

Clarivate / ProQuest Ebook Central Accessibility Conformance Report

International Edition

(Based on VPAT[®] Version 2.4)

Name of Product/Version: ProQuest Ebook Central / December 14, 2023 Release

Report Date: December 19, 2023

Product Description:

End-to-end Ebook experience that offers a modern, user-centered design and spans the breadth of patrons' research needs, from discovery to retrieval and sharing.

Contact Information:

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Notes: ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

Sample list. Add or remove items as appropriate:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- WAVE (Web Accessibility Evaluation tool) provided by WebAIM
- JAWS with Windows
- VoiceOver with Mac

Web Developer Browser Extension 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	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)
EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe , - V3.1.1 (2019-11)	(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.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- 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.x 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
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Product is designed to support alternative access to non-text content wherever possible.</p> <p>All images used to represent functionality or actions have associated text labels (or alt /title text if a text label is not appropriate).</p> <p>We cannot guarantee that all images in the content have been given alt text. Some eBooks are only available as scanned PDFs (unreadable to screen readers).</p> <p>Time based Media, Test, Sensory are not used in the product.</p> <p>Decorative images have blank alt text, so they will be ignored by assistive technology.</p> <p>Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>There is known issues with images that do not have appropriate alternative text and remediation is planned for Q2 2024.</p> <p>Some of these issues exist on the PDF Reader page, and, as part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader though 2024.</p> <p>CAPTCHA is not used in this product.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.1 Audio-only and Video-only (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.1 (Web) • 10.1.2.1 (Non-web document) • 11.1.2.1.1 (Open Functionality Software) • 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not offer audio and video content.
<p><u>1.2.2 Captions (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.2 (Web) • 10.1.2.2 (Non-web document) • 11.1.2.2 (Open Functionality Software) • 11.1.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not offer audio and video content.

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.3 Audio Description or Media Alternative (Prerecorded)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.2.3 (Web) • 10.1.2.3 (Non-web document) • 11.1.2.3.1 (Open Functionality Software) • 11.1.2.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not offer audio and video content.

<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.1 (Web) • 10.1.3.1 (Non-web document) • 11.1.3.1.1 (Open Functionality Software) • 11.1.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> • labels/ids with form elements • markup for lists & headings • CSS to control the visual presentation of text • Correct use of semantic markup (bold, italics, etc.) <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all eBooks meet this criterion. Some eBooks are only available as scanned PDFs and text-only mode may not differentiate hierarchies within books.</p> <p>We continue to work with publishers to have provided content meet this criterion.</p> <p>Some headings in the application may need to be re-ordered or re-labelled hierarchically.</p> <p>These issues will be assessed for level of effort in Q1 2024 and incorporated into product backlog roadmap for remediation in 2024.</p> <p>Any issues related, specifically, to heading hierarchy on the PDF Reader is part of our current remediation roadmap. We are actively working to update the functionality and accessibility of the PDF Reader. This effort is currently underway and will continue through Q4 2024.</p>
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Notes: Criteria	Conformance Level	Remarks and Explanations
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Content is ordered in a meaningful sequence, even when page styling is turned off.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all eBooks meet this criterion. We continue to work with publishers to have provided content meet this criterion.</p> <p>Moreover, reflecting structure within texts can be limited in 'Text Only' mode including heading hierarchy. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2024.</p> <p>Workaround: Ebook Central has an ePub Reader that provides a more updated and accessible user experience. Many PDF books on Ebook Central can be accessed in the ePub format.</p> <p>Some headings in the application pages may need to be re-ordered or re-labelled hierarchically. These issues will be assessed for level of effort in Q1 2024 and incorporated into product backlog roadmap for remediation in 2024.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) • 10.1.4.1 (Non-web document) • 11.1.4.1 (Open Functionality Software) • 11.1.4.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>For example, the product logo is identifiable as such to assistive technologies.</p> <p>Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>Links that appear over background images displayed on the Main, Adv Search and Search pages don't meet the 4.5:1 contrast ratio. Workaround: Only small areas of the links overlapping the image do not qualify for the specified ratio. They are largely visible, otherwise. Switching to a high contrast mode in the browser options can help with this issue.</p> <p>Any grey on white elements for navigation are in the backlog and will be updated to the appropriate contrast by Q3 of 2024.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.2 Audio Control</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.2 (Web) • 10.1.4.2 (Non-web document) • 11.1.4.2 (Open Functionality Software) • 11.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not offer audio content or native text to speech functionality.

