VPAT Accessibility Conformance Report

(Based on ITI VPAT©)

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| **Name of Product** | **Elsevier Health Bookshops - eu.elsevierhealth.com, us.elsevierhealth.com, uk.elsevierhealth.com, elsevier-masson.fr, tienda.elsevier.es** |
| **Date Last Updated** | **June 16, 2025** |
| Completed by | Jay Nemchik (Elsevier Digital Accessibility Team) |
| **Applicable Standards/Guidelines** | This document rates Elsevier Health Bookshops - eu.elsevierhealth.com, us.elsevierhealth.com, uk.elsevierhealth.com, elsevier-masson.fr, tienda.elsevier.es according to the [W3C WCAG 2.1 A and AA](https://www.w3.org/TR/WCAG21/) requirements. |
| **Contact for More Information** | Elsevier Digital Accessibility Team [accessibility@elsevier.com](mailto:accessibility@elsevier.com?subject=Accessibility%20and%20Shadow%20Health) |
| **Testing Tools and Methods** | * **Hands-on keyboard operation** * **DevTools/Code inspection** * **Mozilla Firefox 115 and Chrome 124 on Windows 11 22H2** * **NVDA screen reader 2023.3** * **WAVE Browser Extension** * **Color Contrast Analyzer** * [W3C Web Accessibility Initiative (WAI) Pages](https://www.w3.org/WAI/) * [Elsevier Accessibility Checklist](http://romeo.elsevier.com/accessibility_checklist/) |
| **Document Sections** | This review document includes all WCAG 2.1 A and AA checkpoints, organized into 7 logical sections:   * Visuals * Keyboard * Headings and Structure * Labeling * Multimedia * Usability * Mobile User Experience |
| **Pages Covered** | Header, Footer, Homepage, Browse eBooks, Book Details, Shopping Cart, Shipping, Review & Payments, Complete Anatomy |
| **Terms** | * **Supports: The functionality of the product has at least one method that meets the criteria without known defects or meets with equivalent facilitation.** * **Partially supports: Some functionality of the product does not meet the criteria.** * **Does not support: Majority of functionality of the product does not meet the criteria.** * **Supports (N/A): According to W3C on conformance, "If there is no content to which a success criterion applies, the success criterion is satisfied."** |
| **Notes/Terminology** | * **“AT” stands for Assistive Technology such as screen readers, voice input, etc.** |

