

Zotero

Accessibility Conformance Report

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1. Revision History

Version	Date	Description	Name
Revision 1.0	04/17/2024	Initial Draft	Dawn Constantine
Revision 1.1	07/31/2024	Updated conformance	Dawn Constantine
Revision 1.2	08/15/2024	Updated conformance	Dawn Constantine
Revision 1.3	08/16/2024	Updated conformance	Dawn Constantine
Revision 1.4	10/18/2024	Updated conformance	Dawn Constantine
Revision 1.5	10/23/2024	Updated conformance	Dawn Constantine

2. Summary of the Evaluation Findings

This Accessibility Conformance Report uses the VPAT[®] Version 2.5 (Revised) template to describe the conformance of the Zotero Desktop App, Browser Addon, and Word Plugin with WCAG 2.2 AA guidelines.

Product Description

The Zotero Desktop App, Browser Addon, and Word Plugin under review help users to easily collect, organize, cite, and share research from various sources including (but not limited to) web pages, videos, and eBooks.

Additional Notes

This audit was conducted in accordance with the accessibility audit process developed by QualityLogic. This process was based on WCAG-EM (WCAG Evaluation Method). Details on evaluation methods and scope can be found in the Scope of Evaluation section below.

Evaluation Findings

Based on this evaluation, the Zotero Desktop App, Browser Addon, and Word Plugin fully meet WCAG 2.2, Conformance Level AA. Detailed review results are available in the Results and Recommended Actions section below. Resources for follow-up study are listed in the References section below. Feedback on this evaluation is welcome. Any questions can be directed to accessibility@qualitylogic.com.

Scope of Evaluation

The Zotero Desktop App, Browser Addon, and Word Plugin were audited to verify compliance with the Web Content Accessibility Guidelines (WCAG) 2.2 Level AA by the QualityLogic team from April 8, 2024 through April 16, 2024. The App, Addon, and Plugin were then selectively retested to check for resolved issues on April 24th, June 4th through June 7th, June 10th, June 12th, June 30th, July 10th, July 12th, July 30th, again from August 14th through August 15th, once more from October 17th through October 18th, and again on October 23rd.

Accessibility compliance was audited with automated accessibility tests and manually with the following assistive technologies:

- Job Access With Speech (JAWS) (latest)
- Non Visual Desktop Access (NVDA) (latest)
- macOS VoiceOver

Zotero Desktop App, Browser Addon, and Word Plugin pages included in the evaluation were:

- Zotero Desktop Application:
 - Welcome to Zotero Landing Page
 - Menu Bar
 - My Library (Populated)
 - Standard View
 - Stacked View
 - Item Pane (Book)
 - Information Panel
 - Abstract
 - Attachments
 - Notes
 - Add Note Panel
 - Libraries and Collections
 - Tags
 - Related
 - Add Relation – Select Items Modal
 - Item Pane (Webpage)
 - Snapshot
 - Duplicate Items
 - Item List
 - Merge Item Pane
 - Tools
 - RTF Scan modal
 - Add-ons modal
 - Error Console Modal
 - Run JavaScript Modal
 - Style Editor
 - Translator Editor
 - Convert Linked Files to Stored Files Modal:
 - New Collection Flow
 - Tag Selector Pane
 - Import Flow
 - Export Library Flow
 - Advanced Search Modal
 - Zotero Settings

- General Tab
- Sync Tab
- Export Tab
- Cite Tab
- Advanced Tab
- PDF Viewer
- About Modal
- Check for Updates Modal
- Zotero Browser Extension for Chrome:
 - Saving to (Account connected)
 - Saving to Zotero.org Dialog
 - Error State (Account not connected)
 - Is Zotero Running? Dialog
- Zotero Word Processor for Microsoft Word Plugin:
 - Add Citation Flow
 - Add Note Flow
 - Add Bibliography
 - Edit Bibliography Modal
 - Refresh
 - Unlink Citations Flow

3. Results and Recommended Actions

Below are the audit results for conformance against WCAG 2.2 AA standards.

Each WCAG guideline is rated using one of the following conformance levels:

- Supports – The functionality of the product has at least one method that meets the criterion without known defects or meets with the equivalent facilitation.
- Partially Supports – Some functionality of the product does not meet the criterion.
- Does Not Support – The majority of the 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 2.2 Level AAA.

