

Encyclopaedia Britannica, Inc. Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Britannica Library (library.eb.com)

Report Date: April 14, 2025

Product Description: Britannica Library is a digital encyclopedia platform for libraries that has four distinct levels: Young Children, Children, Young Adults and Reference Center, and includes articles complemented by rich multimedia, primary source materials, an ‘In the News!’ feature, Interactive media and research tools.

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Notes: This report supersedes any and all earlier versions of the Britannica Library VPAT.

Evaluation Methods Used: Testing is based on knowledge of general product functionality in addition to the use of both (1) Tool-based testing: Deque Axe; (2) Manual accessibility testing (MAT) with assistive technologies; and (3) color contrast testing with WebAIM color contrast checker.

Applicable Standards/Guidelines

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

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

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 2.1 Report

Tables 1 and 2 also document conformance with:

- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.1 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Except with respect to the homepage of the 'Reference Center' level version of the Product (see below), text alternatives are provided for non-text content, such as images and icons; images that are decorative are given the aria-hidden data attribute; and all videos have captions and transcripts. Exception: Solely with respect to the homepage of the 'Reference Center' level version of the Product, a known issue currently exists: No alt text present. Britannica is working to ensure this issue is fixed no later than June 30, 2025.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All videos include text transcripts that are displayed below the video and audio description tracks. Videos have play/stop/pause controls and speed controls supporting 0.75x – 1.5x.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All videos have captions and transcripts.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A) Also applies to: Revised Section 508 501 (Web)(Software)	Web: Supports	Web: All videos have audio description (AD) tracks when voice narration is insufficient. Transcripts are provided for all videos.

Criteria	Conformance Level	Remarks and Explanations
504.2 (Authoring Tool) 602.3 (Support Docs)		
1.3.1 Info and Relationships (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Except with respect to the Product's 'In the News!' feature (see below), assistive technologies can programmatically determine the information, structure, and relationships conveyed through presentation. Titles, tab lists, and ARIA landmarks are used to help convey presentation. Links and images are unique and contextual making it possible for users to navigate options. Exception: Solely with respect to the Product's 'In the News!' feature, a known issue currently exists: the 'In the News!' feature contains instances of improper list markup. Specifically, and elements on articles have direct children other than , <script>, or <template>, and elements are used outside of a or . Britannica is working to ensure this issue is fixed no later than June 30, 2025.
1.3.2 Meaningful Sequence (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: The content is created to be understood by assistive technologies and to be presented in different ways. Headings and ARIA landmarks are used to help convey relationships between content. Pages are organized logically and can be read without style sheets.
1.3.3 Sensory Characteristics (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Concepts suggested through shape, size, visual location, orientation, or sound are also communicated through language. Textual equivalents may be visible or hidden (alt text, titles, ARIA alerts, etc.).
1.4.1 Use of Color (Level A) Also applies to: Revised Section 508	Web: Supports	Web: Information conveyed through font styling or color is also communicated through language. Meaning conveyed through color is also suggested through

Criteria	Conformance Level	Remarks and Explanations
501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)		shape, size, visual location, orientation, sound or language.
1.4.2 Audio Control (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Audio and video do not autoplay and can be controlled with player controls.
2.1.1 Keyboard (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All pages, content, navigation, menus, and functions are accessible by keyboard and assistive technologies.
2.1.2 No Keyboard Trap (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: No keyboard traps.
2.1.4 Character Key Shortcuts (Level A 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
2.2.1 Timing Adjustable (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Page elements are not time sensitive. Video and audio have controls.
2.2.2 Pause, Stop, Hide (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports	Web: The product does not contain any moving, blinking, scrolling, or auto-updating information. All Britannica videos have controls to allow pausing and none automatically start playing.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
<u>2.3.1 Three Flashes or Below Threshold</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: No flashes approach this threshold.
<u>2.4.1 Bypass Blocks</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Content pages present a table of contents to skip to relevant areas. The product does have a mechanism to skip over navigational elements.
<u>2.4.2 Page Titled</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Web pages have titles that describe topic or purpose.
<u>2.4.3 Focus Order</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: While most of the Product demonstrates a logical tab order and visible focus stops, a known issue currently exists when image or video popups are selected. Upon opening such a popup, keyboard navigation focus initially remains on elements in the underlying webpage before eventually shifting to the popup content. Britannica is working to ensure this issue is fixed no later than June 30, 2025.
<u>2.4.4 Link Purpose (In Context)</u> (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool)	Web: Supports	Web: Links are unique and contextual, usually in the format [action] [applicable item], or [topic]

