frames for PDF page layout but these have been properly identified and titled.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	**Supports**	Graphics and other elements of the content do not flicker.
(k) A text-only page, with equivalent information or functionality, shall be provided to make a web site comply with the provisions of this part, when compliance cannot be accomplished in any other way. The content of the text-only page shall be updated whenever the primary page changes.	**Supports with Exceptions**	The product has been designed to be directly accessible, so no alternative text-only pages are necessary. However, a number of full text articles are in PDF image format only (unreadable to screen readers) with no text-only equivalent.
(l) When pages utilize scripting languages to display content, or to create interface elements, the information provided by the script shall be identified with functional text that can be read by Assistive Technology.	**Supports**	All scripts are accessible to assistive technologies and the keyboard.
(m) When a web page requires that an applet, plug-in or other application be present on the client system to interpret page content, the page must provide a link to a plug-in or applet that complies with Û1194.21(a) through (l).	**Supports with Exceptions**	Some parts of the content require a media player, Flash or Adobe Acrobat reader. Links are provided to the relevant plug-in via the Accessibility Help page (a link to Help appears on all pages of site).
(n) When electronic forms are designed to be completed on-line, the form shall allow people using Assistive Technology to access the information, field elements, and functionality required for completion and submission of the form, including all directions and cues.	**Supports**	All forms have been coded with the necessary mark-up (use of labels/ids, etc.) to make them accessible to assistive technologies.
(o) A method shall be provided that permits users to skip repetitive navigation links.	**Supports**	The first element on every page is a 'skip over navigation to the main content' link which allows users to skip all repetitive navigation.

		The skip link remains invisible for mouse users, but is accessible to screen readers and keyboard users (becomes visible when user tabs to link).
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	**Supports**	The product does not require timed responses. There is a time limit to the users' session, however the user is alerted when the time limit is approaching and can extend their session if required.

Note to 1194.22: The Board interprets paragraphs (a) through (k) of this section as consistent with the following priority 1 Checkpoints of the Web Content Accessibility Guidelines 1.0 (WCAG 1.0) (May 5 1999) published by the Web Accessibility Initiative of the World Wide Web Consortium: Paragraph (a) - 1.1, (b) - 1.4, (c) - 2.1, (d) - 6.1, (e) - 1.2, (f) - 9.1, (g) - 5.1, (h) - 5.2, (i) - 12.1, (j) - 7.1, (k) - 11.4.

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Section 1194.23 Telecommunications Products * Refer to (http://www.access-board.gov/sec508/guide/1194.23.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) Telecommunications products or systems which provide a function allowing voice communication and which do not themselves provide a TTY functionality shall provide a standard non-acoustic connection point for TTYs. Microphones shall be capable of being turned on and off to allow the user to intermix speech with TTY use.		
(b) Telecommunications products which include voice communication functionality shall support all commonly used cross-manufacturer non-proprietary standard TTY signal protocols.		
(c) Voice mail, auto-attendant, and interactive voice response telecommunications systems shall be usable by TTY users with their TTYs.		
(d) Voice mail, messaging, auto-attendant, and interactive voice response telecommunications systems that require a response from a user within a time interval, shall give an alert when the time interval is about to run out, and shall provide sufficient time for the user to indicate more time is required.		
(e) Where provided, caller identification and similar telecommunications functions shall also be available for users of TTYs, and for users who cannot see displays.		
(f) For transmitted voice signals, telecommunications products shall provide a gain adjustable up to a minimum of 20 dB. For incremental volume control, at least one intermediate step of 12 dB of gain shall be provided.		
(g) If the telecommunications product allows a user to adjust the receive volume, a function shall be provided to automatically reset the volume to the default level after every use.		
(h) Where a telecommunications product delivers output by an audio transducer which is normally held up to the ear, a means for effective magnetic wireless		

coupling to hearing technologies shall be provided.		
(i) Interference to hearing technologies (including hearing aids, cochlear implants, and assistive listening devices) shall be reduced to the lowest possible level that allows a user of hearing technologies to utilize the telecommunications product.		
(j) Products that transmit or conduct information or communication, shall pass through cross-manufacturer, non-proprietary, industry-standard codes, translation protocols, formats or other information necessary to provide the information or communication in a usable format. Technologies which use encoding, signal compression, format transformation, or similar techniques shall not remove information needed for access or shall restore it upon delivery.		
(k)(1) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be tactilely discernible without activating the controls or keys.		
(k)(2) Products which have mechanically operated controls or keys shall comply with the following: Controls and Keys shall be operable with one hand and shall not require tight grasping, pinching, twisting of the wrist. The force required to activate controls and keys shall be 5 lbs. (22.2N) maximum.		
(k)(3) Products which have mechanically operated controls or keys shall comply with the following: If key repeat is supported, the delay before repeat shall be adjustable to at least 2 seconds. Key repeat rate shall be adjustable to 2 seconds per character.		
(k)(4) Products which have mechanically operated controls or keys shall comply with the following: The status of all locking or toggle controls or keys shall be visually discernible, and discernible either through touch or sound.		

Section 1194.24 Video and Multi-media Products * Refer to (http://www.access-board.gov/sec508/guide/1194.24.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.		
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.		
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.		
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.		
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.		

