ProQuest thanks the Big Ten Academic Alliance (BTAA) Library E-Resource Accessibility Group and Deque Systems for this evaluation of accessibility on Ebook Central.

We are committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages of Ebook Central comply with web accessibility guidelines.

Standards & Features

When designing Ebook Central, we aim to meet the needs of patrons with disabilities, particularly the blind and visually impaired:

- Designed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.0) and Section 508 of the US Rehabilitation Act for features and functions
- Certifying for use with major screen readers (JAWS and VoiceOver)
- Formatting book content to be readable online and offline

In addition to the specific accessibility standards, we enable patrons to turn on accessibility mode themselves with their screen reader – no librarian or tech support needed.

For detailed information on individual features, please refer to our VPAT and WCAG 2.0 checklist, available from the ProQuest Accessibility Directory.

Development & Testing

Ebook Central code is checked for accessibility using a range of automated and manual checks. For example, we test the interface for screen reader accessibility using JAWS with Internet Explorer and VoiceOver with Safari. Other tools used to test accessibility include WAVE (web accessibility evaluation tool) provided by WebAim and manual keyboard checks.

Audit & Remediation

In addition to internal testing and certification, Ebook Central undergoes third-party evaluations by accessibility experts such as James Scholes, who has worked with a variety of leading research information providers including JISC and SAGE.

"Having access to ebooks is crucial to all researchers, but particularly important for those who are print disabled," said Scholes. "Having audited ProQuest's Ebook Central platform, I'm delighted that it meets accessibility standards and offers a high degree of usability for those who are blind or partially sighted."

Accessibility compliance is an ongoing process. As development continues and new features are launched or as standards change, we will continue to make accessibility a priority, and ensure we continue to offer the best user experience on Ebook Central for all researchers.

To that end, we welcome opportunities to partner with organizations such as the BTAA to evaluate Ebook Central for accessibility. ProQuest is investigating all of the issues mentioned in

the evaluation conducted by Deque. Some of the issues are specific to the NVDA & Firefox environment that Deque utilizes while others do appear in our officially certified screen reader and browser combinations (JAWS & IE and VoiceOver & Safari). We plan to address those issues with due diligence in 2018.

Our direct response to Deque's top findings are as follows:

- Keyboard traps – We have been unable to reproduce these issues on our Detail Page and online Reader, and are working to verify them on other pages including Search and Bookshelf. We intend to resolve any keyboard traps that are found.
- Untagged PDF documents – We continue to encourage publishers to invest in accessibility and supply accessible files, by providing tips for accessible PDFs in our content submission guidelines. We are working to add support for EPUB in our online reading experience, so that patrons may benefit from the inherent accessibility of this content format.
- Focus management – We have confirmed that focus works using VoiceOver and Safari, and issues are limited to select modal dialogs when using JAWS and IE. We believe the issues are caused by behavior within IE itself, and are speaking with accessibility experts to determine whether there are possible solutions.

To determine our current status on addressing these issues, please contact your ProQuest representative or ebooksupport@proquest.com.

Support & Materials
ProQuest strives to equip librarians and administrators with the knowledge and tools to support the accessibility needs of patrons and other researchers.

Resources for Ebook Central include:
- LibGuide overview on accessibility
- Ebook Central Accessibility Video
- Datasheet
- Press release
- Blog post
- Customer FAQs

In addition, Support services are available to accommodate the communication needs of patrons with disabilities. In addition to a public support article, patrons may communicate with customer support via phone or the Contact Us web form.