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs)		
2.5.1 Pointer Gestures (Level A 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports	Web: Solely with respect to the Product’s ‘Interactives’ features, the Product exhibits limitations in keyboard accessibility within Interactive components. Specifically, a “slider” on ADD Interactives is not navigable using standard keyboard controls. Additionally, within a drag-and-drop Interactive used to answer questions on a variety of topics, not all text content is being read by screen readers during the interaction, hindering comprehension for non-visual users. Britannica is working to ensure this issue is fixed no later than June 30, 2025.
2.5.2 Pointer Cancellation (Level A 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
2.5.3 Label in Name (Level A 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Visible and accessible labels match and any controls that use icons or symbols are given consistent accessible labels.
2.5.4 Motion Actuation (Level A 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: There is no content to which this success Criterion applies.
3.1.1 Language of Page (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Language of content is notified at the start of page.
3.2.1 On Focus (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: There is no change of context when an element receives focus. There are visible focus states that use a combination of color and border effect to highlight the focused elements.

Criteria	Conformance Level	Remarks and Explanations
3.2.2 On Input (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: All user input happens with buttons, links, and menus, and none initiate change of context.
3.3.1 Error Identification (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Input fields are properly labeled using text and error messages provide context. Browsers provide system and network error messaging.
3.3.2 Labels or Instructions (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Labels or instructions are provided when user input is needed for buttons, links, drag and drop, and menus.
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Supports
4.1.2 Name, Role, Value (Level A) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Instances exist within the product where elements with the aria=hidden="true" attribute are either focusable themselves or contain focusable descendant elements within the Product’s ‘Interactives’ features. This can lead to keyboard users being able to navigate to elements intended to be hidden, and for screen reader users who are not informed of these focusable elements.

Criteria	Conformance Level	Remarks and Explanations
		Britannica is working to ensure this issue is fixed no later than June 30, 2025.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable	Web: Not Applicable
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Audio Descriptions (AD) exist as a separate audio track on all videos where narration is insufficient.
1.3.4 Orientation (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Content does not restrict its view and operation to a single display orientation, such as portrait or landscape.
1.3.5 Identify Input Purpose (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: 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.
1.4.3 Contrast (Minimum) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Partially Supports	Web: Except with respect to the Product's 'In the News!' feature (see below), the visual presentation of text and images of text has a contrast ratio of at least 4.5:1 and Large-Scale text and images of large-scale text have a contrast ratio of at least 3:1.

Criteria	Conformance Level	Remarks and Explanations
		Exception: Solely with respect to the Product's 'In the News!' feature, a known issue currently exists: text and images of text have a contrast ratio of less than 4.5:1 and Large-Scale text and images of large-scale text have a contrast ratio of less than 3:1. Britannica is working to ensure this issue is fixed no later than June 30, 2025.
1.4.4 Resize text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Icons and text resize with browser (and other technology) scaling/zooming options up to 200%.
1.4.5 Images of Text (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Images of text are not used for any page elements. Acceptable exceptions are: the product logotype, which has alt text; and certain infographic images that contain significant other visual content.
1.4.10 Reflow (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Pages can be presented at 320x256 resolution or viewport width of 1280 CSS pixels wide at 400% zoom without loss of information or functionality.
1.4.11 Non-text Contrast (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Graphical objects and user interface elements meet or exceed minimum 3:1 contrast when the High Contrast UI feature option is enabled. This feature option overrides all custom styling, ensuring a compliant experience for all users.
1.4.12 Text Spacing (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Users can change text spacing without loss of content or functionality.
1.4.13 Content on Hover or Focus (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Supports	Web: Content is dismissible via the escape key and persistent while hovered.

Criteria	Conformance Level	Remarks and Explanations
<u>2.4.5 Multiple Ways</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Headings, ARIA landmarks (such as navigation landmarks) and unique link and button names help users navigate pages quickly. Pages have consistent navigation areas.
<u>2.4.6 Headings and Labels</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Pages have descriptive headings and labels. Labels are unique and contextual.
<u>2.4.7 Focus Visible</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Each page has a logical tab order, visible tab stops and keyboard navigation. Focus style is amplified beyond browser defaults.
<u>3.1.2 Language of Parts</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Text is readable by screen reader and other technologies and can be programmatically determined.
<u>3.2.3 Consistent Navigation</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs	Web: Supports	Web: Navigation models are consistent across tools and use headings and ARIA navigation landmarks to orient users.
<u>3.2.4 Consistent Identification</u> (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool)	Web: Supports	Web: Components that have the same functionality within a set of Web pages are identified consistently. Icons use an icon grammar to facilitate learning. The same icon is used for the same action across all tools.

