LibraryH3lp Chat Box

Web Content Accessibility Guidelines 2.0 Checklist

When considering the WCAG 2.0 Guidelines with respect to the LibraryH3lp chat box, it is important to keep in mind that the chat box is an application and not a static web page.

You may also be interested in viewing our Voluntary Product Accessibilty Template form (PDF) (https://docs.libraryh3lp.com/files/libraryh3lp-chat-widget-vpat.pdf).

Principle 1: Perceivability

Guideline 1.1: Text Alternatives

- The chat box includes a few graphic elements and all have alternative text. The dynamic real-time status indicator (available, busy, away, unavailable) also updates with an alt text version in real-time.
- There is an alert sound in the chat box that plays when the guest receives a new message. The guest can turn this off. If the guest cannot hear sounds or turns the alert sound off, then new messages are visually noticeable because they show up as timestamped new lines of the chat transcript.
- There are no Captchas built into the chat box.
- Purely decorative items in the chat box are not read by screen readers.

Guideline 1.2: Time-based Media or Video

There is no pre-recorded audio content in the chat box.

Guideline 1.3: Adaptability

- The chat box provides all guest accessible items in text.
- The chat transcript that is dynamically created during a chat builds in reading order. Additionally, each line is timestamped in text. Guests utilizing screen readers use their arrow keys to navigate lines of chat transcript history.
- Sensory characteristics are not the sole mechanism used for operating the chat box.

Principle 2: Operability

Guideline 2.1: Keyboard Accessibility

All chat box actions can be accomplished through the keyboard, and no special timing is required. The guest's "send file" option invokes the guest's operating system file selector, and so to complete that action, the guest will be using functions outside of the chat box.

There are no known keyboard traps.

Guideline 2.2: Timing

There are no time limits in the chat box. If the chat service availability changes to offline status during an active chat, the guest is informed of the now-offline status of the chat service.

The chat box auto-updates the chat history as new messages are sent. The guest has tools for navigation through the conversation and guests utilizing screen readers can use their arrow keys to move up and down through the lines of chat history.

Guideline 2.3: Seizures

There is no flashing in the LibraryH3lp chat box.

Guideline 2.4: Navigability

The chat box is navigable and the focusable elements are presented in an operable manner. There are no significant blocks of repeating data in the chat box that need to be bypassed.

The chat box uses href (link) tags for the chat application's buttons (send file, email transcript, pop out, sound on/off). The purpose of these links is described using titles and roles. By default, no links to other content are present in the chat box. You can optionally add custom links in the chat box title.

The chat box can deployed within an existing web page or as a standalone page. Chat boxes embedded within a web page can be titled by applying an iframe title. Chat boxes as a standalone page support a title element. The chat box has headings and labels that describe its purpose.

The chat box is keyboard operable and focus is visible. You can opt to use CSS to change the appearance of the focus indicator if desired.

Principle 3: Understandability

Guideline 3.1: Language

The HTML lang variable is declared in the DOCTYPE of the chat box. There are localizations for several languages (https://docs.libraryh3lp.com/localization.html) and you can lock the chat box down to the language supported by your staff if desired.

Guideline 3.2: Predictability

Receiving focus does not change context, nor does changing any setting.

If you include the chat box across multiple web pages, navigation internal to the chat box is consistent across those pages.

Guideline 3.3: Input Assistance

The data entry field within the chat box is labeled. There are no known input error cases because the chat box accepts free-form text.

The chat box is not a mechanism for legal commitments or financial transactions. There is no guest-controllable data storage option presented to the guest of the chat box. However, the guest has a "clear chat history" button that clears the chat transcript within the browser only. By clearing chat history, the guest prevents the chat transcript from being visible on the screen to other people in the immediate vicinity, and it allows guests to remove the transcript on shared computers. Server-side, you can optionally store transcript data (by default transcripts are not stored on the server). The guest using the chat box cannot access that server-side transcript.

Principle 4: Robustness

Guideline 4.1: Compatibility

The LibraryH3lp chat box maximizes compatibility with current and future user agents, including assistive technologies.