

# High-Level Accessibility Evaluation (WCAG 2.1)

Web of Science (Clarivate)

December 31, 2023

**Prepared for:** BTAA-Library Accessibility Alliance

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### SUMMARY

This report reflects the findings of a high-level assessment of the Web of Science (Clarivate) platform for its conformance with the W3C Web Content Accessibility Guidelines version 2.1 (WCAG 2.1).

There are very few WCAG 2.1 compliance issues with Web of Science, and they are very minor overall with the most pressing issue being around focusable elements and the use of color. The following issues are the most important to address to improve system compliance.

## **Top Findings**

- 1. Informational Buttons: The prevalent problem with the accessibility of Web of Science resources involves the informational buttons in the filter panel of the search results page and the citation report. These buttons are not keyboard accessible but contain important information about the filters and dashboard information that does not seem to read out for screen readers. This information needs to be made accessible to all users either by making the info button keyboard accessible within the logical flow of content, or by surfacing the information so it can be picked up by the screen reader.
- 2. Use of Color: Another major issue involves the use of color. Currently many of the buttons and components across the platform use color as the primary means of conveying the change of state in the component, including the focus state. The color change is not significant and does not meet a minimum 3:1 difference between the states and does not have another indicator for identifying the element being focused. This can make it very difficult for users with visual impairments to identify which component is currently focused. The simplest solution for this is to add a focus ring to all elements that is a minimum of 2 CSS pixels and a minimum of 3:1 contrast with the background and the edge of the focused element. This can be achieved easily by adding padding between the focus ring and the focused element.
- 3. PDF Content: The PDF that was tested as a part of this analysis did not meet Section 508 compliance rules. It is understood that the PDF was retrieved from a different resource and Web of Science likely does not have the ability or responsibility to ensure that the PDF meets this requirement. However, any PDF content that is hosted by the platform should pass the Section 508 PDF Checklist.







### **ACCESSIBILITY FINDINGS**

This report was conducted against the Web of Science Platform and covers a selection of pages and features that were to be tested as a representative sample of the database's conformance to the WCAG 2.1 AA standards.

The resource was reviewed using a combination of manual and automatic review tools and assistive technologies, including the WAVE Accessibility Assessment tool, Axe Accessibility Assessment tool, WCAG Color Contrast Checker, and NVDA screen reader. PDF content was tested against Section 508 requirements using Adobe Acrobat's accessibility tools and manual analysis. All problems identified by automatic tools were verified manually. This evaluation was performed using Firefox on Windows 11.

Below are the errors revealed during the accessibility evaluation of the Web of Science platform. Each result shows a summary of accessibility issues and the reason it was flagged. Screenshots are included.

## 1. Initial Interface

**Test Case**: Test initial interface/landing page to ensure menus, sub-menus, search box, images, icons, etc. are accessible. https://www-webofscience-com.utk.idm.oclc.org/wos/woscc/basic-search

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W	eb of a	Science <sup></sup>	Search	_		Sign In 🗸	Register
>1 MENU					1		
			DOCUMENTS		RES	SEARCHERS	
\$		Search in: Web	of Science Core C	collection ~ Edi	tions: All ~		
<b>⊖</b> ▲		DOCUMENT	S CITED REFE	RENCES STR	UCTURE		
		All Fields		~ Example	: liver disease india s	ingh	
		+ Add row	+ Add date ra	nge Advance	d search	× Clear Searc	:h
		home	back into your m page dashboard. ave an account? Regi		t our new persona	alized Sign in to ac	cess 22 2
				University of Te	nnessee		·
		Clarivate <sup>®</sup> Accelerating innovation	© 2023 Clarivate Training Portal Product Support	Data Correction Privacy Statement Newsletter	Copyright Notice Cookie Policy Terms of Use	Manage cookie preferences	Follow Us



- **SC 1.4.1:** Color must not be the only means for conveying information.
  - Currently, focus is primarily conveyed by color changes of the focused element. State changes of interactive elements should not be conveyed using only color. Ensure there is a focus indicator ring of at least 2 CSS pixels around the interactive element which should have at least 3:1 contrast with the background and the edge of the interactive element.

#### **Reason flagged:**

 Several interactive elements on this page use color change as the primary way of conveying a change of state.

## 2. Search Results

**Test Case:** From the initial landing page, conduct a search for: sleep. Test search results page, including filters/refine search: Add Keywords Quick add keywords such as: sleep quality; Refine results by filtering for Hot Papers (e.g.); Filter for publication years e.g. 2023, 2022, and 2021; Filter for document type Article; Sort by date: newest first.