## Conformance Summary

| **WCAG 2.1 Success Criterion** | **Level** | **Evaluation** |
| --- | --- | --- |
| 1.1.1: Non-text Content | A | Partially supports |
| 1.2.1: Audio-only and Video-only (Prerecorded) | A | Supports (N/A) |
| 1.2.2: Captions (Prerecorded) | A | Does not support |
| 1.2.3: Audio Description or Full Text Alternative | A | Does not support |
| 1.2.4: Captions (Live) | AA | Supports (N/A) |
| 1.2.5: Audio Description | AA | Does not support |
| 1.3.1: Info and Relationships | A | Partially supports |
| 1.3.2: Meaningful Sequence | A | Partially supports |
| 1.3.3: Sensory Characteristics | A | Supports |
| 1.3.4: Orientation (2.1) | AA | Supports |
| 1.3.5: Identify Input Purpose (2.1) | AA | Supports (N/A) |
| 1.4.1: Use of Color | A | Partially supports |
| 1.4.2: Audio Control | A | Supports (N/A) |
| 1.4.3: Contrast (Minimum) | AA | Partially supports |
| 1.4.4: Resize text | AA | Supports |
| 1.4.5: Images of Text | AA | Supports |
| 1.4.10: Reflow (2.1) | AA | Supports |
| 1.4.11: Non-Text Contrast (2.1) | AA | Partially supports |
| 1.4.12: Text Spacing (2.1) | AA | Supports |
| 1.4.13: Content on Hover or Focus (2.1) | AA | Supports |
| 2.1.1: Keyboard | A | Partially supports |
| 2.1.2: No Keyboard Trap | A | Supports |
| 2.1.4: Character Key Shortcuts (2.1) | A | Supports (N/A) |
| 2.2.1: Timing Adjustable | A | Supports (N/A) |
| 2.2.2: Pause, Stop, Hide | A | Supports (N/A) |
| 2.3.1: Three Flashes or Below Threshold | A | Supports (N/A) |
| 2.4.1: Bypass Blocks | A | Partially supports |
| 2.4.2: Page Titled | A | Supports |
| 2.4.3: Focus Order | A | Partially supports |
| 2.4.4: Link Purpose (In Context) | A | Partially supports |
| 2.4.5: Multiple Ways | AA | Supports |
| 2.4.6: Headings and Labels | AA | Supports |
| 2.4.7: Focus Visible | AA | Partially supports |
| 2.5.1: Pointer Gestures (2.1) | A | Supports |
| 2.5.2: Pointer Cancellation (2.1) | A | Supports |
| 2.5.3: Label in Name (2.1) | A | Supports |
| 2.5.4: Motion Actuation (2.1) | A | Supports (N/A) |
| 3.1.1: Language of Page | A | Supports |
| 3.1.2: Language of Parts | AA | Supports |
| 3.2.1: On Focus | A | Supports |
| 3.2.2: On Input | A | Supports |
| 3.2.3: Consistent Navigation | AA | Supports |
| 3.2.4: Consistent Identification | AA | Supports |
| 3.3.1: Error Identification | A | Supports |
| 3.3.2: Labels or Instructions | A | Partially supports |
| 3.3.3: Error Suggestion | AA | Supports |
| 3.3.4: Error Prevention (Legal, Financial, Data) | AA | Supports |
| 4.1.1: Parsing | A | Supports |
| 4.1.2: Name, Role, Value | A | Partially supports |
| 4.1.3: Status Messages (2.1) | AA | Supports |