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>2.1.1 Keyboard (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.1 (Web) • 10.2.1.1 (Non-web document) • 11.2.1.1.1 (Open Functionality Software) • 11.2.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>The product is designed for keyboard access. Product functionality is available and executable from a keyboard.</p> <p>Product functions are available and executable from a keyboard when using Text-Only Mode.</p> <p>User can access Text-Only Mode through a hidden jump-link that exists as a primary element on every page.</p> <p>Exception:</p> <p>Keyboard navigation can be limited between the accessible primary page and the PDF content in 'Text Only' mode.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2024.</p> <p>Workaround: Ebook Central has a ePub Reader that provides a more updated and accessible user experience. Many PDF books on Ebook Central can be accessed in the ePub format.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>2.1.2 No Keyboard Trap (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.2 (Web) • 10.2.1.2 (Non-web document) • 11.2.1.2 (Open Functionality Software) • 11.2.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Focus can be moved to and away from components using only a keyboard throughout entire web application.
<p>2.1.4 Character Key Shortcuts (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.1.4 (Web) • 10.2.1.4 (Non-web document) • 11.2.1.4.1 (Open Functionality Software) • 11.2.1.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	There are no shortcut keys in application.

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>2.2.1 Timing Adjustable</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.1 (Web) • 10.2.2.1 (Non-web document) • 11.2.2.1 (Open Functionality Software) • 11.2.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>The product times out user sessions after 30 minutes by default, but the extended timeout period 6 hours longer for users in Text-Only Mode. Downloaded eBooks do not expire at all or only expire after a minimum of 24 hrs.</p> <p>User can access Text-Only Mode through a hidden jump-link that exists as a primary element on every page.</p>
<p><u>2.2.2 Pause, Stop, Hide</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.2.2 (Web) • 10.2.2.2 (Non-web document) • 11.2.2.2 (Open Functionality Software) • 11.2.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	<p>There is no moving, blinking, scrolling, or auto-updating content on the site.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>2.3.1 Three Flashes or Below Threshold</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.3.1 (Web) • 10.2.3.1 (Non-web document) • 11.2.3.1 (Open Functionality Software) • 11.2.3.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site.
<p><u>2.4.1 Bypass Blocks</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.1 (Web) • 10.2.4.1 (Non-web document) – Does not apply • 11.2.4.1 (Open Functionality Software) – Does not apply • 11.2.4.1 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The first element on every page is a “Skip to main content” link which allows users to skip all repetitive navigation.</p> <p>Blocks of content are grouped under headings or using structural elements.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.2 (Web) • 10.2.4.2 (Non-web document) • 11.2.4.2 (Open Functionality Software) - Does not apply • 11.2.4.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Heading elements page to page contain different names to identify the page the user is currently on.</p> <p>Additional information on pages with specific, available information may be added to page heading element. Example: ‘Search Results for’ “Topic”</p> <p>Additional information may create a less accessible experience by adding complexity to title.</p> <p>Will be doing discovery in Q1/2 2024 to identify if additional contextual information should be added.</p>
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Page elements and functionality are placed in an order that follows the sequences and relationships in the content.</p> <p>There are known issues with the PDF Reader. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2024.</p>

<p><u>2.4.4 Link Purpose (In Context)</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Meaningful link text has been used throughout the ProQuest platform. Where link text could be considered ambiguous, we have provided title attribute text with additional information.</p> <p>Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>Search Results page has icons accompanying the result that do not have labels conveying what can be done with the content.</p> <p>Workaround: User can select book and be presented with same options through different path within the book.</p> <p>Adv Search page has filters which the user can turn on and off. Each on and off button has the same label.</p> <p>Workaround: Users oriented to the field they are on are presented with the option to turn the selected field on or off in context. Users can orient themselves based on the field label and perform the 'on' and 'off' action next to it.</p> <p>Bookshelf page has instances of buttons that perform various action but do not have a descriptive name.</p> <p>Workaround: Selecting a book from the shelf allows users to perform same actions within book.</p>
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Notes: Criteria	Conformance Level	Remarks and Explanations
		A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.
<u>2.5.1 Pointer Gestures</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.1 (Web) • 10.2.5.1 (Non-web document) • 11.2.5.1 (Open Functionality Software) • 11.2.5.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The applications has very limited gesture functionality including support swipe left and swipe right on touch screen devices. Alternative buttons are provided to accomplish this task. This was confirmed using manual checks.
<u>2.5.2 Pointer Cancellation</u> (Level A 2.1 only) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> • 9.2.5.2 (Web) • 10.2.5.2 (Non-web document) • 11.2.5.2 (Open Functionality Software) • 11.2.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	The application does not contain this functionality.