¢¢	Clarivate		English	· → III Products				
We	eb of Science <sup>™</sup>	Search	Sign	In ~ Register				
	Search > Results for sleep (All Fields) > Results for sleep (All Fields) and Hot Papers							
ු අ	30 results from Web of Scien	nce Core Collecti	on for: Analyze Results Citation Report	rt 🛕 Create Alert				
8	Q     sleep (All Fields)       Keywords added:     (SHOULD INCLUDE SLEEP QUALITY : )							
Ļ	(+) Add Keywords							
		ication Years: 2022 or 20	23 or 2021 X Document Types: Article X Clea	ar all				
	Publications You may	also like		GO Copy query link				
	Refine results	0/:	30 Add To Marked List Export ~					
	Search within results	Q Sort	by: Date: newest first 💌	< _1 of 1 >				
	Quick Filters	30	Immune-mediated denervation of the pineal gland underlies <mark>sleep</mark> disturbance	8 Citations				
	Fighly Cited Papers     Searly Access	26 1	in cardiac disease	41 References				

**SC 1.4.1:** Color must not be the only means for conveying information.





Currently, focus is primarily conveyed by color changes of the focused element. State changes of interactive elements should not be conveyed using only color. Ensure there is a focus indicator ring of at least 2 CSS pixels around the interactive element which should have at least 3:1 contrast with the background and the edge of the interactive element.

#### **Reason flagged:**

- Several interactive elements on this page use color change as the primary way of conveying a change of state.

### **SC 2.1.1:** Interactive elements should be keyboard focusable.

#### Location(s):

- <button type="button" id="\_pendo-badge\_pCb5mtY5SkAwDyCDNtY0N7YvJKw" datalayout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1688px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">

#### **Reason flagged:**

 The informational popovers in the filters panel are not accessible through keyboard navigation and are not available to keyboard users, leaving important information behind a non-focusable element.





**SC 4.1.2:** Buttons must have discernible text.

#### Location(s):

- <button type="button" id="\_pendo-badge\_pCb5mtY5SkAwDyCDNtY0N7YvJKw" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; line-height: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1688px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">
- <button type="button" id="\_pendo-badge\_XdfMmyWG\_FMaKQvm1ibjVBUwMew" data-layout="badgeBlank" style="z-index: 19000; margin: 18px 0px 0px -107px; height: 14px; width: 14px; font-size: 0px; background: rgba(255, 255, 255, 0); padding: 0px; lineheight: 1; box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; border: 0px; float: none; vertical-align: baseline; cursor: pointer; position: absolute; top: 1749px; left: 377px;" class="\_pendo-badge\_pendo-badge\_">

#### Reason flagged:

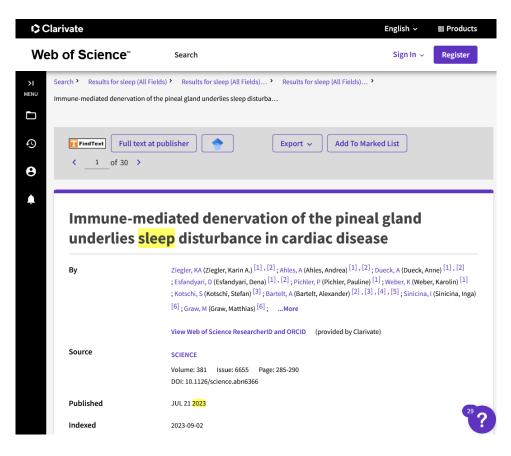
- Element does not have inner text that is visible to screen readers
- aria-label attribute does not exist or is empty
- aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty
- Element has no title attribute
- Element's default semantics were not overridden with role="none" or role="presentation"

## 3. Individual Results

**Test Case**: Select the first article in the search results to test the individual search result landing page. Test menu functions, including Citation Network and Cited References. Access full text and download PDF and test PDF.







