

# ArchivesSpace Accessibility Conformance Report

## International Edition

VPAT® Version 2.2 – July 2018

**Name of Product/Version: ArchivesSpace v2.5.1**

**Product Description: ArchivesSpace is an archival information management application.**

**Date: 25 October 2018**

**Contact information: Christine Di Bella, Program Manager, christine.dibella@lyrasis.org**

**Notes: ArchivesSpace is an open source web-based archival information management application.**

**Evaluation Methods Used: Webaim WAVE browser extension, screen readers built into Mac and Windows operating systems.**

### 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, at <a href="http://www.w3.org/TR/2008/REC-WCAG20-20081211/">http://www.w3.org/TR/2008/REC-WCAG20-20081211/</a>	Level A (Yes / No ) Level AA (Yes / No ) Level AAA (Yes / No )
<a href="#">Revised Section 508 standards</a> as published by the U.S. Access Board in the Federal Register on January 18, 2017 <a href="#">Corrections to the ICT Final Rule</a> as published by the US Access Board in the Federal Register on January 22, 2018	(Yes / No )
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe, - V1.1.2 (2015-04) at	(Yes / No )

## 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 be used only in WCAG 2.0 Level AAA.

## WCAG 2.0 Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Chapter 10 - Non-Web documents, Section 11.2.1- Non-Web Software (excluding closed functionality), and Section 11.2.2 - Non-Web Software (closed functionality).
- 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 2.0 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
<a href="#">1.1.1 Non-text Content</a> (Level A)	Supports	ArchivesSpace uses alt text or ARIA labels for all images and inputs.
<a href="#">1.2.1 Audio-only and Video-only (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.2 Captions (Prerecorded)</a> (Level A)	Not Applicable	
<a href="#">1.2.3 Audio Description or Media Alternative (Prerecorded)</a> (Level A)	Not Applicable	ArchivesSpace uses alt text or ARIA labels for all images and inputs; it does not provide separate audio description.
<a href="#">1.3.1 Info and Relationships</a> (Level A)	Supports	ArchivesSpace provide ARIA labels to indicate the structure of pages and the function of page elements.
<a href="#">1.3.2 Meaningful Sequence</a> (Level A)	Supports	ArchivesSpace uses sequential headings and meaningful tab order.
<a href="#">1.3.3 Sensory Characteristics</a> (Level A)	Supports	ArchivesSpace elements that use color, size, or placement also use textual and/or ARIA labels.
<a href="#">1.4.1 Use of Color</a> (Level A)	Supports	Web: ArchivesSpace elements that use color also use textual and/or ARIA labels.
<a href="#">1.4.2 Audio Control</a> (Level A)	Not Applicable	ArchivesSpace does not use audio elements.
<a href="#">2.1.1 Keyboard</a> (Level A)	Partially Supports	Most of the content and functions of ArchivesSpace are keyboard operable.
<a href="#">2.1.2 No Keyboard Trap</a> (Level A)	Partially Supports	Most of the content and functions of ArchivesSpace are easily tabbable and keyboard operable. There are keyboard traps in two large hierarchical elements that we are working to address.
<a href="#">2.2.1 Timing Adjustable</a> (Level A)	Partially Supports	The default timeout can be adjusted at the application level but not by individual users.
<a href="#">2.2.2 Pause, Stop, Hide</a> (Level A)	Supports	
<a href="#">2.3.1 Three Flashes or Below Threshold</a> (Level A)	Supports	ArchivesSpace does not contain flashing elements.
<a href="#">2.4.1 Bypass Blocks</a> (Level A)	Partially Supports	ArchivesSpace includes skip links in the most relevant number of areas for this condition.
<a href="#">2.4.2 Page Titled</a> (Level A)	Supports	ArchivesSpace pages include useful titles.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.3 Focus Order</a> (Level A)	Supports	ArchivesSpace has a meaningful focus order.
<a href="#">2.4.4 Link Purpose (In Context)</a> (Level A)	Supports	Links in ArchivesSpace have meaningful text associated with them.
<a href="#">3.1.1 Language of Page</a> (Level A)	Supports	The language of the page is indicated for ArchivesSpace pages.
<a href="#">3.2.1 On Focus</a> (Level A)	Supports	Just focusing on an ArchivesSpace element does not change its context. Change of context requires activation.
<a href="#">3.2.2 On Input</a> (Level A)	Supports	ArchivesSpace input buttons have meaningful labels and indicate what will have when the associated action is initiated.
<a href="#">3.3.1 Error Identification</a> (Level A)	Partially Supports	Many error messages within ArchivesSpace are specific, but some generic error messaging needs improvement.
<a href="#">3.3.2 Labels or Instructions</a> (Level A)	Supports	ArchivesSpace labels are meaningful and there are tooltips provided for additional context/guidance.
<a href="#">4.1.1 Parsing</a> (Level A)	Supports	
<a href="#">4.1.2 Name, Role, Value</a> (Level A)	Supports	ArchivesSpace uses ARIA labels when appropriate.

## Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.4 Captions (Live)</a> (Level AA)	Not Applicable	
<a href="#">1.2.5 Audio Description (Prerecorded)</a> (Level AA)	Not Applicable	
<a href="#">1.4.3 Contrast (Minimum)</a> (Level AA)	Partially Supports	Most areas of the interface have compliant contrast ratios. A few, usually more incidental, areas still need to be addressed.
<a href="#">1.4.4 Resize text</a> (Level AA)	Supports	
<a href="#">1.4.5 Images of Text</a> (Level AA)	Supports	ArchivesSpace uses CSS styling, not images of text.
<a href="#">2.4.5 Multiple Ways</a> (Level AA)	Supports	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.4.6 Headings and Labels</a> (Level AA)	Supports	ArchivesSpace has meaningful headings and labels.
<a href="#">2.4.7 Focus Visible</a> (Level AA)	Supports	
<a href="#">3.1.2 Language of Parts</a> (Level AA)	Does Not Support	
<a href="#">3.2.3 Consistent Navigation</a> (Level AA)	Supports	
<a href="#">3.2.4 Consistent Identification</a> (Level AA)	Supports	
<a href="#">3.3.3 Error Suggestion</a> (Level AA)	Does Not Support	
<a href="#">3.3.4 Error Prevention (Legal, Financial, Data)</a> (Level AA)	Partially Supports	When deleting data, ArchivesSpace requires confirmation from the user.

### Table 3: Success Criteria, Level AAA

Notes: ArchivesSpace strives for WCAG 2.0 AA compliance, but meets some of the AAA criteria as well.

Criteria	Conformance Level	Remarks and Explanations
<a href="#">1.2.6 Sign Language (Prerecorded)</a> (Level AAA)	Not Applicable	
<a href="#">1.2.7 Extended Audio Description (Prerecorded)</a> (Level AAA)	Not Applicable	
<a href="#">1.2.8 Media Alternative (Prerecorded)</a> (Level AAA)	Not Applicable	
<a href="#">1.2.9 Audio-only (Live)</a> (Level AAA)	Not Applicable	
<a href="#">1.4.6 Contrast Enhanced</a> (Level AAA)	Partially Supports	
<a href="#">1.4.7 Low or No Background Audio</a> (Level AAA)	Supports	
<a href="#">1.4.8 Visual Presentation</a> (Level AAA)	Does Not Support	
<a href="#">1.4.9 Images of Text (No Exception) Control</a> (Level AAA)	Supports	
<a href="#">2.1.3 Keyboard (No Exception)</a> (Level AAA)	Does Not Support	
<a href="#">2.2.3 No Timing</a> (Level AAA)	Partially Supports	ArchivesSpace will timeout if there is no activity at all in the application, but individual functions are not time dependent.
<a href="#">2.2.4 Interruptions</a> (Level AAA)	Does Not Support	

Criteria	Conformance Level	Remarks and Explanations
<a href="#">2.2.5 Re-authenticating</a> (Level AAA)	Does Not Support	
<a href="#">2.3.2 Three Flashes</a> (Level AAA)	Support	
<a href="#">2.4.8 Location</a> (Level AAA)	Does Not Support	
<a href="#">2.4.9 Link Purpose (Link Only)</a> (Level AAA)	Supports	
<a href="#">2.4.10 Section Headings</a> (Level AAA)	Supports	
<a href="#">3.1.3 Unusual Words</a> (Level AAA)	Supports	ArchivesSpace has tooltips for most of the labels in the interface. Tooltips can be customized, and labels themselves can be customized.
<a href="#">3.1.4 Abbreviations</a> (Level AAA)	Supports	ArchivesSpace uses very few abbreviations in the interface, unless they are user-supplied.
<a href="#">3.1.5 Reading Level</a> (Level AAA)	Does Not Support	Some domain knowledge or ability to understand the functions of the domain is necessary.
<a href="#">3.1.6 Pronunciation</a> (Level AAA)	Does Not Support	
<a href="#">3.2.5 Change on Request</a> (Level AAA)	Supports	
<a href="#">3.3.5 Help</a> (Level AAA)	Supports	
<a href="#">3.3.6 Error Prevention (All)</a> (Level AAA)	Does Not Support	

# Revised Section 508 Report

Notes:

## Chapter 3: Functional Performance Criteria (FPC)

Notes: ArchivesSpace is used to perform functions common in an archives. To the extent that these functions can be adapted to a range of physical and cognitive abilities, they can typically be performed in the ArchivesSpace application.