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	No issues were identified in the audit that fail to this guideline.
1.2.1 Audio-only and Video-only (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.2 Captions (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.1 Info and Relationships	Supports	No issues were identified in the audit that fail to this guideline.
1.3.2 Meaningful Sequence	Supports	No issues were identified in the audit that fail to this guideline.
1.3.3 Sensory Characteristics	Supports	No issues were identified in the audit that fail to this guideline.
1.4.1 Use of Color	Supports	No issues were identified in the audit that fail to this guideline.
1.4.2 Audio Control	Supports	No issues were identified in the audit that fail to this guideline.
2.1.1 Keyboard	Supports	No issues were identified in the audit that fail to this guideline.
2.1.2 No Keyboard Trap	Supports	No issues were identified in the audit that fail to this guideline.
2.1.4 Character Key Shortcuts (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.2.1 Timing Adjustable	Supports	No issues were identified in the audit that fail to this guideline.
2.2.2 Pause, Stop, Hide	Supports	No issues were identified in the audit that fail to this guideline.
2.3.1 Three Flashes or Below Threshold	Supports	No issues were identified in the audit that fail to this guideline.
2.4.1 Bypass Blocks	Supports	No issues were identified in the audit that fail to this guideline.
2.4.2 Page Titled	Supports	No issues were identified in the audit that fail to this guideline.
2.4.3 Focus Order	Supports	No issues were identified in the audit that fail to this guideline.
2.4.4 Link Purpose (In Context)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.1 Pointer Gestures (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.2 Pointer Cancellation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

2.5.3 Label in Name (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.4 Motion Actuation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.1 Language of the Page	Supports	No issues were identified in the audit that fail to this guideline.
3.2.1 On Focus	Supports	No issues were identified in the audit that fail to this guideline.
3.2.2 On Input	Supports	No issues were identified in the audit that fail to this guideline.
3.2.6 Consistent Help (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.1 Error Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.2 Labels or Instructions	Supports	No issues were identified in the audit that fail to this guideline.
3.3.7 Redundant Entry (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.2 Name, Role, Value	Supports	No issues were identified in the audit that fail to this guideline.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Supports	No issues were identified in the audit that fail to this guideline.
1.2.5 Audio Description (Prerecorded)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.4 Orientation (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.3.5 Identify Input Purpose (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.3 Contrast (Minimum)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.4 Resize Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.5 Images of Text	Supports	No issues were identified in the audit that fail to this guideline.
1.4.10 Reflow (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

1.4.11 Non-text Contrast (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.12 Text Spacing (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
1.4.13 Content on Hover or Focus (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.4.5 Multiple Ways	Supports	No issues were identified in the audit that fail to this guideline.
2.4.6 Headings and Labels	Supports	No issues were identified in the audit that fail to this guideline.
2.4.7 Focus Visible	Supports	No issues were identified in the audit that fail to this guideline.
2.4.11 Focus Not Obscured (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.7 Dragging Movements (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
2.5.8 Target Size (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
3.1.2 Language of the Parts	Supports	No issues were identified in the audit that fail to this guideline.
3.2.3 Consistent Navigation	Supports	No issues were identified in the audit that fail to this guideline.
3.2.4 Consistent Identification	Supports	No issues were identified in the audit that fail to this guideline.
3.3.3 Error Suggestion	Supports	No issues were identified in the audit that fail to this guideline.
3.3.4 Error Prevention (Legal, Financial, Data)	Supports	No issues were identified in the audit that fail to this guideline.
3.3.8 Accessible Authentication (Minimum) (WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.
4.1.3 Status Messages (WCAG 2.1 and WCAG 2.2 only)	Supports	No issues were identified in the audit that fail to this guideline.

Defects

The following defects and compliance issues were identified during the audit.

Issue severity is categorized into the following levels:

- **Blocker:** This issue blocks access to critical areas on the product under test or has a large impact on core functionality
- **Critical:** This issue fails one of the WCAG 2.X success criteria

An issue's status can be one of the following:

- **Open:** A fix has not been implemented for this issue and it still infringes upon the compliance of the product under test.
- **3rd Party – Open:** This issue is due to the utilization of 3rd party content that cannot be addressed by the author. Issues with this status still infringe upon the compliance of the product under test.
- **Closed:** This issue is fixed and no longer poses an issue for accessibility. Issues with this status do not infringe upon the compliance of the product under test.