SC 1.1.1: Images must have alternate text. Location(s):

<img id="pendo-image-badge-e1133e37" style="display: block; height: 14px; width: \_ 14px; padding: 0px; margin: 0px; line-height: 1; border: medium; box-shadow: rgb(136, 136, 136) Opx Opx Opx Opx; float: none; vertical-align: baseline;" src="data:image/svg+xml;base64,PD94bWwgdmVyc2lvbj0iMS4wliBlbmNvZGluZz0idXRm LTgiPz4KPCEtLSBHZW5lcmF0b3I6IEFkb2JlIElsbHVzdHJhdG9yIDE2LjAuMCwgU1ZHIEV4cG 9ydCBQbHVnLUluIC4gU1ZHIFZlcnNpb246IDYuMDAgQnVpbGQgMCkgIC0tPgo8IURPQ1RZ UEUgc3ZnIFBVQkxJQyAiLS8vVzNDLy9EVEQgU1ZHIDEuMS8vRU4iICJodHRwOi8vd3d3Lncz Lm9yZy9HcmFwaGljcy9TVkcvMS4xL0RURC9zdmcxMS5kdGQiPgo8c3ZnIHZlcnNpb249IjE uMSIgaWQ9IkxheWVyXzEiIHhtbG5zPSJodHRwOi8vd3d3LnczLm9yZy8yMDAwL3N2ZyIge G1sbnM6eGxpbms9Imh0dHA6Ly93d3cudzMub3JnLzE5OTkveGxpbmsiIHg9IjBweCIgeT0i MHB4IgoJIHdpZHRoPSIyNnB4IiBoZWInaHQ9IjI2cHgiIHZpZXdCb3g9IjAgMCAyNiAyNiIgZW 5hYmxlLWJhY2tncm91bmQ9Im5ldyAwIDAgMjYgMjYiIHhtbDpzcGFjZT0icHJlc2VydmUiPg o8Zz4KCTxwYXRoIGZpbGw9liNGRkZGRkYiIGQ9lk0wLjUsMTNDMC41LDYuMDk2LDYuMD k2LDAuNSwxMywwLjVjNi45MDMsMCwxMi41LDUuNTk2LDEyLjUsMTluNWMwLDYuOTA zLTUuNTk3LDEyLjUtMTluNSwxMi41CgkJQzYuMDk2LDI1LjUsMC41LDE5LjkwMywwLjUsM TMiLz4KCTxnPgoJCTxjaXJjbGUgZmlsbD0ibm9uZSlgc3Ryb2tlPSljNUUzM0JGliBzdHJva2Utd 2lkdGg9ljAuNjl1liBzdHJva2UtbWl0ZXJsaW1pdD0iMTAilGN4PSlxMylgY3k9ljEzliByPSlxMi4 1li8+CgkJPHBhdGggZmlsbD0ilzVFMzNCRilgZD0iTTkuOTgzLDYuMzA1YzAuNzcxLTAuNDk2 LDEuNzE3LTAuNzQ0LDIuODQtMC43NDRjMS40NzcsMCwyLjcwMiwwLjM1MywzLjY3OSw





xLjA1NwoJCQIjMC45NzYsMC43MDYsMS40NjQsMS43NSwxLjQ2NCwzLjEzNWMwLDAuO DQ5LTAuMjExLDEuNTYzLTAuNjM1LDIuMTQ1Yy0wLjI0OCwwLjM1Mi0wLjcyNCwwLjgwM y0xLjQyNiwxLjM1MWwtMC42OTQsMC41NAoJCQIjLTAuMzc5LDAuMjk0LTAuNjI4LDAuNj M3LTAuNzUyLDEuMDI3Yy0wLjA3OCwwLjI0OC0wLjEyLDAuNjM1LTAuMTI3LDEuMTU2aC 0yLjY1NGMwLjAzOS0xLjEwNCwwLjE0NC0xLjg2NSwwLjMxMi0yLjI4OAoJCQIjMC4xNjktM C40MiwwLjYwNS0wLjkwNSwxLjMwOC0xLjQ1NGwwLjcxMy0wLjU10GMwLjIzNC0wLjE3N ywwLjQyMy0wLjM3LDAuNTY2LTAuNTc4YzAuMjYtMC4zNTksMC4zOTEtMC43NTQsMC4z OTEtMS4xODUKCQkJYzAtMC40OTctMC4xNDUtMC45NDktMC40MzYtMS4zNTdjLTAuMjg 5LTAuNDA3LTAuODE4LTAuNjEyLTEuNTg3LTAuNjEyYy0wLjc1NiwwLTEuMjkyLDAuMjUyL TEuNjA4LDAuNzU0CgkJCWMtMC4zMTUsMC41MDMtMC40NzMsMS4wMjYtMC40NzMs MS41NjdIOC4wMzRDOC4xMTMsOC40MDEsOC43NjEsNy4wODIsOS450DMsNi4zMDUgT TExLjYwOSwxNy4zMTVoMi45MjI2Mi44MzFoLTIuOTI5VjE3LjMxNXoiLz4KCTwvZz4KPC9n Pgo8L3N2Zz4K" data-\_pendo-image-1="" class="\_pendo-image \_pendo-badge-image">