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>2.5.3 Label in Name</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.3 (Web) • 10.2.5.3 (Non-web document) • 11.2.5.3.1 (Open Functionality Software) • 11.2.5.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>The text displayed in the label matches the accessible name.</p> <p>This was confirmed through accessibility testing with JAWS in Windows and VoiceOver in Mac.</p>
<p><u>2.5.4 Motion Actuation</u> (Level A 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.5.4 (Web) • 10.2.5.4 (Non-web document) • 11.2.5.4 (Open Functionality Software) • 11.2.5.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Not Applicable	<p>Product does not contain input through gesturing with the device.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p><u>3.1.1 Language of Page</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.1.1 (Web) • 10.3.1.1 (Non-web document) • 11.3.1.1.1 (Open Functionality Software) • 11.3.1.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	The language of each page has been specified in the HTML.
<p><u>3.2.1 On Focus</u> (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.1 (Web) • 10.3.2.1 (Non-web document) • 11.3.2.1 (Open Functionality Software) • 11.3.2.1 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Context is not changed on focus alone.</p> <p>Standard was evaluated using manual visual checks.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>3.2.2 On Input (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.2 (Web) • 10.3.2.2 (Non-web document) • 11.3.2.2 (Open Functionality Software) • 11.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Context is not changed automatically – appropriate controls are provided.</p> <p>Standard was evaluated using manual visual checks.</p>
<p>3.3.1 Error Identification (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.1 (Web) • 10.3.3.1 (Non-web document) • 11.3.3.1.1 (Open Functionality Software) • 11.3.3.1.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Error messages are provided on all forms within the ProQuest Platform.</p> <p>Standard was evaluated using JAWS with IE and VoiceOver with Safari.</p>

Notes: Criteria	Conformance Level	Remarks and Explanations
<p>3.3.2 Labels or Instructions (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.2 (Web) • 10.3.3.2 (Non-web document) • 11.3.3.2 (Open Functionality Software) • 11.3.3.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary.</p> <p>Standard was evaluated using Chrome, IE and Safari Developer Tools.</p>

<p>4.1.1 Parsing (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.1 (Web) • 10.4.1.1 (Non-web document) • 11.4.1.1.1 (Open Functionality Software) • 11.4.1.1.2 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Pages conform to HTML web standards with the exceptions of a few known technical oversights.</p> <p>Developing in semantic, valid HTML is standard development practice. Standard was evaluated using manual visual checks and the Chrome, IE and Safari Developer Tools.</p> <p>Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>Search Page currently has instances of static elements with the same id attribute and an instance of the state of tabs not reading properly.</p> <p>Advance Search page has three instances of technical issues dealing with value, attribute, and specification.</p> <p>Main page has an instance of a technical nesting issue.</p> <p>A button in the Header currently has an instance of static elements with the same id attribute.</p> <p>Though no express ‘workaround’ exist these range from minor to serious and do not present critical blockers to using the application.</p>
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Notes: Criteria	Conformance Level	Remarks and Explanations
		A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.

<p>4.1.2 Name, Role, Value (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.2 (Web) • 10.4.1.2 (Non-web document) • 11.4.1.2.1 (Open Functionality Software) • 11.4.1.2.2 (Closed Software) – Not required • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Pages conform to HTML web standards, so the name and role of all UI components can be determined.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>Though all effort has been made to fully support a accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>The ellipse menu next to a book result that presents users with more options does not identify itself as being collapsed to a screen reader. Workaround: The button element is titled 'More' indicating that it contains additional options related to the current section. User can understand this as an indicator of additional options within the menu. User can still access all menu options.</p> <p>The settings button in the header is identifying itself as collapsed even when it is open to a screen reader. This can cause confusion to the user. Workaround: Though the state is announced as collapsed the user can still access all the options in the menu options.</p> <p>At the end of the Search Results page the current page in pagination selector is not being conveyed to a screen reader. Users may not understand what page they are currently on in the results. Workaround: Though the screen reader will not convey the current results page</p>
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Notes: Criteria	Conformance Level	Remarks and Explanations
		<p>the user can navigate through the pages and access all content. This is a high priority issue.</p> <p>The 'Skip to Content' link on the Homepage, Bookshelf, Search and Adv Search pages does not have discernable text and is not visible to a screen reader. Workaround: Users will not be aware that they can skip to another area of the application for convenience, though they can tab through the existing elements to access any area of the application.</p> <p>A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.</p>

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.2.4 Captions (Live)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not contain live audio or video content.
<p><u>1.2.5 Audio Description (Prerecorded)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not contain live audio or video content.