## WCAG 2.1 A and AA Success Criteria

### Visuals

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.1.1: Non-Text Content](https://www.w3.org/TR/WCAG21/#non-text-content) (A) Provide text alternatives for non-text content (e.g. images) | Partially supports | Most images and icons have appropriate text equivalents.  **Exceptions:**  Header: The book thumbnails in the search suggestions need alt="".  Book Details: The Add to Wishlist icons needs proper alternative text.  Shopping Cart: The Apple Pay image should have alt="Apple Pay". |
| [1.3.3: Sensory Characteristics](https://www.w3.org/TR/WCAG21/#sensory-characteristics) (A) Do not rely on sensory characteristics of components such as shape, size, visual location, orientation, or sound | Supports | There are no instructions or areas of content which rely solely on sensory characteristics. |
| [1.4.1: Use of Color](https://www.w3.org/TR/WCAG21/#use-of-color) (A) Color is not used as the only visual means of conveying info | Partially supports | Color is not used as the only means of conveying information in most areas.  **Exceptions:**  Footer: The Cookies link is not underlined and does not have enough contrast with the surrounding paragraph text.  Book Details: The Review errors are given in red text but need either a symbol or "Error:" in front.  Review & Payments: The Terms and Conditions link is not underlined and does not have enough contrast with the surrounding paragraph text.  Complete Anatomy: There are numerous links that are not underlined and do not have enough contrast with the surrounding paragraph text. |
| [1.4.3: Color Contrast (Minimum)](https://www.w3.org/TR/WCAG21/#contrast-minimum) (AA) Text has enough contrast with the background (4.5:1 for small text and 3:1 for large text) | Partially supports | Text has enough contrast with its corresponding background in almost all areas.  **Exceptions:**  Header: The number used to indicate the number of items in the shopping cart does not have enough contrast at 2.84:1.  Book Details: The orange date of publication text does not have enough contrast at 2.49:1.  Shopping Cart: The green In Stock text does not pass at 3.05:1. The Change your Region buttons does not pass at 2.49:1. |
| [1.4.4: Resize Text](https://www.w3.org/TR/WCAG21/#resize-text) (AA)  Text can be enlarged up to 200% without loss of functionality. | Supports | Text can be enlarged to 200% and content remains functional. |
| [1.4.5: Images of Text](https://www.w3.org/TR/WCAG21/#images-of-text) (AA) Text is used rather than images of text, except where the presentation of text is essential, such as logos | Supports | No images of text are used other than for Logos or essential presentation. |
| [1.4.10: Reflow](https://www.w3.org/TR/WCAG21/#reflow) (AA) Content can be presented without loss of information or functionality, and without requiring scrolling in two dimensions for:  Vertical scrolling content at a width equivalent to 320 CSS pixels;  Horizontal scrolling content at a height equivalent to 256 CSS pixels. | Supports | Elsevier Health Bookshops uses a responsive view that properly scrolls in only one direction once width reaches low CSS pixels. |
| [1.4.11: Non-Text Contrast](https://www.w3.org/TR/WCAG21/#non-text-contrast) (AA)  User interact components and graphical objects have a contrast ratio of at least 3:1 against adjacent color(s). | Partially supports | Most non-text UI components and graphical objects have at least a 3:1 contrast ratio.  **Exceptions:**  Book Details: The star ratings do not have enough contrast at around 2.2:1.  Shipping: The Phone Number question mark icon does not pass at 1.9:1.  Complete Anatomy: The checkmark images in the table do not have enough contrast at 2.9:1. |
| [1.4.12: Text Spacing](https://www.w3.org/TR/WCAG21/#text-spacing) (AA)  In content implemented using markup languages that support the following text style properties, no loss of content or functionality occurs by setting all the following and by changing no other style property:  Line height (line spacing) to at least 1.5 times the font size;  Spacing following paragraphs to at least 2 times the font size;  Letter spacing (tracking) to at least 0.12 times the font size;  Word spacing to at least 0.16 times the font size. | Supports | The site allows users to adjust the text spacing without causing loss of content or functionality. |
| [1.4.13: Content on Hover or Focus](https://www.w3.org/TR/WCAG21/#content-on-hover-or-focus) (AA)  Where receiving and then removing pointer hover or keyboard focus triggers additional content to become visible and then hidden, the following are true:   * Dismissable * Hoverable * Persistent | Supports | Content that appears on hover or focus is dismissable, hoverable, and persistent. |
| [2.3.1: Three Flashes or Below Threshold](https://www.w3.org/TR/WCAG21/#three-flashes-or-below-threshold) (A) No more than three flashes in a 1-second period, or the flashes are below the defined thresholds | Supports (N/A) | No flashing content exists. |

### Keyboard

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.2: Meaningful Sequence](https://www.w3.org/TR/WCAG21/#meaningfuusequence) (A)  The correct reading sequence can be programmatically determined | Partially supports | The correct reading sequence is usually logical with the DOM order matching the visual order in most cases.  **Exceptions:**  Header: There is an extra hidden link before Sign In that should not be reached by screen readers.  Browse eBooks: The filtering options should be reached before the browse content.  Book Details: AT cannot access the eBook information icon details. |
| [2.1.1: Keyboard](https://www.w3.org/TR/WCAG21/#keyboard) (A)  All functionality is available from a keyboard, except for tasks such as drawing | Partially supports | Most content is keyboard operable.  **Exceptions**:  Header: The language change link cannot be activated by keyboard. The Subject and Product Format navigation menus cannot be opened with keyboard.  Book Details: The eBook information icon cannot be reached by keyboard.  Shopping Cart: The Change Your Region element cannot be reached/opened with keyboard. |
| [2.1.2: No Keyboard Trap](https://www.w3.org/TR/WCAG21/#no-keyboard-trap) (A)  The user can use the keyboard to move through page elements and is not trapped on a particular element | Supports | No pages have a keyboard trap. |
| [2.1.4: Character Key Shortcuts](https://www.w3.org/TR/WCAG21/#character-key-shortcuts) (A)  If a keyboard shortcut is implemented in content using only letter (including upper- and lower-case letters), punctuation, number, or symbol characters, then at least one of the following is true:   * Turn off * Remap * Active only on focus | Supports (N/A) | The site does not use any character key shortcuts. |
| [2.4.3: Focus Order](https://www.w3.org/TR/WCAG21/#focus-order) (A)  Users can tab through the elements of a page in a logical order | Partially supports | Tab order is logical on the site for the most part.  **Exceptions:**  Header: Based on the visual order of elements, the search content should be reached after the shopping cart. There is an extra hidden link before Sign In that should not be reached by keyboard.  Browse eBooks: The filtering options should be reached before the browse content.  Shopping Cart: There are several tab stops that are non-interactive and should be removed.  Shipping: The phone number country code should be reached before the phone number input. There are several tab stops that are non-interactive and should be removed.  Review & Payments: There are several tab stops that are non-interactive and should be removed. |
| [2.4.7: Focus Visible](https://www.w3.org/TR/WCAG21/#focus-visible) (AA)  The page element with the current keyboard focus has a visible focus indicator | Partially supports | Many elements use a visible focus. It is often the browser default.  **Exceptions:**  Header: The search scope select does not have a visible focus indicator. The Subject, Product Format, and Bestsellers buttons in the main navigation do not have a clear enough focus indicator.  Footer: The Cookies Settings button does not have a visible focus.  Homepage: The carousel dots do not have visible focus indicators.  Browse eBooks: The View As Grid/List links do not have a visible focus.  Book Details: The rating radio buttons under the Reviews tab do not have a visible focus.  Shopping Cart: The Empty Cart, Update Shopping Cart, and Continue Shopping links do not have a visible focus.  Review & Payments: The checkboxes do not have a visible focus. |
| [3.2.1: On Focus](https://www.w3.org/TR/WCAG21/#on-focus) (A)  When a UI component receives focus, this does not trigger unexpected actions. | Supports | Focusable elements do not cause unexpected actions when receiving focus. |