Summary	Requirements	Severity	Status
[Zotero App] Global - Icons Missing Alternative Text and Role	1.1.1 Non-text Content	Critical	Closed
[Zotero App] PDF Viewer - Sidebar search icon in reading order	1.1.1 Non-text Content	Critical	Closed
[Zotero App] Add-ons Manager - Add-on details incorrectly conveyed as tab panel by screen readers	1.3.1 Info and Relationships	Critical	Closed
[Zotero App] Global - Context Menus Provide Inaccurate List Info	1.3.1 Info and Relationships	Critical	Closed
[Zotero App] Item List Pane - Entering Menu Traps Screen Reader Cursor (Blocker)	1.3.1 Info and Relationships	Blocker	Closed
[Zotero App] New Collection and New Item modals - Characters not announced during arrow key navigation or upon deletion	1.3.1 Info and Relationships	Critical	Closed
[Zotero App] Settings - Cite table no selection announced	1.3.1 Info and Relationships	Critical	Closed
[Zotero App] Settings - Export checkboxes announced as table but do not function as a table	1.3.1 Info and Relationships	Critical	Closed
[Zotero App] Style Editor Modal - Code editor and preview containers have non-descriptive accessible names	1.3.1 Info and Relationships	Critical	Closed
[Zotero Word Plugin] Edit Bibliography Modal - Collection and Item List Pane not clearly visible on Mac (Functional) (Blocker)	1.3.1 Info and Relationships	Blocker	Closed

[Zotero App] Global - JAWS & NVDA Can't Announce Text Elements (Blocker)	1.3.1 Info and Relationships	Blocker	Closed
[Zotero App] Global - Screen Reader Cursor Does Not Follow Keyboard Focus in Dialogs (Blocker)	1.3.2 Meaningful Sequence 4.1.3 Status Messages	Blocker	Closed
[Zotero Chrome Addon] Content Cutoff During Page Reflow	1.4.10 Reflow	Critical	Closed
[Zotero App] [Zotero Chrome Addon] Global - Insufficient text spacing controls	1.4.12 Text Spacing	Critical	Closed
[Zotero Word Plugin] Search - Category text low contrast ratio	1.4.3 Contrast (Minimum)	Critical	Closed
[Zotero App] Collection Pane and Item List Pane - No Keyboard Commands for Drag and Drop (Blocker)	2.1.1 Keyboard	Blocker	Closed
[Zotero App] Item List Pane - No Keyboard Commands for Manipulating Table	2.1.1 Keyboard	Critical	Closed
[Zotero App] Merge Item Pane - Merge button is not keyboard operable (Blocker)	2.1.1 Keyboard	Blocker	Closed
[Zotero App] PDF Viewer - Annotation Tools Lack Keyboard Alternatives (Blocker)	2.1.1 Keyboard	Blocker	Closed
[Zotero App] PDF Viewer - Sidebar Tag Popup Remains Visible After Pressing Escape Key	2.1.1 Keyboard	Critical	Closed
[Zotero App] Add Relation - Select Items Modal - Focus moves to beginning of Collection Pane when expanding or collapsing folder	2.4.3 Focus Order	Critical	Closed
[Zotero App] Collection Pane and Item List Pane - Focus Order Doesn't Match Page Structure	2.4.3 Focus Order	Critical	Closed
[Zotero App] Global - Focus Order Inconsistent when Navigating Forward vs. Backward	2.4.3 Focus Order	Critical	Closed
[Zotero App] Merge Item Pane - Info buttons not in focus order (Blocker)	2.4.3 Focus Order	Blocker	Closed
[Zotero App] PDF Viewer - Clearing sidebar search resets focus	2.4.3 Focus Order	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Tag Context Menu Buttons Not In Focus Order	2.4.3 Focus Order	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Tag Popup Not Focused When Add Tag Button Activated With an Existing Added Tag	2.4.3 Focus Order	Critical	Closed
[Zotero App] PDF Viewer - Sidebar unable to move focus forward if no results for search	2.4.3 Focus Order	Critical	Closed