Criteria	Conformance Level	Remarks and Explanations
602.3 (Support Docs) – Does not apply to non-web docs		
3.3.3 Error Suggestion (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Supports	Web: Error messages are provided for a specific input, button, or form with contextual information. Browsers provide system and network error messaging.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: Revised Section 508 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs)	Web: Not Applicable	Web: Not Applicable
4.1.3 Status Messages (Level AA 2.1) Also applies to: Revised Section 508 – Does not apply	Web: Partially Supports	Web: Britannica is aware that the Product exhibits an error that occurs within a popup (includes, but is not limited to, login point of service and status message for failed login attempts): Making an error causes focus to leave the popup, potentially disorienting keyboard users. Additionally, error messages generated are not consistently announced by screen readers. Britannica is working to ensure this issue is fixed no later than June 30, 2025.

Table 3: Success Criteria, Level AAA

Notes: Table deleted because this Product is not being evaluated for Level AAA of the Criteria.

Revised Section 508 Report

Notes:

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

Notes: Table deleted because this Product is not being evaluated for Level AAA of the Criteria.

Chapter 4: [Hardware](#)

Notes: Table deleted because not applicable to this Product.

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.1 AA	See WCAG 2.1 section	See information in WCAG 2.1 section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Web: Supports	Accessibility features native to the Browser or Operating System can be used with the product. When major version changes happen, Britannica tests with OS and browser accessibility features.
502.2.2 No Disruption of Accessibility Features	Web: Supports	The product does not disrupt any Browser or OS accessibility features.
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Not Applicable	Not a platform or software tool
502.3.2 Modification of Object Information	Not Applicable	Not a platform or software tool
502.3.3 Row, Column, and Headers	Not Applicable	Not a platform or software tool
502.3.4 Values	Not Applicable	Not a platform or software tool
502.3.5 Modification of Values	Not Applicable	Not a platform or software tool
502.3.6 Label Relationships	Not Applicable	Not a platform or software tool
502.3.7 Hierarchical Relationships	Not Applicable	Not a platform or software tool
502.3.8 Text	Not Applicable	Not a platform or software tool
502.3.9 Modification of Text	Not Applicable	Not a platform or software tool

Criteria	Conformance Level	Remarks and Explanations
502.3.10 List of Actions	Not Applicable	Not a platform or software tool
502.3.11 Actions on Objects	Not Applicable	Not a platform or software tool
502.3.12 Focus Cursor	Not Applicable	Not a platform or software tool
502.3.13 Modification of Focus Cursor	Not Applicable	Not a platform or software tool
502.3.14 Event Notification	Not Applicable	Not a platform or software tool
502.4 Platform Accessibility Features	Not Applicable	Not a platform or software tool
503 Applications	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Not Applicable	This product being a web application is not required to conform to 503.2.
503.3 Alternative User Interfaces	Web: Supports	No alternative user interface is provided but as a web application accessibility features native to the Browser or Operating System can be used with the product.
503.4 User Controls for Captions and Audio Description	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Web: Supports	All video media provide captions and caption controls.
503.4.2 Audio Description Controls	Web: Supports	All video media provide audio description (AD) controls and a separate AD audio track.
504 Authoring Tools	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.1 section	See information in WCAG 2.1 section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	The product is not an authoring tool.
504.2.2 PDF Export	Not Applicable	The product is not an authoring tool.
504.3 Prompts	Not Applicable	The product is not an authoring tool.
504.4 Templates	Not Applicable	The product is not an authoring tool.

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

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Web: Supports	Britannica accessibility policy and details can be found at: https://library.eb.com/levels/referencecenter/help
602.3 Electronic Support Documentation	See WCAG 2.1 section Web: Supports	See information in WCAG 2.1 section Britannica digital product support is provided electronically at edsupport@eb.com .
602.4 Alternate Formats for Non-Electronic Support Documentation	Not applicable	Support documentation is provided electronically.
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Web: Supports	Britannica accessibility policy and details can be found at https://library.eb.com/levels/referencecenter/help
603.3 Accommodation of Communication Needs	Web: Supports	Britannica digital product support is provided electronically at https://britannicaeducation.com/faq/ and with communication needs as required.

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