

Web of Science

# Voluntary Product Accessibility Template (VPAT)

Date: February 2017

Name of Product / Version Number: Web of Science\*

\**Web of Science* is the global name given to the software platform that incorporates the products: Web of Science™ Core Collection, Biological Abstracts®, BIOSIS Citation Index<sup>SM</sup>, BIOSIS Previews®, CABI: CAB Abstracts® and Global Health®, Chinese Science Citation Database<sup>SM</sup>, Current Contents Connect®, Data Citation Index<sup>SM</sup>, Derwent Innovations Index<sup>SM</sup>, FSTA® – the food science resource, Inspec®, KCI-Korean Journal Database, MEDLINE®, SciELO Citation Index, Russian Science Citation Index, and Zoological Record®

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The purpose of the Voluntary Product Accessibility Template, or VPAT, is to assist Federal contracting officials and other buyers in making preliminary assessments regarding the availability of commercial “Electronic and Information Technology” products and services with features that support accessibility.

Clarivate Analytics remains dedicated to developing products that are usable for everyone, including those with physical challenges and disabilities. Our products are designed to adhere to the United States Government Section 508 accessibility standards.

About the template: The first table of the template provides a summary view of the section 508 standards. The subsequent tables provide more detailed views of applicable subsections.

Summary Table Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
Section 1194.21 Software Applications and Operating Systems	Applicable	Supports with Exceptions
Section 1194.22 Web-based internet information and applications	Applicable	Supports with Exceptions
Section 1194.23 Telecommunications Products	Not Applicable	--
Section 1194.24 Video and Multimedia Products	Applicable	Supports
Section 1194.25 Self-Contained, Closed Products	Not Applicable	--
Section 1194.26 Desktop and Portable Computers	Not Applicable	--
Section 1194.31 Functional Performance Criteria	Applicable	Supports with Exceptions
Section 1194.41 Information, Documentation and Support	Applicable	Supports

## Section 1194.21 Software Applications and Operating Systems

### Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>(a) When software is designed to run on a system that has a keyboard, product functions shall be executable from a keyboard where the function itself or the result of performing a function can be discerned textually.</p>	<p>Supports with exception</p>	<p>As a web application the Web of Science supports general keyboard navigation but some issues have been noted in dropdowns and forms.</p>
<p>(b) Applications shall not disrupt or disable activated features of other products that are identified as accessibility features, where those features are developed and documented according to industry standards. Applications also shall not disrupt or disable activated features of any operating system that are identified as accessibility features where the application programming interface for those accessibility features has been documented by the manufacturer of the operating system and is available to the product developer.</p>	<p>Supports</p>	<p>As a web application, the Web of Science does not disrupt or disable accessibility features.</p>
<p>(c) A well-defined on-screen indication of the current focus shall be provided that moves among interactive interface elements as the input focus changes. The focus shall be programmatically exposed so that Assistive Technology can track focus and focus</p>	<p>Supports</p>	<p>As a web application, the Web of Science supports visual indication of current focus for interactive elements.</p>

## Section 1194.21 Software Applications and Operating Systems

## Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
changes.		
(d) Sufficient information about a user interface element including the identity, operation and state of the element shall be available to Assistive Technology. When an image represents a program element, the information conveyed by the image must also be available in text.	Supports	As a web application, elements within the Web of Science are sufficiently labeled for use with assistive technology.
(e) When bitmap images are used to identify controls, status indicators, or other programmatic elements, the meaning assigned to those images shall be consistent throughout an application's performance.	Supports	As a web application, images are used consistently within the Web of Science.
(f) Textual information shall be provided through operating system functions for displaying text. The minimum information that shall be made available is text content, text input caret location, and text attributes.	Supports	As a web application, standard textual information is available to assistive technology in the Web of Science.
(g) Applications shall not override user selected contrast and color selections and other individual display attributes.	Supports	As a web application, the Web of Science does not override any operating system display settings.

## Section 1194.21 Software Applications and Operating Systems

### Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
<p>(h) When animation is displayed, the information shall be displayable in at least one non-animated presentation mode at the option of the user.</p>	<p>Supports</p>	<p>As a web application, the Web of Science uses minimal animation, only for some progress indicators, which are also available as static images with alt-text for use in assistive technology.</p>
<p>(i) Color coding shall not be used as the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p>	<p>Supports with Minor Exception</p>	<p>As a web application, the Web of Science does not use color coding as the sole means of conveying information with the exception of the display of matching terms from searches (“search hits”), which are conveyed only with color (yellow highlighting).</p>
<p>(j) When a product permits a user to adjust color and contrast settings, a variety of color selections capable of producing a range of contrast levels shall be provided.</p>	<p>Not applicable</p>	<p>As a web application, the Web of Science does not offer its own color customization options.</p>
<p>(k) Software shall not use flashing or blinking text,</p>	<p>Supports</p>	<p>As a web application, the Web</p>

## Section 1194.21 Software Applications and Operating Systems

### Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
objects, or other elements having a flash or blink frequency greater than 2 Hz and lower than 55 Hz.		of Science does not use flashing or blinking elements.
(l) When electronic forms are used, 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.	Supports with exception	As a web application, all forms within the Web of Science allow for completion using assistive technology. Exceptions have been found while error messages are displayed.

Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(a) A text equivalent for every non-text element shall be provided (e.g., via "alt", "longdesc", or in element content).	Supports	The Web of Science provides alt and title text for non-text images.
(b) Equivalent alternatives for any multimedia presentation shall be synchronized with the presentation.	Supports	The Web of Science product contains YouTube video tutorials, which contain audio and accompanying closed captioning.
(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 with Minor Exception	The Web of Science does not use color coding as the sole means of conveying information except for the display of matching terms from searches ("search hits"), which are conveyed with yellow highlighting.

Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(d) Documents shall be organized so they are readable without requiring an associated style sheet.	Supports	Style sheets can be disabled using browser plugins in which case the documents are readable.
(e) Redundant text links shall be provided for each active region of a server-side image map.	Not Applicable	The Web of Science does not use server-side image maps.
(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	The Web of Science does not use client-side image maps.
(g) Row and column headers shall be identified for data tables.	Supports	The Web of Science uses <TD> and <TH> tags to identify data cells and headers.



Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(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	The Web of Science uses <THead> and <TBody> tags to group data and header cells.
(i) Frames shall be titled with text that facilitates frame identification and navigation.	Not Applicable	The Web of Science does not use FRAME elements.
(j) Pages shall be designed to avoid causing the screen to flicker with a frequency greater than 2 Hz and lower than 55 Hz.	Supports	The Web of Science does not use blinking or flashing objects.
(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.	Does not Support.	The Web of Science does not offer a text-only option.

Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(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.	Supports with Exceptions	Pages in the Web of Science can be read with assistive technology.  We note the recent addition of JavaScript “select2” code is causing some drop-down menu options to not be fully read by assistive technology/accessed.
(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) through (l).	Supports with exception	The Web of Science contains products that use compliant Java applet plug-ins for drawing chemical structures and citation visualizations. These applets are not functioning in modern browsers.

Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(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.	Supports with exception	As a web application, all forms within the Web of Science allow for completion using assistive technology. Exceptions have been found while error messages are displayed.
(o) A method shall be provided that permits users to skip repetitive navigation links.	Supports	The Web of Science has <skip> tags for repetitive navigation links (Skip to Navigation, Skip to Content, Skip to Footer).

Section 1194.22 Web-based Internet information and applications Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(p) When a timed response is required, the user shall be alerted and given sufficient time to indicate more time is required.	Does not Support	For security purposes, the Web of Science automatically times out after 15 minutes of inactivity, without an alert to the user.

Section 1194.24 Video and Multimedia Products

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Criteria	Supporting Features	Remarks and explanations
<p>(a) All analog television displays 13 inches and larger, and computer equipment that includes analog television receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals. As soon as practicable, but not later than July 1, 2002, widescreen digital television (DTV) displays measuring at least 7.8 inches vertically, DTV sets with conventional displays measuring at least 13 inches vertically, and stand-alone DTV tuners, whether or not they are marketed with display screens, and computer equipment that includes DTV receiver or display circuitry, shall be equipped with caption decoder circuitry which appropriately receives, decodes, and displays closed captions from broadcast, cable, videotape, and DVD signals.</p>	<p>Not Applicable</p>	<p>--</p>

Section 1194.24 Video and Multimedia Products

Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(b) Television tuners, including tuner cards for use in computers, shall be equipped with secondary audio program playback circuitry.	Not Applicable	--
(c) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain speech or other audio information necessary for the comprehension of the content, shall be open or closed captioned.	Supports	The Web of Science contains training videos created in YouTube with which contain audio and accompanying closed captioning that is user-selectable.
(d) All training and informational video and multimedia productions which support the agency's mission, regardless of format, that contain visual information necessary for the comprehension of the content, shall be audio described.	Supports	The Web of Science contains training videos created in YouTube which contain audio and accompanying closed captioning that is user-selectable. Volume and speed can also be controlled.

Section 1194.24 Video and Multimedia Products

Voluntary Product Accessibility Template

Criteria	Supporting Features	Remarks and explanations
(e) Display or presentation of alternate text presentation or audio descriptions shall be user-selectable unless permanent.	Supports	The Web of Science contains training videos created in YouTube which contain audio and accompanying closed captioning that is user-selectable. Volume and speed can also be controlled.

Section 1194.31 Functional Performance Criteria

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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 used by people who are blind or visually impaired shall be provided.	Supports	The Web of Science supports the use of assistive technology.

Section 1194.31 Functional Performance Criteria		
Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(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 independentl, or support for Assistive Technology used by people who are visually impaired shall be provided.	Supports	The Web of Science supports assistive technology such as screen readers and Web browser control of font sizes.
(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.	Supports	The Web of Science does not require user hearing within the application. YouTube training videos contain close captioning that does not require user 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.	Supports	The Web of Science does not require user hearing within the application. YouTube training videos contain close captioning that does not require user hearing.



Section 1194.31 Functional Performance Criteria Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(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.	Supports	The Web of Science does not require user speech.
(f) At least one mode of operation and information retrieval that does not require fine motor control or simultaneous action and that is operable within limited reach and strength shall be provided.	Supports with exception	The Web of Science supports keyboard inputs and does require simultaneous actions in most of the cases. Exceptions have been found in keyboard navigation mainly in dropdowns and form elements.

Section 1194.41 Information, Documentation, and Support Voluntary Product Accessibility Template		
Criteria	Supporting Features	Remarks and Explanations
(a) <b>Product support documentation</b> provided to end-users shall be made available in alternate formats upon request, at no additional charge.	Supports	Current documentation for the Web of Science includes online help, Web of Science tutorials and printable materials.
(b) End-users shall have <b>access to a description of the accessibility and compatibility features of products in alternate formats</b> or alternate methods upon request, at no additional charge.	Supports	Our corporate web site contains section 508 compliance guidelines for our products at <a href="http://science.thomsonreuters.com/section508/">http://science.thomsonreuters.com/section508/</a> .
(c) <b>Support services</b> for products shall accommodate the communication needs of end-users with disabilities.	Supports	The Web of Science offers customer support via web forms, email and telephone.