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Section 1194.25 Self-Contained, Closed Products * Refer to (http://www.access-board.gov/sec508/guide/1194.25.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) Self contained products shall be usable by people with disabilities without requiring an end-user to attach Assistive Technology to the product. Personal headsets for private listening are not Assistive Technology.		
(b) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.		
(c) Where a product utilizes touchscreens or contact-sensitive controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).		
(d) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(e) When products provide auditory output, the audio signal shall be provided at a standard signal level through an industry standard connector that will allow for private listening. The product must provide the ability to interrupt, pause, and restart the audio at anytime.		
(f) When products deliver voice output in a public area, incremental volume control shall be provided with output amplification up to a level of at least 65 dB. Where the ambient noise level of the environment is above 45 dB, a volume gain of at least 20 dB above the ambient level shall be user selectable. A function shall be provided to automatically reset the volume to the default level after every use.		
(g) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.		
(h) When a product permits a user to adjust color and contrast settings, a range of color selections capable of producing a variety of contrast levels shall be provided.		
(i) Products shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.		
(j) (1) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: The position of any operable control shall be determined with respect to a vertical plane, which is 48 inches in length, centered on the operable control, and at the maximum protrusion of the product within the 48 inch length on products which are freestanding, non-portable, and intended to be used in one location and which have operable controls.		
(j)(2) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is 10 inches or less behind the reference plane, the height shall be 54 inches maximum and 15 inches minimum above the floor.		

Criteria	Supporting Features	Remarks and explanations
(j)(3) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Where any operable control is more than 10 inches and not more than 24 inches behind the reference plane, the height shall be 46 inches maximum and 15 inches minimum above the floor.		
(j)(4) Products which are freestanding, non-portable, and intended to be used in one location and which have operable controls shall comply with the following: Operable controls shall not be more than 24 inches behind the reference plane.		

Section 1194.26 Desktop and Portable Computers * Refer to (http://www.access-board.gov/sec508/guide/1194.26.htm) for details on the guidelines listed below.		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) All mechanically operated controls and keys shall comply with Û1194.23 (k) (1) through (4).		
(b) If a product utilizes touchscreens or touch-operated controls, an input method shall be provided that complies with Û1194.23 (k) (1) through (4).		
(c) When biometric forms of user identification or control are used, an alternative form of identification or activation, which does not require the user to possess particular biological characteristics, shall also be provided.		
(d) Where provided, at least one of each type of expansion slots, ports and connectors shall comply with publicly available industry standards		

Section 1194.31 Functional Performance Criteria		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) At least one mode of operation and information retrieval that does not require user vision shall be provided, or support for Assistive Technology used by people who are blind or visually impaired shall be provided.	**Supports with Exceptions**	*ProQuest* is coded to work with screen readers and other assistive technologies. The product is tested using JAWS. Exceptions as described in 1194.22 (a) (b) (g) (h) (k) (m).
(b) At least one mode of operation and information retrieval that does not require visual acuity greater than 20/70 shall be provided in audio and enlarged print output working together or independently, or support for Assistive Technology used by people who are visually impaired shall be provided.	**Supports with Exceptions**	*ProQuest* is coded to work with screen readers. Exceptions as described in 1194.22 (a) (b) (g) (h) (k) (m).
(c) At least one mode of operation and information retrieval that does not require user hearing shall be provided, or support for Assistive Technology used by people who are deaf or hard of hearing shall be provided	**Not applicable**	Audio files form an extremely small part of the content held in *ProQuest*. User hearing is not required elsewhere in the product.
(d) Where audio information is important for the use of a product, at least one mode of operation and information retrieval shall be provided in an enhanced auditory fashion, or support for assistive hearing devices shall be provided.	**Not applicable**	Audio files form an extremely small part of the content held in *ProQuest*. User hearing is not required elsewhere in the product.
(e) At least one mode of operation and information retrieval that does not require user speech shall be provided, or support for Assistive Technology used by people with disabilities shall be provided.	**Not applicable**	User speech is not required to use the product.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous actions and that is operable with limited reach and strength shall be provided.	**Supports**	All screen elements are designed to be accessible for users with poor motor control (i.e. clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.

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Section 1194.41 Information, documentation, and support		
Criteria	**Supporting Features**	**Remarks and explanations**
(a) Product support documentation provided to end-users shall be made available in alternate formats upon request, at no additional charge.	**Supports**	Context-sensitive help is available from each page of the product (this can be viewed online or printed). Product details are available from the corporate site or on request. Users are encouraged via the Accessibility page to use the contact form if they require any further help with using the product.
(b) End-users shall have access to a description of the accessibility and compatibility features of products in alternate formats or alternate methods upon request, at no additional charge.	**Supports**	An Accessibility Help page is available in the site help which can be accessed from all pages of site. This features useful information about site wide navigation, site maps, access keys, using the tab key, managing pop-ups, how to change the visual display, and details on features with implications for accessibility. A link to a separate accessibility standards compliance policy statement is available on every page of the site.
(c) Support services for products shall accommodate the communication needs of end-users with disabilities.	**Supports**	The Accessibility Help page provides support information for users with disabilities. There is also a 'Contact Us' link on each page where users can direct queries or suggestions to our support staff. Details for accessing technical support can be found in the product. Users are provided with email, phone and fax contact details.