[Zotero Word Plugin] Add/Edit Citation - Focus order does not reflect structure	2.4.3 Focus Order	Critical	Closed
Advanced Search - Focus begins mid modal	2.4.3 Focus Order	Critical	Closed
[Zotero App] PDF Viewer - Annotation Tools Lack Alternatives to Dragging Mouse Motions (Blocker)	2.5.1 Pointer Gestures	Blocker	Closed
[Zotero App] Settings - Advanced custom radio button automatically launches directory when selected	3.2.2 On Input	Critical	Closed
[Zotero App] Translator Modal - Code input unexpectedly receives focus when switching tabs	3.2.2 On Input	Critical	Closed
[Zotero App] - Screen reader users are not told exactly how to add a note (or text) with only a keyboard [Blocker]	3.3.2 Labels or Instructions	Blocker	Closed
[Zotero App] Style Editor Modal - Combo boxes and edit fields missing visible labels and accessible names	3.3.2 Labels or Instructions 4.1.2 Name, Role, Value	Critical	Closed
[Zotero Word Plugin] Edit Bibliography Modal - Lack of clear instructions and incorrect focus order for screen reader users	3.3.2 Labels or Instructions	Critical	Closed
[Zotero Word Plugin] Insert Notes feature lacks clear instructions for screen reader users	3.3.2 Labels or Instructions	Critical	Closed
[Zotero Word Plugin] Unclear instructions to operate	3.3.2 Labels or Instructions	Critical	Closed
[Zotero App] Advanced Search - Multiple elements missing names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Collection Pane - Tag Buttons Missing Roles and States	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Error Console - Clear filter output button missing accessible name	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Error Console - Console command input field is missing an accessible name	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Global - Activated/deactivated menu items lack non-visual state indicators	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Global - Collapsible Elements No State Announcement when Activated	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Global - Inputs missing read-only state	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Global - Links Missing Role	4.1.2 Name, Role, Value	Critical	Closed

[Zotero App] Global - Sync Button Missing Name	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Global - Window Buttons Missing Names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Item List Pane - Search menu button non-descriptive name	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Item Pane - Options Not Clearly Identified (Blocker)	4.1.2 Name, Role, Value	Blocker	Closed
[Zotero App] Login Fields Not Named/Identified for Screen Reader Users	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Merge Item Pane - Info button names not descriptive	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Annotation Menu Buttons Lack Accessible Names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Page Change Edit Inputs Lack Labels and Names	3.3.2 Labels or Instructions 4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Annotations Only Announced As "Section" By NVDA (NVDA Only)	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Edits Inputs For Annotations Lack Accessible Names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Sidebar search close button missing name and incorrect role	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Tag Button Name Not Descriptive After Tag Added	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Tag Buttons Purposes Are Unclear	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] RTF Scan Modal - Choose File buttons lack context-specific accessible names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] RTF Scan Modal - Text fields missing names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Run JavaScript Modal - Code input and container lack descriptive accessible names	2.5.3 Label in Name 4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Settings - Multiple elements are missing names or have non-descriptive names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Translator Modal - Output display field missing accessible name and read-only state	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] Translator Modal - URL input field is missing an accessible name	4.1.2 Name, Role, Value	Critical	Closed

[Zotero Chrome Addon] Expand/collapse menu button lacks accessible name and state indicators	4.1.2 Name, Role, Value 4.1.3 Status Messages	Critical	Closed
[Zotero Word Plugin] Add/Edit Citation - Multiple inputs missing names	4.1.2 Name, Role, Value	Critical	Closed
[Zotero Word Plugin] Search - Menu button missing name	4.1.2 Name, Role, Value	Critical	Closed
[Zotero Word Plugin] Search Results Misnumbered - Inaccurate Read of Item Numbers	4.1.2 Name, Role, Value	Critical	Closed
[Zotero App] PDF Viewer - No Announcement When Moving Between Annotations in Viewer	4.1.3 Status Messages	Critical	Closed
[Zotero App] PDF Viewer - No Announcement When Moving Between Search Results	4.1.3 Status Messages	Critical	Closed
[Zotero App] PDF Viewer - No Announcement When Moving Between Slides In Sidebar Slide View	4.1.3 Status Messages	Critical	Closed
[Zotero App] PDF Viewer - Sidebar Selection and View Change Are Not Announced	4.1.3 Status Messages	Critical	Closed
[Zotero Chrome Addon] No phonetic, visual, or non-visual confirmation when a citation is successfully saved	4.1.3 Status Messages	Critical	Closed
[Zotero App] PDF Viewer - JAWS can only access one annotation	2.1.1 Keyboard	Critical	Closed

4. References

- Web Content Accessibility Guidelines (WCAG) Overview (<https://www.w3.org/WAI/intro/wcag>)
- Web Content Accessibility Guidelines 2.2 (<https://www.w3.org/TR/WCAG22/>)
- Techniques for WCAG 2.2 (<https://www.w3.org/WAI/WCAG22/Techniques/>)
- Accessibility Evaluation Resources (<http://www.w3.org/WAI/eval/>)
- Website Accessibility Conformance Evaluation Methodology, WCAG-EM (<https://www.w3.org/TR/WCAG-EM/>)
- Web Accessibility Evaluation Tools List (<https://www.w3.org/WAI/ER/tools/>)
- Using Combined Expertise to Evaluate Web Accessibility (<https://www.w3.org/WAI/eval/reviewteams>)