Criteria	Conformance Level	Remarks and Explanations
<p>1.3.4 Orientation (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.4 (Web) • 10.1.3.4 (Non-web document) • 11.1.3.4 (Open Functionality Software) • 11.1.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>The product is responsive.</p> <p>This was confirmed through manual visual confirmation</p>

<p>1.3.5 Identify Input Purpose (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.5 (Web) • 10.1.3.5 (Non-web document) • 11.1.3.5.1 (Open Functionality Software) • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	<p>Partially Supports</p>	<p>The input box is programmatically identifiable and autocomplete will work with browsers that have the capability to work identify labels and provide autocomplete information.</p> <p>We use proper labels; the most accurate and standard taxonomy to allow the browsers to match to the appropriate terms.</p> <p>This is manually confirmed.</p> <p>Though all effort has been made to fully support a accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>In the footer there appears a list of options that is not marked up as such preventing a screen reader from identifying a it as a list. Workaround: Though the options in the footer will not identify as a list the user will have access to select any option in tab order.</p> <p>There are three elements on the Main page that appear as list items but are not identified as lists to a screen reader. Workaround: Of the three elements two have two options within them and the third has not more than six which include a list of recently viewed books. Though the elements will not identify as lists the user will have access to select any of the options in the elements and because of the limited size of the lists will not have to perform extensive actions to navigate through the page.</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>The left navigation in the Bookshelf page has a list of 5 items but only presents 4 to the user in a screen reader. Workaround: Though the number of list items is not identified correctly the user can still navigate to the 5th item in the list.</p> <p>The left navigation in the Book Detail page looks like a list but does not identify as one to a screen reader. Workaround: Though the options in the left navigation will not identify as a list the user will have access to select any option in tab order.</p> <p>Bookshelf page has an instance of a list element with direct children that are not allowed inside elements. Workaround: User can access all content.</p> <p>A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.3 Contrast (Minimum)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text throughout the Ebook Central product meets the recommended color contrast ratio.</p> <p>In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p>Validated with WebAIM color contrast tool.</p>
<p><u>1.4.4 Resize text</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.4 (Web) • 10.1.4.4 (Non-web document) • 11.1.4.4.1 (Open Functionality Software) • 11.1.4.4.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text throughout the Ebook Central product can be resized without assistive technology up to 200% without loss of content or functionality.</p> <p>Application supports zoom at the application level.</p> <p>Browser zoom is supported.</p> <p>Standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>1.4.5 Images of Text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>HTML/CSS is used to represent visual presentation whenever possible.</p> <p>Full text content is presented as text wherever available.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>Some eBooks are only available as scanned images or scanned PDFs. PDF or Epub content is provided by publishers.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2024.</p>
<p>1.4.10 Reflow (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.10 (Web) 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Site is responsive. Scrolling only occurs in one direction when zoomed, horizontal.</p> <p>This was confirmed with a manual visual check.</p>

Criteria	Conformance Level	Remarks and Explanations
<p><u>1.4.11 Non-text Contrast</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Color contrast for icons, controls and graphics that are needed to understand content or functionality adhere to or exceed the contrast requirement.</p> <p>This was confirmed using the Color Contrast Analyzer and Deque aXe</p>
<p><u>1.4.12 Text Spacing</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Does not Support	<p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader.</p> <p>A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.</p>
<p><u>1.4.13 Content on Hover or Focus</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Tooltips are accessible.</p> <p>This was confirmed using manual visual testing.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.5 Multiple Ways (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.5 (Web) • 10.2.4.5 (Non-web document) – Does not apply • 11.2.4.5 (Open Functionality Software) – Does not apply • 11.2.4.5 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>More than one way is available to locate the main pages of the site.</p> <p>For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.</p>

