



# hoopla Digital Accessibility Conformance Report

VPAT® Version 2.1 – March 2018

## **Name of Product/Version:**

hoopla Digital, ver. 4.22.0

## **Product Description:**

hoopla is an all-in-one digital library service of Midwest Tape, offering more than 675,000 titles on-demand and with no late fees. Patrons have access to eBooks, audiobooks, comics, music, movies, and television—all from an easy-to-use website or via mobile app, where they can stream or download their borrowed titles. hoopla is also available on Roku, Chromecast, Apple TV, Android TV, Amazon Fire TV and Alexa devices.

## **Date:**

August 10, 2018

## **Contact information:**

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## **Notes:**

## Evaluation Methods Used:

Site evaluated using WAVE and Axe automated evaluation tools, JAWS screen reader with IE, and NVDA screen reader with Firefox, as well as manual and visual tests where appropriate.

## Applicable Standards/Guidelines:

WCAG 2.0 Level A and AA.

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A - Yes Level AA - Yes Level AAA - No
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	Yes (incorporated in WCAG report as Criteria)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at <a href="http://mandate376.standards.eu/standard">http://mandate376.standards.eu/standard</a>	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.
- **Supports with Exceptions:** Some functionality of the product does not meet the criterion.

- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

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

**Table 1: Success Criteria, Level A**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.1.1 Non-text Content</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: The Hoopla website provides alt text for the covers of any content which includes text. Any user can read this alt text, either visually or via screen reader and can understand what the content references.
<p><a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Does Not Support</b>	Web: All Hoopla audio and video content is provided by 3 <sup>rd</sup> party vendors who do not provide transcripts.
<p><a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All Hoopla video content is provided by 3 <sup>rd</sup> party vendors. Most of the videos contain a captioning option. Most foreign films (non-English content) contain sub-titles.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Does Not Support</b></p>	<p>Web: All Hoopla video content is provided by 3<sup>rd</sup> party vendors who may not provide audio description or other media alternatives.</p>
<p><a href="#">1.3.1 Info and Relationships</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Supports with Exceptions</b></p>	<p>Web: Most information and relationships on the website are reported to screen readers in a parallel way to their visual representation.</p> <p>There are a couple of notable exceptions which are being addressed in future releases.</p> <p>Sign-on modal should appear after site banner and footer when an error has been generated. Username and password should remain in the site header. Error messages should display next to each text field. Each section on Help page should be under the relative tab.</p>
<p><a href="#">1.3.2 Meaningful Sequence</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Supports with Exceptions</b></p>	<p>Web: Most pages are constructed with adequate and logical information flows, including correct heading structures.</p> <p>Occasionally there are gaps in heading hierarchy. These instances are in the Hoopla development cycle for remediation.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.3.3 Sensory Characteristics</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: No section or element of the website relies solely on a sensory characteristic for complete use.
<p><a href="#">1.4.1 Use of Color</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Entire site is designed so that color alone is not used to convey purpose or information.
<p><a href="#">1.4.2 Audio Control</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All audio controls are operable by user to either pause, stop or regulate the sound level.
<p><a href="#">2.1.1 Keyboard</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	<p>Web: Most elements are constructed so that a keyboard-only user can navigate through the site and activate appropriate elements.</p> <p>Exceptions to this pattern are the Borrow and Favorite elements which are necessary for full site usability.</p> <p>Borrow and Favorite buttons are mouse-only operable.</p>
<p><a href="#">2.1.2 No Keyboard Trap</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: There are no keyboard traps found in the website.
<p><a href="#">2.2.1 Timing Adjustable</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Site does not have built in time limits.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	<p>Web: There are no elements which move, blink, scroll or update where user needs to pause or stop them.</p> <p>The carousels which display selected content would benefit some users if they could be paused but this is not a violation of the guideline.</p>
<p><a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: No flashing sections on any of Hoopla pages.
<p><a href="#">2.4.1 Bypass Blocks</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Does Not Support</b>	<p>Web: Skip links are not available to allow user to move directly to page content.</p> <p>Adding them is in the Hoopla development cycle for remediation.</p>
<p><a href="#">2.4.2 Page Titled</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All pages have distinct and descriptive titles.
<p><a href="#">2.4.3 Focus Order</a> (Level A)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	<p>Web: Pages can all be navigated sequentially. Focus order preserves meaning.</p> <p>Filter section contains multiple sub-categories which can all be keyboard navigated, but which are navigable in reverse visual order. This can be confusing for anyone, including those with cognitive disabilities.</p>
<p><a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)</p> <p>Also applies to:</p>	Web: <b>Supports</b>	Web: Link text is designed to provide unique information that