#### Reason flagged:

- Element does not have an alt attribute
- aria-label attribute does not exist or is empty
- aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty
- Element has no title attribute
- Element's default semantics were not overridden with role="none" or role="presentation"

**SC 1.4.1:** Color must not be the only means for conveying information.

Currently, focus is primarily conveyed by color changes of the focused element. State changes of interactive elements should not be conveyed using only color. Ensure there is a focus indicator ring of at least 2 CSS pixels around the interactive element which should have at least 3:1 contrast with the background and the edge of the interactive element.

#### **Reason flagged:**

- Several interactive elements on this page use color change as the primary way of conveying a change of state.

#### PDF Document Analysis:

PDF Area Assessed	Failed Issues
Document	Tagged PDF
	Primary Language
	Title
Page Content	Tagged Content
	Tagged Annotations
	Tab Order





Forms	None
Alternate Text	Figures Alt Text
	Nested Alt Text
	Associated with Content
	Hides Annotation
	Other Elements Alt Text
Tables	Rows
	TH and TD
	Headers
	Regularity
	Summary (skipped)
Lists	List Items
	Lbl and Lbody
Headings	Appropriate Nesting

## 4. Advanced Search

	Test Cas	se: Test	Analyze	<b>Results and</b>	Citation	Report	advanced	search page.
--	----------	----------	---------	--------------------	----------	--------	----------	--------------

Search	Sign In 🗸	F
- AUCKTO MASCSTARCHS Advanced Search Query Builder		
DOCUMENTS RESEARCHERS		
Search in: Web of Science Core Collection v Editions: All v		
Add terms to the query preview		
All Fields	uery	
Mere spliens - Search Help Query Preview Bookess: JND, OX, NOT Teamsfel		
Field Taps: ALL=(sleep) = 15-logic = CF-Conference = WC=llwb of Sec.	cience	
+ Add date range      K Clear      Search      Add date range      X Clear      Search      Add date range      X Clear      Search      Clear      Search      Clear      Search      Clear      Search      Clear      Cle	n d ID tion xe her 5	
Titled 0.0000     • Statutengen forsk 0.0000     • Statutengen forsk 0.0000     • Statutengen forsk 0.0000     • Statutengen forsk 0.0000       O Session Queries	able	
Build a new query based on your searches in this session.		
Build a new query based on your searches in this session.	ry_	
04 Combine Sets v Epport v		
Combine Sets  Export Export  Clear Hoto  Combine Sets  Clear Hoto  Clear Hoto Clear Hoto  Clear Hoto  Clear Hoto  Clear Hoto		
Gear Hilds     G		
04       Combine Sets -       Export -       Elser risks         4       ALL-(skep)       378,85       Add to query -       co        0         3       skeep (All Fridds) and Net Papers and 2022 or 2023 or 2021 (Publication Years) and       30       Add to query -       co        0         2       skeep (All Fridds)       378,85       Add to query -       co        0		
Claritics  Combine Sets		

**SC 1.4.1:** Color must not be the only means for conveying information.





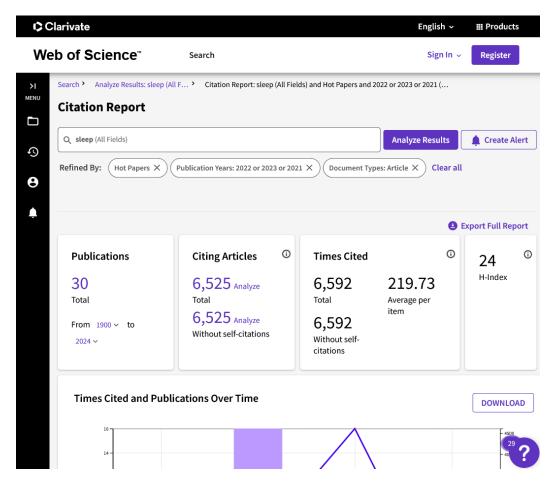
Currently, focus is primarily conveyed by color changes of the focused element. State changes of interactive elements should not be conveyed using only color. Ensure there is a focus indicator ring of at least 2 CSS pixels around the interactive element which should have at least 3:1 contrast with the background and the edge of the interactive element.

