

OCLC Section 508 Accessibility Template

This template has been filled to assist procurement officials concerned with Web-based applications meeting the accessibility requirements of the [Section 508 standards](#).

Product or Service	QuestionPoint
Version and date	Updated: July 2012
Scope	<p>QuestionPoint reference management service provides libraries with tools to interact with users in multiple ways, using both chat and email/web forms.</p> <p>The public facing patron interfaces consist of:</p> <ul style="list-style-type: none">○ Intake web forms that permit patrons to send questions to their library. The libraries respond to the patron's email address.○ Intake web forms that send questions to librarians in real-time, initiating a live chat session. The patron interacts with the librarian's responses via a dynamic, web-based, html chat interface.○ Intake web interface which mimics typical Instant Messaging realtime chat products.○ QuestionPoint libraries can optionally provide access for their patrons to an authenticated patron interface that allows them to review previously asked questions and search available Knowledge Bases.
Contact	QPAnalysts@oclc.org
Sections	<ul style="list-style-type: none">• Section 1194.21: Software Applications and Operating Systems OCLC products and services run on standard browsers and depend on the accessibility features built into those• Section 1194.22: Web-based internet information and applications Details below.

	<ul style="list-style-type: none"> • Section 1194.23: Telecommunications Products Not applicable • Section 1194.24: Video and Multi-media Products Not applicable • Section 1194.25: Self-Contained, Closed Products Not applicable • Section 1194.26: Desktop and Portable Computers Not applicable • Section 1194.31: Functional Performance Criteria Details below.
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Section 1194.22: Web-based internet information and applications

Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every nontext element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports.	All images (icons and buttons) have descriptive alt text.
(b) Equivalent alternatives for any multimedia presentation shall be	Not applicable.	Multimedia is not used in QuestionPoint

synchronized with the presentation.		
(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	<ul style="list-style-type: none"> • Color is always redundant. • The patron chat interface also provides a preference area allowing the patron to vary the colors schemes, fonts, and sizing to meet their particular needs.
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	All uses of styles are for minor enhancements and do not conflict with user stylesheets.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not applicable	Server-side imagemaps are not used in QuestionPoint.
(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.	Not applicable	Client-side image maps are not used in QuestionPoint.
(g) Row and column headers shall be identified for data tables.	Supports.	In data tables standard row and column markup are used.
(h) Markup shall be used to associate data cells and header cells for data tables that have two or more logical levels of row or column headers.	Supports	When logical levels are present standard row and column markup is used.

<p>(i) Frames shall be titled with text that facilitates frame identification and navigation</p>	<p>Supports</p>	<p>Frames are used to display external links and PDF documents, and are given meaningful names.</p>
<p>(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.</p>	<p>Not applicable</p>	<p>QuestionPoint screens and elements do not flicker.</p>
<p>(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.</p>	<p>Not applicable.</p>	<p>QuestionPoint does not use graphical web design.</p>
<p>(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.</p>	<p>Supports with Exceptions</p>	<p>Features using JavaScript are usable without requiring a mouse.</p> <p>JavaScript is only sent to the browser when JavaScript has been detected, so NOSCRIPT tags are not necessary</p> <p>The Qwidget was released for libraries using QuestionPoint. This is based on AJAX technology and allows libraries to embed chat in web pages. It has been tested with Assistive Technology and assessed as functional. If issues arise with continued review by users, they will be addressed.</p>

<p>(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 1194.21 (a)</p>	<p>Not Applicable.</p>	<p>No additional applets, plug-ins, or applications are required for patron interfaces.</p>
<p>through (f).</p>		
<p>(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.</p>	<p>Supports</p>	<ul style="list-style-type: none"> • LABEL tags associate text with form elements. • TITLE attributes are added to many elements to provide additional information. • ACCESSKEY attributes are added to fields to better support keyboard use. • QuestionPoint generated and maintained forms have been optimized for navigation with Assistive Technology.
<p>(o) A method shall be provided that permits users to skip repetitive navigation links.</p>	<p>Supports</p>	<p>The patron interface has been designed to group navigation and allow skipping through and over page elements.</p> <p>Page displays in the chat interface were designed to present the newest information in a logical format and allow easy navigation across the page.</p>
<p>(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.</p>	<p>Not Applicable</p>	<p>There is no timed response required on the chat form</p>

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	Supports	<ul style="list-style-type: none"> ○ In addition to the usual browser controls, QuestionPoint's patron chat interface is designed with optional Preferences permitting the user to reconfigure the screen to change colors, and text size to a variety of
used by people who are blind or visually impaired shall be provided.		<p>color and size combinations that will best meet their needs or situation.</p> <ul style="list-style-type: none"> ○ QuestionPoint's patron chat interface also has an audible chime feature to alert the patron to new message receipt.
(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	<ul style="list-style-type: none"> ○ QuestionPoint can be used with a screen reader such as JAWS. ○ In addition to the usual browser controls, QuestionPoint's patron chat interface is designed with optional Preferences permitting the user to reconfigure the screen to change colors, and text size to a variety of color and size combinations that will best meet their needs or situation. ○ QuestionPoint's patron chat interface also has an audible chime feature to alert the patron to new message receipt.
(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	QuestionPoint does not require hearing.

(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	QuestionPoint does not require hearing.
(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	QuestionPoint does not require speech.
(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.	Not Applicable	QuestionPoint can be used with a keyboard

Information, Documentation, and Support (Subpart D)

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.	QuestionPoint documentation is available in print and online forms. The online help is in HTML

<p>(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.</p>	<p>Supports</p>	<p>This template is meant to address these requests.</p>
<p>(c) Support services for products shall accommodate the communication needs of end-users with disabilities.</p>	<p>Supports</p>	<p>Support is available via phone and e-mail.</p>