

# **[Company] Accessibility Conformance Report**

## **International Edition**

(Based on VPAT® Version 2.5Rev)

**Name of Product/Version:** LibraryH3lp guest chat box as deployed July 22, 2025

**Report Date:** July 22, 2025

**Product Description:** Web-based chat interface connecting website visitors to staff

**Contact Information:** support@libraryh3lp.com, 877-844-5371

**Notes:** Throughout this document, “guest” refers to the person using the chat box and “customer” refers to the organization providing the chat box on a website. The guest-facing chat box has no electronic docs, software, or authoring tool available to the guest.

**Evaluation Methods Used:** Manual testing using the following: Windows 10 and its built-in features; Chrome 138.0.7204.158 (Official Build) (64-bit); Firefox 141.0 (64-bit); Edge Version 138.0.3351.95 (Official build) (64-bit); NVDA 2025.1.2; JAWS 2025.2506.170.

### **Applicable Standards/Guidelines**

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

Standard/Guideline	Included In Report
<a href="#">Web Content Accessibility Guidelines 2.0</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.1</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Web Content Accessibility Guidelines 2.2</a>	Level A (Yes) Level AA (Yes) Level AAA (No)
<a href="#">Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018</a>	(Yes)
<a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11)</a> AND <a href="#">EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)</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.
- **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:
  - Clause 9 - Web
  - Clauses 10.1-10.4 of Clause 10 - Non-Web documents
  - Clauses 11.1-11.4 and 11.8.2 of Clause 11 - Software
  - Clauses 12.1.2 and 12.2.4 of Clause 12 - Documentation and support services
- Revised Section 508:
  - Chapter 5 - 501.1 Scope and 504.2 Content Creation or Editing
  - Chapter 6 - 602.3 Electronic Support Documentation

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.1 Conformance Requirements](#).

## Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	<p>The chat box includes images, all of which all have alternative text. The dynamic real-time status indicator (available, busy, away, unavailable) updates with an appropriate alternative text version in real-time which mirrors current chat availability.</p> <p>Special situation notes:</p> <ul style="list-style-type: none"> <li>There is an audible alert sound in the chat box that plays when the guest receives a new message. The guest can turn the alert sound off. If the guest cannot hear sounds or turns the alert sound off, then new messages are visually noticeable because they show up as timestamped new lines in the chat transcript.</li> <li>Each control or input element in the chat box has a name that describes its purpose.</li> <li>All purely decorative content in the chat box is implemented such that it is ignored by screen readers.</li> </ul>
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not applicable	There is no pre-recorded audio or video content in the chat box.
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not applicable	The chat box does not include audio/video content.
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not applicable	The chat box does not include audio/video content.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	Structure and relationships can be programmatically determined through correct markup and use of aria labels. The chat box provides all guest accessible items in text.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Web: Supports	The chat transcript, which is dynamically generated as the chat progresses, builds in natural reading order. Each line of the chat transcript is timestamped using text. Guests utilizing screen readers use arrow keys to navigate forward and backward through the chat transcript.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	The chat box does not depend only on sensory characteristics. The customer can provide such customizations, but these are not required for successful guest chatting.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Color is not the only visual means of conveying information to the user.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not applicable	No audio plays for more than three seconds. There is an alert sound with duration of less than one second that plays when the guest receives a new message. The guest can turn this sound on and off and the customer can default sounds to on or off.
<a href="#">2.1.1 Keyboard</a> (Level A)	Supports	All chat box functionality is operable through the keyboard, and no special timings for individual keystrokes are required. The user's "send file" option invokes the user's operating system file selector, and so to complete that action, the user will be accessing functionality outside the chat box application.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Web: Supports	There are no keyboard traps. The user can use arrow or tab keys or other standard exit methods to move among all components of the chat box which can receive focus. If the customer implements the optional proactive chat invitation dialog prompt, it can be exited using the keyboard, and focus is returned to the guest at their original place.
<a href="#">2.1.4 Character Key Shortcuts</a> (Level A 2.1 and 2.2)	Supports	There are no character key shortcuts in the chat box.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Not applicable	There are no time limits in the chat box. If the chat service availability changes to offline status during an active chat, the guest is informed of the now-offline status of the chat service. The chat box auto-updates the chat history as new messages are sent.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Not applicable	There is no moving or blinking content. Chat history will automatically scroll for visual users once the conversation reaches a length that overflows the available display area. Scrolling can be controlled by the user through ordinary controls in their web browser, and in conjunction with their assistive technology.