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	Most of ArchivesSpace is navigable with a screen reader.
302.2 With Limited Vision	Partially Supports	Most of ArchivesSpace is navigable with a screen reader.
302.3 Without Perception of Color	Supports	While colors are used in ArchivesSpace, they are not essential to understanding and using the functions of the application.
302.4 Without Hearing	Supports	Hearing is not necessary to use ArchivesSpace.
302.5 With Limited Hearing	Supports	Hearing is not necessary to use ArchivesSpace.
302.6 Without Speech	Supports	Speech is not necessary to use ArchivesSpace
302.7 With Limited Manipulation	Partially Supports	Most functions can be performed with the keyboard alone. Some improvements are necessary to allow for longer reaction times.
302.8 With Limited Reach and Strength	Supports	Performing the functions of ArchivesSpace is possible with only limited range of motion.
302.9 With Limited Language, Cognitive, and Learning Abilities	Does Not Support	Most of the labels in ArchivesSpace are language-based. Some domain knowledge or ability to understand the functions of the domain is necessary.

## Chapter 5: Software

Notes: ArchivesSpace uses good design practices to provide accessibility to its features and functions. Most features and functions are accessible though some areas need additional work. ArchivesSpace is compatible with and does not disable functionality provided by browsers, operating systems, and assistive technologies used by people to access or

improve access to the web-based software applications they use. ArchivesSpace does not provide its own auditory output or speech controls.

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>502 Interoperability with Assistive Technology</b>	Heading cell – no response required	Heading cell – no response required
502.2.1 User Control of Accessibility Features	Supports	ArchivesSpace is compatible with and does not disable functionality provided by browsers, operating systems, and assistive technologies used by people to access or improve access to the web-based software applications they use. ArchivesSpace does not provide its own auditory output or speech controls.
502.2.2 No Disruption of Accessibility Features	Supports	
<b>502.3 Accessibility Services</b>	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	
502.3.2 Modification of Object Information	Supports	
502.3.3 Row, Column, and Headers	Supports	
502.3.4 Values	Supports	
502.3.5 Modification of Values	Supports	
502.3.6 Label Relationships	Supports	
502.3.7 Hierarchical Relationships	Supports	
502.3.8 Text	Supports	
502.3.9 Modification of Text	Supports	
502.3.10 List of Actions	Supports	
502.3.11 Actions on Objects	Supports	
502.3.12 Focus Cursor	Supports	
502.3.13 Modification of Focus Cursor	Supports	
502.3.14 Event Notification	Supports	
502.4 Platform Accessibility Features	Supports	
<b>503 Applications</b>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Partially Supports	ArchivesSpace does not interfere with preferences set outside of the application but does not provide built-in options for changing things like font size.



Criteria	Conformance Level	Remarks and Explanations
503.3 Alternative User Interfaces	Partially Supports	ArchivesSpace uses responsive design but does not provide a built-in alternative to its standard user interface.
<b>503.4 User Controls for Captions and Audio Description</b>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	
503.4.2 Audio Description Controls	Not Applicable	
<b>504 Authoring Tools</b>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	
504.2.2 PDF Export	Supports	
504.3 Prompts	Supports	
504.4 Templates	Partially Supports	Some areas of the application include templating functionality.

## Chapter 6: Support Documentation and Services

Notes: ArchivesSpace is an open source application, free to download and use. Optional membership supports the continuing development and sustainability of the application. User documentation and technical support are benefits of membership, not the free application.

Criteria	Conformance Level	Remarks and Explanations
<b>601.1 Scope</b>	Heading cell – no response required	Heading cell – no response required
<b>602 Support Documentation</b>	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Partially Supports	ArchivesSpace documentation is compatible with and does not disable functionality provided by browsers, operating systems, and assistive technologies used by people to access or improve access to the web-based software applications they use. ArchivesSpace does not currently provide separate accessibility features in its documentation and user instructional materials.

Criteria	Conformance Level	Remarks and Explanations
602.3 Electronic Support Documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
602.4 Alternate Formats for Non-Electronic Support Documentation	Not Applicable	All documentation is in electronic format. A printable PDF of user documentation is provided upon request.
<b>603 Support Services</b>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Does Not Support	ArchivesSpace program staff are working on providing an accessibility statement within and outside of the software.
603.3 Accommodation of Communication Needs	Supports	ArchivesSpace support staff are available via phone, email, or videoconferencing.