### Headings and Structure

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.1: Information and Relationships](https://www.w3.org/TR/WCAG21/#info-and-relationships) (A)  Info, structure, and relationships can be programmatically determined | Partially supports | Good use of heading in some places to help distinguish content. Lists are typically used to group related links or text. Landmarks are sometimes used in good places.  **Exceptions:**  Footer: Each of the bolded texts in the footer should be an h2.  Homepage: Strikethrough text does not communicate to AT, so an alternative is needed to communicate the old price.  Browse eBooks: The breadcrumb should be in an ordered list. Strikethrough text does not communicate to AT, so an alternative is needed to communicate the old price.  Shopping Cart: Each item in the shopping cart should be a row header. The Actions column header text should be hidden with a different method than "display: none".  Shipping: The steps list should be in an ordered list. Shipping Address should be an h2.  Review & Payments: Credit Card & Paypal should be an h2.  Complete Anatomy: The checkmark table is coded using divs, which have no semantic meaning. The videos are hosted with iframes that have non-descriptive title attributes. |
| [2.4.1: Bypass Blocks](https://www.w3.org/TR/WCAG21/#bypass-blocks) (A)  Users can bypass repeated blocks of content. | Partially supports | Headings and landmarks exist, which allow users using Assistive Technology to jump to the different areas of content quickly.  **Exceptions:** No skip to main content link exists. |
| [2.4.6: Headings and Labels](https://www.w3.org/TR/WCAG21/#headings-and-labels) (AA)  Headings and labels are clear and consistent. | Supports | Headings and labels used are clear and descriptive. |
| [3.1.1: Language of Page](https://www.w3.org/TR/WCAG21/#language-of-page) (A)  The language of the page is specified | Supports | The language is defined as lang="en". When changing the site's language to e.g. German, the main page lang value also changes correctly. |
| [3.1.2: Language of Parts](https://www.w3.org/TR/WCAG21/#language-of-parts) (AA)  Specify the language of text passages that are in a different language than the default language of the page. | Supports | The change language links provide text labels that properly identify the language using the lang attribute. |
| [4.1.1: Parsing](https://www.w3.org/TR/WCAG21/#parsing) (A)  Use valid, error-free HTML | Supports | HTML and CSS passes concerning these 4 specific criteria:  (i) elements have complete start and end tags,  (ii) elements are nested according to their specifications  (iii) elements do not contain duplicate attributes (iv) any IDs are unique, except where the specifications allow these features.  Note: There are other general HTML validation errors outside the scope of this criterion. |