Criteria	Conformance Level	Remarks and Explanations
		Screen reader users can browse through the lines of chat history using their keyboard.
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Not applicable	There are no flashing interface elements in the chat box.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Not applicable	There are no significant blocks of content in the chat box that need to be bypassed.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	The chat box is a full HTML document and can be deployed within an existing web page or as a standalone page. Chat boxes embedded within a web page can be titled by applying an IFRAME title. Chat boxes as a standalone page support a title element. The chat box has headings and labels that describe its purpose.
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	Focusable elements can be navigated sequentially and receive focus in an order that preserves meaning and operability.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	The chat box uses links for most application buttons (send file, email transcript, pop out, sound on/off). The purpose of these links is described using titles and roles. By default, no links to other content are present in the chat box. Should the customer optionally add custom links to the chat box title, the customer should take care to ensure the links are properly described.
<a href="#">2.5.1 Pointer Gestures</a> (Level A 2.1 and 2.2)	Not applicable	There are no multipoint or path-based gestures within the chat box.
<a href="#">2.5.2 Pointer Cancellation</a> (Level A 2.1 and 2.2)	Supports	The user can use a single pointer for the chat box's buttons (send file, email transcript, pop out, sound on/off, clear chat transcript history) and the submit button for entry forms. Completion of these actions happens on the up-event and can be cancelled by sliding the pointer off the button.
<a href="#">2.5.3 Label in Name</a> (Level A 2.1 and 2.2)	Supports	The chat box presents an input to the user when the user wishes to email the chat transcript. This input includes a label which is presented visually. All fields in entry forms include a label which is presented visually.
<a href="#">2.5.4 Motion Actuation</a> (Level A 2.1 and 2.2)	Not applicable	The chat box has no motion actuation.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The default language of the chat box is declared in its DOCTYPE and thus can be programmatically determined. There are localizations available ( <a href="https://docs.libraryh3lp.com/localization">https://docs.libraryh3lp.com/localization</a> ) which are automatically applied based upon the language setting in the user's user agent. Customers can opt to override the automatic localizations and enforce a particular language. Entry form label wording is under complete control of customer.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Web: When a chat box component receives focus, it does not initiate a change of context. The customer can optionally provide a time-triggered proactive chat invitation, and this produces a jQueryUI dialog. These change focus and context to the invitation dialog, and the user can exit from the dialog using their keyboard. After exiting, focus is returned to the guest's original place.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	Changing the setting of any component in the chat box does not automatically cause a change of context.
<a href="#">3.2.6 Consistent Help</a> (Level A 2.2 only)	Not applicable	The chat box is an app, not a web page.
<a href="#">3.3.1 Error Identification</a> (Level A)	Supports	The message entry field accepts any free-form text, file, or image and thus has no defined error cases. The chat box also presents an input to the user when the user wishes to email the chat transcript. The email address provided is checked to ensure it matches the format of properly formed email address. Should an invalid email address be provided, an error ("Email was not sent. Please use a valid email address. Example: username@your.domain") is displayed to the user in text.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	The chat box provides labels when content requires user input, most notably the message entry field and email address field for emailing chat transcripts as well as the fields in the optional entry form.
<a href="#">3.3.7 Redundant Entry</a> (Level A 2.2 only)	Not applicable	
<a href="#">4.1.1 Parsing</a> (Level A) WCAG 2.0 and 2.1 – Always answer 'Supports'	Supports	For WCAG 2.0, 2.1, EN 301 549, and Revised 508 Standards, the September 2023 errata update indicates this criterion is always

Criteria	Conformance Level	Remarks and Explanations
WCAG 2.2 (obsolete and removed) - Does not apply		supported. See the <a href="#">WCAG 2.0 Editorial Errata</a> and the <a href="#">WCAG 2.1 Editorial Errata</a> .
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	For all user interface components (including but not limited to: form elements, links and components generated by scripts), the name and role can be programmatically determined; states, properties, and values that can be set by the user can be programmatically set; and notification of changes to these items is available to user agents, including assistive technologies.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not applicable	The chat box does not include live audio or synchronized media.
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not applicable	The chat box does not use recorded audio or synchronized media.
<a href="#">1.3.4 Orientation</a> (Level AA 2.1 and 2.2)	Not applicable	The chat box does not restrict its view and operation to a single display orientation.
<a href="#">1.3.5 Identify Input Purpose</a> (Level AA 2.1 and 2.2)	Supports	The chat box presents input fields to the user as part of an optional entry form; the purpose of these input fields can be programmatically determined. The chat box presents an input field to the user for sending messages to the operator; the purpose of this input field can be programmatically determined. The chat box presents an input field to the user which gathers an email address when the user wishes to email the chat transcript; the purpose of this input field is presented visually and can be programmatically determined.



Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Supports	The visual presentation of text and images of text in the chat box may have a contrast ratio of at least 4.5:1. Note that the coloring of the text and images used in chat box are customizable for LibraryH3lp customers and care must be taken to ensure proper contrast for users.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	The chat box works with zoom controls in modern web browsers and works with assistive technologies that provide magnification. Text in the chat box can be resized without assistive technology up to 200 percent without loss of content or functionality.
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	The dynamic real-time status indicator (available, busy, away, unavailable) is represented by an image. LibraryH3lp offers many pre-canned themes for this real-time status indicator, some of which use images of text. To satisfy this success criterion, we recommend using one of the pre-canned themes that does not use images of text or creating your own custom theme. No matter what presence image the customer selects, the guest will have a textual, dynamically-updating indication of the chat's presence.
<a href="#">1.4.10 Reflow</a> (Level AA 2.1 and 2.2)	Supports	The content of the chat box is presented without requiring scrolling in two dimensions. In particular, the chat transcript only scrolls in the vertical dimension.
<a href="#">1.4.11 Non-text Contrast</a> (Level AA 2.1 and 2.2)	Supports	The user interface components and graphical objects may have a contrast ratio of at least 3:1 against adjacent colors. Note that the contrast of some user interface components and graphical objects used in chat box are customizable for LibraryH3lp customers (for example the icon set) and care must be taken to ensure proper contrast for users.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.4.12 Text Spacing</a> (Level AA 2.1 and 2.2)	Supports	No loss of content or functionality occurs in the chat box by setting the properties as outlined in this success criterion (line height of 1.5 times the font size, spacing at least 2 times the font size, letter spacing at least 0.12 times the font size, word spacing at least 0.16 the font size).
<a href="#">1.4.13 Content on Hover or Focus</a> (Level AA 2.1 and 2.2)	Not applicable	The chat box has no content on hover or focus behaviors outside those defined by the user agent.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Not applicable	The chat box is not a navigable web site.
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	The chat box has headings and labels that describe the relevant topic or purpose.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	The chat box is keyboard operable and provides a visible keyboard focus indicator. Customers can opt to apply CSS to focusable elements to customize the appearance of the focus indicator.
<a href="#">2.4.11 Focus Not Obscured (Minimum)</a> (Level AA 2.2 only)	Supports	Content cannot be repositioned by user nor does any opened content obscure the component receiving focus.
<a href="#">2.5.7 Dragging Movements</a> (Level AA 2.2 only)	Supports	Users may upload files to chat via drag and drop into the chat typing area. Dragging is not essential as file upload is also available via an accessible button and file upload dialog.
<a href="#">2.5.8 Target Size (Minimum)</a> (Level AA 2.2 only)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Not applicable	The chat box is uniform in its language.
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	If customers include the chat box across multiple web pages, navigation internal to the chat box is consistent across those pages and occurs in the same relative order.
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	Components of the chat box are identified consistently.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Supports	<p>Input fields in the optional entry form may be required; if so, the user is notified by the browser of any empty fields required for a successful submission for the form.</p> <p>The message entry field accepts any free-form text, file, or image and thus has no defined error cases. The chat box also presents an input to the user when the user wishes to email the chat transcript. The email address provided is checked to ensure it matches the format of a properly formed email address. Should an invalid email address be provided, an error ("Email was not sent. Please use a valid email address. Example: username@your.domain") showing an example of a proper email format is displayed as a suggestion to the user in text.</p>
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Not applicable	The chat box is not a mechanism for legal commitments or financial transactions.
<a href="#">3.3.8 Accessible Authentication (Minimum)</a> (Level AA 2.2 only)	Not applicable	The chat box does not support authentication.
<a href="#">4.1.3 Status Messages</a> (Level AA 2.1 and 2.2)	Supports	Chat box status messages can be programmatically determined through role or properties such that they can be presented to the user by assistive technologies without receiving focus.

**Table 3: Success Criteria, Level AAA**

Notes: The chat box has not been evaluated for Level AAA criteria.

# Revised Section 508 Report

## Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Supports	The chat box uses standard HTML and aria labels to interface with screen readers for users without vision.
302.2 With Limited Vision	Supports	The chat box is responsive to zoom controls built into web browsers and to assistive technology providing magnification and color contrast changes to support uses with limited vision.
302.3 Without Perception of Color	Supports	The chat box does not rely on color for meaningful use. Its use is decorative.
302.4 Without Hearing	Supports	The only audio feature is an optional alert noise for new chat messages received. This is not required for successful use of chat since new messages appear visually.
302.5 With Limited Hearing	Supports	The optional alert sound will respond to system-wide volume controls.
302.6 Without Speech	Not applicable	The chat box does not have a speech interface.
302.7 With Limited Manipulation	Supports	The chat box can be entirely used via the keyboard and does not require fine motor control.
302.8 With Limited Reach and Strength	Not applicable	
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	The chat box requires use of written language but is designed for simplicity, with no cognitive barriers to entry.

## Chapter 4: [Hardware](#)

Notes: The chat box is a web application and there is no hardware component.

## Chapter 5: [Software](#)

Notes: The chat box does not allow the guest or customer to directly manipulate the DOM or API, and so it meets the “Exception” criteria for this section. “EXCEPTION: Where Web applications do not have access to platform accessibility services and do not include components that have access to platform accessibility services, they shall not be required to conform to 502 or 503 provided that they conform to Level A and Level AA Success Criteria and Conformance Requirements in WCAG 2.0”.

## Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b><a href="#">602 Support Documentation</a></b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	Accessibility documentation and implementation details are at <a href="https://ask.libraryh3lp.com/questions/509">https://ask.libraryh3lp.com/questions/509</a>
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.x</a> section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	All support documentation is in electronic format.
<b><a href="#">603 Support Services</a></b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	Accessibility documentation and implementation details are at <a href="https://ask.libraryh3lp.com/questions/509">https://ask.libraryh3lp.com/questions/509</a>
603.3 Accommodation of Communication Needs	Supports	Nub Games Inc., provider of the LibraryH3lp chat box, provides customer support in several formats including email, chat, phone, webinar, screen sharing, and texting.