# EN 301 549 Report

Notes:

## Chapter 4: [4.2 Functional Performance Statements \(FPS\)](#)

Notes: ArchivesSpace is used to perform functions common in an archives. To the extent that these functions can be adapted to a range of physical and cognitive abilities, they can typically be performed in the ArchivesSpace application.

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	Most of ArchivesSpace is navigable with a screen reader.
4.2.2 Usage with limited vision	Partially Supports	Most of ArchivesSpace is navigable with a screen reader.
4.2.3 Usage without perception of colour	Supports	While colors are used in ArchivesSpace, they are not essential to understanding and using the functions of the application.
4.2.4 Usage without hearing	Supports	Hearing is not needed to use ArchivesSpace.
4.2.5 Usage with limited hearing	Supports	Hearing is not needed to use ArchivesSpace.
4.2.6 Usage without vocal capability	Supports	Speech is not needed to use ArchivesSpace.
4.2.7 Usage with limited manipulation or strength	Partially Supports	Most functions can be performed with the keyboard alone. Some improvements are necessary to allow for longer reaction times.
4.2.8 Usage with limited reach	Supports	Performing the functions in ArchivesSpace is possible with a limited range of motion.
4.2.9 Minimize photosensitive seizure triggers	Supports	ArchivesSpace contains not stimuli that would trigger photosensitive seizures.
4.2.10 Usage with limited cognition	Does Not Support	Most of the labels in ArchivesSpace are language-based. Some domain knowledge or ability to understand the functions of the domain is necessary.
4.2.11 Privacy	Partially Supports	ArchivesSpace can be deployed and secured in a variety of ways. It does not include an explicit statement of privacy

Criteria	Conformance Level	Remarks and Explanations
		policy within the interface though system administrators could add that relatively easily during deployment.

## Chapter [5: Generic Requirements](#)

Notes: Not Applicable or Supports applies to all the criteria in this section. ArchivesSpace is compatible with and does not disable functionality provided by browsers, operating systems, and assistive technologies used by people to access or improve access to the web-based software applications they use. ArchivesSpace does not provide its own auditory output or speech controls.

Criteria	Conformance Level	Remarks and Explanations
<b>5.1 Closed functionality</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2 General</b>	Heading cell – no response required	Heading cell – no response required
<b>5.1.2.1 Closed functionality</b>	See 5.2 through 13	See information in 5.2 through 13
<b>5.1.2.2 Assistive technology</b>	See 5.1.3 through 5.1.6	See information in 5.1.3 through 5.1.6
<b>5.1.3 Non-visual access</b>	Heading cell – no response required	Heading cell – no response required
5.1.3.1 General	See statement at the start of this section.	
5.1.3.2 Auditory output delivery including speech	See statement at the start of this section.	
5.1.3.3 Auditory output correlation	See statement at the start of this section.	
5.1.3.4 Speech output user control	See statement at the start of this section.	
5.1.3.5 Speech output automatic interruption	See statement at the start of this section.	
5.1.3.6 Speech output for non-text content	See statement at the start of this section.	
5.1.3.7 Speech output for video information	See statement at the start of this section.	
5.1.3.8 Masked entry	See statement at the start of this section.	
5.1.3.9 Private access to personal data	See statement at the start of this section.	ArchivesSpace has a permission scheme for access to information and by and large does not store personal data.

Criteria	Conformance Level	Remarks and Explanations
5.1.3.10 Non-interfering audio output	See statement at the start of this section.	
5.1.3.11 Private listening	See statement at the start of this section.	
5.1.3.12 Speaker volume	See statement at the start of this section.	
5.1.3.13 Volume reset	See statement at the start of this section.	
5.1.3.14 Spoken languages	See statement at the start of this section.	
5.1.3.15 Non-visual error identification	See statement at the start of this section.	
5.1.3.16 Receipts, tickets, and transactional outputs	See statement at the start of this section.	
5.1.4 Functionality closed to text enlargement	See statement at the start of this section.	
5.1.5 Visual output for auditory information	See statement at the start of this section.	
<b>5.1.6 Operation without keyboard interface</b>	Heading cell – no response required	Heading cell – no response required
5.1.6.1 Closed functionality	See 5.1.3.1 through 5.1.3.16	See information in 5.1.3.1 through 5.1.3.16
5.1.6.2 Input focus	See statement at the start of this section.	
5.2 Activation of accessibility features	See statement at the start of this section.	
5.3 Biometrics	See statement at the start of this section.	
5.4 Preservation of accessibility information during conversion	See statement at the start of this section.	
<b>5.5 Operable parts</b>	Heading cell – no response required	Heading cell – no response required
5.5.1 Means of operation	See statement at the start of this section.	
5.5.2 Operable parts discernibility	See statement at the start of this section.	
<b>5.6 Locking or toggle controls</b>	Heading cell – no response required	Heading cell – no response required
5.6.1 Tactile or auditory status	See statement at the start of this section.	
5.6.2 Visual status	See statement at the start of this section.	
<b>5.7 Key repeat</b>	See statement at the start of this section.	