### Labeling

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.5: Identify Input Purpose](https://www.w3.org/TR/WCAG21/#identify-input-purpose) (AA)  The purpose of each input field collecting information about the user can be programmatically determined when:  The input field serves a purpose identified in the Input Purposes for User Interface Components section; and the content is implemented using technologies with support for identifying the expected meaning for form input data. | Supports (N/A) | There are no input fields that collect personal information about the user. |
| [2.4.2: Page Titled](https://www.w3.org/TR/WCAG21/#page-titled) (A)  The page has a title describing its topic or purpose | Supports | The title changes dynamically and is typically descriptive. |
| [2.4.4: Link Purpose (In Context)](https://www.w3.org/TR/WCAG21/#link-purpose-in-context) (A)  The purpose of each link can be determined from the link text or surrounding context. | Partially supports | Nearly all links used have an identifiable purpose from the link text or surrounding context.  **Exceptions:** Header: The Homepage link needs link text that is indicative of its destination.  Book Details: The Add to Wishlist link is missing proper link text. |
| [2.5.3: Label in Name](https://www.w3.org/TR/WCAG21/#label-in-name) (A)  For user interface components with labels that include text or images of text, the name contains the text that is presented visually. | Supports | User interface components that have visible text contain that text consistently within the accessible name. |
| [3.2.4: Consistent Identification](https://www.w3.org/TR/WCAG21/#consistent-identification) (AA)  UI components used across the web site are identified consistently on every page. | Supports | UI components are consistent across the site. |
| [3.3.1: Error Identification](https://www.w3.org/TR/WCAG21/#error-identification) (A)  Input errors are clearly marked and described to the user. | Supports | Error identification happens and is presented well visually. Errors are connected to their inputs. |
| [3.3.2: Labels or Instructions](https://www.w3.org/TR/WCAG21/#labels-or-instructions) (A)  Items requiring user input are clearly labeled or have clear instructions. | Partially supports | Most input areas have clear labels which are programmatically assigned.  **Exceptions:**  Header: The search suggestions do not announce anything to when they appear to assistive technology. The search scope Select does not have a label.  Book Details: The add to cart radio buttons need a group label that is properly descriptive.  Shipping: The phone number country code input does not have a label. |
| [3.3.3: Error Suggestion](https://www.w3.org/TR/WCAG21/#error-suggestion) (AA)  When the user makes an input error, give suggestions for valid input. | Supports | The error messages given are valid suggestions for the inputs. |
| [4.1.2: Name, Role, Value](https://www.w3.org/TR/WCAG21/#name-role-value) (A)  For all UI components, the name, value, and role can be programmatically determined. | Partially supports | Some UI components communicate their state programmatically.  **Exceptions:**  Header: The profile button for signed in users needs an accessible name. The profile button should not have aria-haspopup="true". The language change button needs aria-expanded. The shopping cart modal needs aria-modal="true".  Browse eBooks: The filter accordions should not be tabs, they should be simple disclosure buttons.  Shopping Cart: The Cart Summary Total area has blocks of content marked up as ARIA Tabs, which should be removed. The remove links should be specific about what item is being removed.  Shipping: The current step in the list should have aria-current="step". The phone number question mark icon should not have aria-haspopup. The tooltip is not read by AT. The Order Summary area has blocks of content marked up as ARIA Tabs, which should be removed.  Review & Payments: The Order Summary area has blocks of content marked up as ARIA Tabs, which should be removed. The Edit gear icons should have labels that are specific about what is being edited. |
| [4.1.3: Status Messages](https://www.w3.org/TR/WCAG21/#status-messages) (AA)  In content implemented using markup languages, 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. | Supports | Status messages are communicated to assistive technology. For example, invalid coupon codes are alerted to screen readers. |

