Response to audit of the Alexander Street platform by the Library Accessibility Alliance

Report prepared: April 18th, 2022

We would like to thank the Library Accessibility Alliance for their recent audit of the Alexander Street platform at https://search.alexanderstreet.com. At Clarivate, we aim to create products and services that are accessible to everyone. The Alexander Street platform is continually designed and developed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the US Rehabilitation Act for features and functions.

The issues identified in this audit, in addition to issues identified in our own internal audit, are listed on our accessibility roadmap below. We take these issues seriously and have already begun the development work necessary to resolve them.

We welcome any questions or feedback and can be reached using the information provided below.

Accessibility Roadmap

Vendor/Product Information

Vendor Name	Clarivate
Product Name	Alexander Street Platform at search.alexanderstreet.com
Product Version	Q1 2022
Completion Date	April 14, 2022
Contact Name/Title	Customer Support
Contact Email/Phone	https://www.proquest.com/go/contactsupport

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Visual focus indicators missing on elements on the home and results page.	Open	Planned	Q2 2022	Built-in browser focus indicators	2.4.7 AA

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Links and buttons are missing semantic roles on results pages. Link purpose is unclear for several homepage links.	Open	Planned	Q2 2022		4.1.2 A
aria-hidden is used to hide elements that are not decorative in nature.	Open	Planned	Q2 2022		1.3.1
Menus in the header and on the results page are missing expanded/collapsed states.	Open	Planned	Q2 2022		4.1.2 A
On the advanced search page, several input fields on the page are not programmatically associated with their visible labels.	Open	Planned	Q2 2022	Visible labels precede the corresponding form elements.	1.3.1 A
Some page titles not sufficiently descriptive	Open	Planned	Q1 2023	Page headings are descriptive and describe the purpose of the page.	2.4.2 A
When an invalid date range is selected in Advanced Search, the user is not given a relevant error message.	Open	Planned	Q1 2023		3.3.3 A
Clip tags indicating beginning and ending of clip are not accessible via the keyboard	Open	Planned	Q1 2023		2.1.1 A

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Links within the video transcripts are not accessible via the keyboard	Open	Planned	Q1 2023		2.1.1 A
Header tags are in incorrect order, or skipping levels; Multiple H1 tags.	Open	Planned	Q3 2023		1.3.1 A
The error notification on the clip creator uses only color to communicate that the message is an error	Open	Planned	Q3 2023		1.4.1 A
On page load the cursor is not positioned on the skip link, but on the search box	Open	Planned	Q3 2023		2.4.1 A
Forms do not employ the autocomplete html property to allow for easy autocompletion of form data.	Open	Planned	Q3 2023		1.3.5 AA
Translation dropdown can't be escaped with just the keyboard	Open	Planned	Q3 2023		2.1.2 A
The top level menubar has errors in its implementation related to incorrect semantic designations.	Open	Planned	Q3 2023		1.3.1 A

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Pressing the Esc key three times opens a diagnostic modal but this can interfere with normal screen reader function.	Open	Planned	Q3 2023		2.1.1 A
There are several instances where links and text do not meet color contrast standards.	Open	Planned	Q3 2023		1.4.3 AA
The carousel of items on the homepage automatically advance without allowing the user to control it.	Open	Planned	Q3 2023		2.2.2 A
In some cases, the programmatic label does not match the visual label or accessible names of elements are missing.	Open	Planned	Q3 2023		2.5.3 A
The Related Items element is missing a heading level designation.	Open	Planned	Q3 2023		4.1.2 A
The section WAI-ARIA is used but is depreciated	Open	Planned	Q3 2023		4.1.2 A Low user impact
Some pages contain elements with duplicate id values	Open	Planned	Q3 2023		4.1.1 A Low user impact
There are several ARIA elements that point to invalid targets.	Open	Planned	Q3 2023		4.1.2 A Low user impact

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
The alt text of a small number of elements on the homepage and advanced search page is either not sufficiently descriptive or missing.	Open	Planned	Q3 2023		1.1.1 A These elements are not associated with key user workflows
Audio descriptions are not available for some of videos.	Open	Planned	Ongoing	Customers of Academic Video Online can request audio descriptions from the customer service team for any videos where they are not provided. Upon request, audio descriptions will usually be created within 14 days.	1.2.5 AA

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Some articles are in PDF image format. While they are searchable, they are not able to be manipulated in the same way as HTML text.	Open	Planned	Ongoing	If you have difficulty accessing specific content with adaptive technology, you can contact customer support services. Our support services will respond within three days and will work with you to identify the best option for remediation, subject to content licensing restrictions and technical capability.	1.4.5 AA