#### **Reason flagged:**

 Several interactive elements on this page use color change as the primary way of conveying a change of state.

## 5. Citation Report

Test Case: Test Analyze Results and Citation Report advanced search page.



**SC 1.1.1:** Images must have alternate text.

Location(s):

 <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1="" id="pendo-image-badge-05685387" src="https://pendo-static-





5725664798965760.storage.googleapis.com/wDhxZPcg8O2G5PyyjUUiwxU8k9M/guidemedia-b67d51f1-8beb-41c8-9074-c2e7be560430" style="box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; vertical-align: baseline; width: 18px;" type="image">

- <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1=""</li>
   id="pendo-image-badge-3d7515c6" src="https://pendo-static 5725664798965760.storage.googleapis.com/fLYKYNecrgDpJFFAM1nS1ewDzis/guide media-f9fd3594-ede5-46c7-8b99-d421ed89b03c" style="border: medium; box-shadow:
   rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; line-height:
   1; margin: 0px; padding: 0px; vertical-align: baseline; width: 18px;" type="image">
- <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1=""</li>
   id="pendo-image-badge-8becb03c" src="https://pendo-static 5725664798965760.storage.googleapis.com/wxXGkfpqWWXx1LCCZ3Fq4gUiWus/guide media-f083b732-7ccb-4536-bec6-533c0eb7c062" style="border: medium; box-shadow:
   rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; line-height:
   1; margin: 0px; padding: 0px; vertical-align: baseline; width: 18px;" type="image">

#### Reason flagged:

- Element has no alt attribute
- aria-label attribute does not exist or is empty
- aria-labelledby attribute does not exist, references elements that do not exist or references elements that are empty
- Element has no title attribute

**SC 1.4.1:** Color must not be the only means for conveying information.

Currently, focus is primarily conveyed by color changes of the focused element. State changes of interactive elements should not be conveyed using only color. Ensure there is a focus indicator ring of at least 2 CSS pixels around the interactive element which should have at least 3:1 contrast with the background and the edge of the interactive element.

#### Reason flagged:

 Several interactive elements on this page use color change as the primary way of conveying a change of state.

# **SC 2.1.1:** Interactive elements should be keyboard focusable. **Location(s):**

- <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1="" id="pendo-image-badge-05685387" src="https://pendo-static-5725664702065760 stars as a classic as a function of the stars as a classic as
  - 5725664798965760.storage.googleapis.com/wDhxZPcg8O2G5PyyjUUiwxU8k9M/guidemedia-b67d51f1-8beb-41c8-9074-c2e7be560430" style="box-shadow: rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; vertical-align: baseline; width: 18px;" type="image">





- <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1=""</li>
   id="pendo-image-badge-3d7515c6" src="https://pendo-static 5725664798965760.storage.googleapis.com/fLYKYNecrgDpJFFAM1nS1ewDzis/guide media-f9fd3594-ede5-46c7-8b99-d421ed89b03c" style="border: medium; box-shadow:
   rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; line-height:
   1; margin: 0px; padding: 0px; vertical-align: baseline; width: 18px;" type="image">
- <input class="\_pendo-image \_pendo-badge-image" data-\_pendo-image-1=""</li>
   id="pendo-image-badge-8becb03c" src="https://pendo-static 5725664798965760.storage.googleapis.com/wxXGkfpqWWXx1LCCZ3Fq4gUiWus/guide media-f083b732-7ccb-4536-bec6-533cOeb7c062" style="border: medium; box-shadow:
   rgb(136, 136, 136) 0px 0px 0px 0px; display: block; float: none; height: 18px; line-height:
   1; margin: 0px; padding: 0px; vertical-align: baseline; width: 18px;" type="image">

#### **Reason flagged:**

 The informational popovers in the filters panel are not accessible through keyboard navigation and are not available to keyboard users, leaving important information behind a non-focusable element.

Disclaimer: This high-level evaluation was conducted for the Library Accessibility Alliance and represents a good faith effort conducted within a limited time frame. It should not be assumed to be complete or free from error. No warranties or guarantees are implied. UT is not responsible for direct, indirect, or incidental damages based on this work; its use or interpretation by any individual, group, or organization; or on conditions beyond our control.