### Multimedia

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.2.1: Audio-only or Video-only (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-only-and-video-only-prerecorded) (A)  Provide alternatives for pre-recorded audio-only or video-only content. | Supports (N/A) | There is no video-only or audio-only content on the site. |
| [1.2.2: Captions (Prerecorded)](https://www.w3.org/TR/WCAG21/#captions-prerecorded) (A)  Provide captions for pre-recorded audio | Does not support | The videos on the Complete Anatomy page do not have captions. |
| [1.2.3: Audio Description or Media Alternative (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-or-media-alternative-prerecorded) (A)  Provide alternatives for pre-recorded synchronized audio/video | Does not support | The videos on the Complete Anatomy page have some accompanying quotes in text, but no other alternatives. |
| [1.2.4: Captions (Live)](https://www.w3.org/TR/WCAG21/#captions-live) (AA)  Provide captions for live audio in synchronized audio/video. | Supports (N/A) | There is no live audio in synchronized audio/video. |
| [1.2.5: Audio Description (Prerecorded)](https://www.w3.org/TR/WCAG21/#audio-description-prerecorded) (AA)  Provide an audio description of pre-recorded video. | Does not support | The videos on the Complete Anatomy page do not have audio descriptions. |
| [1.4.2: Audio Control](https://www.w3.org/TR/WCAG21/#audio-control) (A)  Audio can be paused and stopped, or the audio volume can be changed. | Supports (N/A) | There is no audio that plays automatically on the site. |
| [2.2.2: Pause, Stop, Hide](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users can stop, pause, or hide moving, blinking, scrolling, or auto-updating information. | Supports (N/A) | There is no moving, scrolling, or auto-updating information. |

### Usability

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [2.2.1: Timing Adjustable](https://www.w3.org/TR/WCAG21/#pause-stop-hide) (A)  Users are warned of time limits shorter than 20 hours and time limits can be turned off or extended | Supports (N/A) | There does not seem to be a session timeout. |
| [2.4.5: Multiple Ways](https://www.w3.org/TR/WCAG21/#multiple-ways) (AA)  More than one way is available to navigate to other web pages. | Supports | Users can reach all pages in the system using the global navigation with at least two ways. |
| [3.2.2: On Input](https://www.w3.org/TR/WCAG21/#on-input) (A)  Changing the setting of a checkbox, radio button, or other UI component does not trigger unexpected changes in context. | Supports | User inputs do not cause unexpected actions. |
| [3.2.3: Consistent Navigation](https://www.w3.org/TR/WCAG21/#consistent-navigation) (AA)  Navigation menus are in the same location and order on every web page. | Supports | Navigation menus are consistently in the same place and in same order. |
| [3.3.4: Error Prevention (Legal, Financial, Data)](https://www.w3.org/TR/WCAG21/#error-prevention-legaufinanciaudata) (AA)  For web pages with legal or financial commitments, input can be reviewed and corrected before final submission, and submissions can be reverted. | Supports | There are financial commitments where the order can be reviewed and corrected before final submission. |

### Mobile User Experience

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| **WCAG 2.1**  **Checkpoint** | **Conformance Level** | **Remarks** |
| [1.3.4: Orientation](https://www.w3.org/TR/WCAG21/#orientation)) (AA)  Content does not restrict its view and operation to a single display orientation, such as portrait or landscape, unless a specific display orientation is essential. | Supports | Elsevier Health Bookshops does not restrict its view to a single orientation. |
| [2.5.1: Pointer Gestures](https://www.w3.org/TR/WCAG21/#pointer-gestures) (A)  All functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture, unless a multipoint or path-based gesture is essential. | Supports | Elsevier Health Bookshops does not use any multipoint or path-based gestures. |
| [2.5.2: Pointer Cancellation](https://www.w3.org/TR/WCAG21/#pointer-cancellation) (A)  For functionality that can be operated using a single pointer, at least one of the following is true:   * No Down-Event * Abort or Undo * Up Reversal * Essential | Supports | All interactive content functions through the Up-Event, allowing users to potentially move their pointer off the component to cancel. |
| [2.5.4: Motion Actuation](https://www.w3.org/TR/WCAG21/#motion-actuation) (A)  Functionality that can be operated by device motion or user motion can also be operated by user interface components and responding to the motion can be disabled to prevent accidental actuation, except when:   * Supported Interface * Essential | Supports (N/A) | There is no content on Elsevier Health Bookshops that utilizes device or user motion. |