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2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>		allows user to determine what content will be available when clicking the link.
<a href="#">3.1.1 Language of Page</a> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All pages have a lang="en" attribute
<a href="#">3.2.1 On Focus</a> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Most of the page elements, when receiving focus, are can then be implemented or not, per user choice.
<a href="#">3.2.2 On Input</a> (Level A) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	Web: When user changes the setting of any interface component there is not an automatic change in context.  Exception is the Search text field. Auto-complete begins to fill in the search box when user begins to type. Results appear beneath the search box replacing the current content on the page. This can be confusing for people with cognitive disabilities as well as for those relying on the page to persist in its previous configuration.  Design group is considering if the auto-complete search feature should be redesigned so that a User must completely input the request and then trigger a results list purposefully.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.3.1 Error Identification</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: “Create New Account” wizard error generation is the primary input section where errors can occur. This was tested and passed.
<p><a href="#">3.3.2 Labels or Instructions</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	Web: Some form fields are still missing labels with unique IDs.
<p><a href="#">4.1.1 Parsing</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	<p>Web: Work is ongoing to ensure that all IDs are unique. Remediation is ongoing.</p> <p>New development is being implemented with increased vigor in this area.</p>
<p><a href="#">4.1.2 Name, Role, Value</a> (Level A)</p> <p>Also applies to:</p> <p>2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	<p>Web: Work is ongoing to ensure that custom controls using &lt;div&gt; and &lt;span&gt; also include correct roles.</p> <p>Remediation is ongoing. New development is being implemented with increased vigor in this area.</p>

**Table 2: Success Criteria, Level AA**

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">1.2.4 Captions (Live)</a> (Level AA)</p> <p>Also applies to:</p>	Web: <b>Not applicable</b>	Web: Hoopla hosts pre-recorded, not live, content.



Criteria	Conformance Level	Remarks and Explanations
2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>		
<u><a href="#">1.2.5 Audio Description (Prerecorded)</a></u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Does Not Support</b>	Web: All Hoopla video content is provided by 3 <sup>rd</sup> party vendors who do not provide audio description.
<u><a href="#">1.4.3 Contrast (Minimum)</a></u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports with Exceptions</b>	Web: There are numerous instances where specific text and background color choices have failed the 4.5:1 contrast ratio. There are other text and background choices which pass.  There are plans to revisit the color scheme and update to a universally compliant color contrast selection.
<u><a href="#">1.4.4 Resize text</a></u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All pages can be resized without assistive technology to 200% without loss of content or functionality.
<u><a href="#">1.4.5 Images of Text</a></u> (Level AA) Also applies to: 2017 Section 508 <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Most of the text images included in this guideline are on the covers of the various content (Movies, Books, Comics, etc.).  The entire cover can be enlarged for viewing by low vision users.  The title for each content item is also available adjacent to the cover in clear and available text so that people with cognitive issues or screen reader users can understand the text.

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">2.4.5 Multiple Ways</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Web: There are multiple ways to locate the various Hoopla web pages via menu items, filters and search.</p>
<p><a href="#">2.4.6 Headings and Labels</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Supports</b></p>	<p>Web: Headings are descriptive so that user can easily understand what content is available in that page section.</p> <p>The same, simply worded headings are used consistently throughout the site.</p>
<p><a href="#">2.4.7 Focus Visible</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	<p>Web: <b>Supports with Exceptions</b></p>	<p>Web: Depending on the browser used there are multiple instances where keyboard-only user cannot see which element they have tabbed to. This is especially problematic when the cover images of the borrowable content do not show visible focus.</p> <p>There is a plan to remediate this in an upcoming code release.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><a href="#">3.1.2 Language of Parts</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: The entire Hoopla site is in English and has attributes that support that language.
<p><a href="#">3.2.3 Consistent Navigation</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: All header and footer elements are consistent in name and location from one page to another throughout the site.
<p><a href="#">3.2.4 Consistent Identification</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Consistent page design allows users to learn and remember where the page elements are and how to use them.
<p><a href="#">3.3.3 Error Suggestion</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Error suggestions are made during the sign on process form.
<p><a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)</p> <p>Also applies to: 2017 Section 508</p> <ul style="list-style-type: none"> <li>• 501 (Web)</li> </ul>	Web: <b>Supports</b>	Web: Hoopla doesn't have implications for legal, financial or data commitments.