Criteria	Conformance Level	Remarks and Explanations
5.8 Double-strike key acceptance	See statement at the start of this section.	
5.9 Simultaneous user actions	See statement at the start of this section.	

## Chapter [9: Web](#) (see WCAG 2.0 section)

Notes:

## Chapter [11: Software](#)

Notes: ArchivesSpace is an open source application, free to download and use. An optional membership program supports the continuing development and sustainability of the application. User documentation and technical support are benefits of membership.

Criteria	Conformance Level	Remarks and Explanations
11.2.1 Software success criteria (excluding closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.2.2 Software success criteria (closed functionality)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>11.3 Interoperability with assistive technology</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.1 Closed functionality (informative)</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2 Accessibility services</b>	Heading cell – no response required	Heading cell – no response required
<b>11.3.2.1 Platform accessibility service support for software that provides a user interface</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
<b>11.3.2.2 Platform accessibility service support for assistive technologies</b>	See 11.3.2.5 through 11.3.2.17	See information in 11.3.2.5 through 11.3.2.17
11.3.2.3 Use of accessibility services	Supports	ArchivesSpace is compatible with and does not disable any accessibility features of the platforms with which it is used.
11.3.2.4 Assistive technology	Not Applicable	
11.3.2.5 Object information	Supports	
11.3.2.6 Row, column, and headers	Supports	
11.3.2.7 Values	Supports	
11.3.2.8 Label relationships	Supports	
11.3.2.9 Parent-child relationships	Supports	
11.3.2.10 Text	Supports	
11.3.2.11 List of available actions	Supports	

Criteria	Conformance Level	Remarks and Explanations
11.3.2.12 Execution of available actions	Supports	
11.3.2.13 Tracking of focus and selection attributes	Supports	
11.3.2.14 Modification of focus and selection attributes	Supports	
11.3.2.15 Change notification	Supports	
11.3.2.16 Modifications of states and properties	Supports	
11.3.2.17 Modifications of values and text	Supports	
<b>11.4 Documented accessibility usage</b>	Heading cell – no response required	Heading cell – no response required
11.4.1 User control of accessibility features	Supports	
11.4.2 No disruption of accessibility features	Supports	
11.5 User preferences	Supports	
<b>11.6 Authoring tools</b>	Heading cell – no response required	Heading cell – no response required
<b>11.6.1 Content technology</b>	Heading cell – no response required	Heading cell – no response required
11.6.2 Accessible content creation (if not authoring tool, enter “not applicable”)	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
11.6.3 Preservation of accessibility information in transformations	Not Applicable	
11.6.4 Repair assistance	Not Applicable	
11.6.5 Templates	Partially Supports	Some areas of the application include templating functionality.

## Chapter [12: Documentation and Support Services](#)

Notes: ArchivesSpace is an open source application, free to download and use. An optional membership program supports the continuing development and sustainability of the application. User documentation and technical support are benefits of membership.

Criteria	Conformance Level	Remarks and Explanations
<b>12.1 Product documentation</b>	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Partially Supports	ArchivesSpace documentation is compatible with and does not disable functionality provided by browsers, operating systems, and assistive technologies used by people to access or improve access to the web-based software applications they use. ArchivesSpace does not

Criteria	Conformance Level	Remarks and Explanations
		currently provide separate accessibility features in its documentation and user instructional materials.
12.1.2 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section
<b>12.2 Support Services</b>	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Does Not Support	ArchivesSpace program staff are working on providing an accessibility statement within and outside of the software.
12.2.3 Effective communication	Supports	ArchivesSpace support staff are available via phone, email, or videoconferencing.
12.2.4 Accessible documentation	See <a href="#">WCAG 2.0</a> section	See information in WCAG section

## Disclaimer (ArchivesSpace)

*All answers provided here are accurate to the best of our knowledge at the time of writing. Software development is continuous and changes to the application occur frequently. Please contact us at [ArchivesSpaceHome@lyrasis.org](mailto:ArchivesSpaceHome@lyrasis.org) with any questions or concerns about accessibility.*