<p>2.4.6 Headings and Labels (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.6 (Web) • 10.2.4.6 (Non-web document) • 11.2.4.6 (Open Functionality Software) • 11.2.4.6 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	<p>Partially Supports</p>	<p>Descriptive headings and labels have been used throughout the interface.</p> <p>For instance, on pages that display documents, the page title conveys the [Document title – site name]. The document title is the main heading.</p> <p>Though all effort has been made to fully support a accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>On Search Results page programmatic controls on the buttons to the right of book detail does convey consistent information which can cause confusion to the user. Workaround: User can select book and be presented with same options through different path within the book.</p> <p>On Bookshelf page buttons to the right of the book detail have the same names and don't differentiate functions which can cause confusion to the user. Workaround: Selecting a book from the shelf allows users to perform same actions within book.</p> <p>On the Advanced Search page, the buttons to the right of each search filter that allows for the user to turn them on and off are all labeled the same. Workaround: Users oriented to the field they are on are presented with the option to turn the selected field on or off in context. Users can orient themselves based on the field label and perform the 'on' and 'off' action next to it.</p>
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Criteria	Conformance Level	Remarks and Explanations
		<p>On 'Search Results' page some legend and heading tags are provided separately providing redundant content.</p> <p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.7 (Web) • 10.2.4.7 (Non-web document) • 11.2.4.7 (Open Functionality Software) • 11.2.4.7 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>The product has been implemented to support the default focus indicator for the device being used.</p> <p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>There are some known issues with visible focus. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the Home Page, Advanced Search Page and Book Detail Page that will fix or eliminate these issues. This effort is in discovery and will continue through 2024.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.1.2 Language of Parts (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does not Support	<p>In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content.</p> <p>Content is provided by publishers.</p> <p>A full assessment of progress on issue remediation across the platform, including this issue, is planned for Q1/2 of 2024 and will be reflected in accessibility documentation in Q4 or 2024.</p>
<p>3.2.3 Consistent Navigation (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The primary product navigation links appear in the same place and the same order on every page of the site.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>3.2.4 Consistent Identification (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.2.4 (Web) • 10.3.2.4 (Non-web document) – Does not apply • 11.3.2.4 (Open Functionality Software) – Does not apply • 11.3.2.4 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) – Does not apply to non-web software • 504.2 (Authoring Tool) • 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Care has been taken to identify components with the same functionality consistently throughout the product
<p>3.3.3 Error Suggestion (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.3 (Web) • 10.3.3.3 (Non-web document) • 11.3.3.3 (Open Functionality Software) • 11.3.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	Suggestions for error correction are made when applicable.

Criteria	Conformance Level	Remarks and Explanations
<p><u>3.3.4 Error Prevention (Legal, Financial, Data)</u> (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.3.3.4 (Web) • 10.3.3.4 (Non-web document) • 11.3.3.4 (Open Functionality Software) • 11.3.3.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Not Applicable	The product does not cause users to enter legal commitments or financial transactions. All user-controllable data may be reversed, checked, and confirmed.
<p><u>4.1.3 Status Messages</u> (Level AA 2.1 only)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.4.1.3 (Web) • 10.4.1.3 (Non-web document) • 11.4.1.3 (Open Functionality Software) • 11.4.1.3 (Closed Software) – Does not apply • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>Whenever there is dynamically updated content, we provide status messages.</p> <p>This was confirmed with manual accessibility testing.</p>

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria \(FPC\)](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>This standard was tested on touch screen devices using Voiceover for iPhone.</p> <p>This testing became part of our standard accessibility testing process in 2020.</p>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>Standard was evaluated using manual visual checks.</p>

Criteria	Conformance Level	Remarks and Explanations
302.3 Without Perception of Color	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all content provided by our publishing partners complies with this standard.</p>
302.4 Without Hearing	Not Applicable	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>The product does not include audio content.</p>

Criteria	Conformance Level	Remarks and Explanations
302.5 With Limited Hearing	Not Applicable	User hearing is not required to search, browse, or use features that are available in the product. The product does not include audio content.
302.6 Without Speech	Not Applicable	User speech is not required to use the product.
302.7 With Limited Manipulation	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.
302.8 With Limited Reach and Strength	Supports	At least one mode of operation that is operable with limited reach and limited strength. For example: <ul style="list-style-type: none"> • The product can be used using keyboard-only. • All active elements can receive keyboard focus. • The focus order of form fields is presented in a logical order.

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <p>Form fields are presented in a standard, consistent way across the product.</p> <p>Form elements are properly labeled.</p>

Chapter 5: [Software](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
501.1 Scope – Incorporation of WCAG 2.0 AA	See WCAG 2.x section	See information in WCAG 2.x section
502 Interoperability with Assistive Technology	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
502.2.1 User Control of Accessibility Features	Supports	This product does not interfere with accessibility features that are available through the user's operating system or browser. For example, users can use high contrast mode, text resize, and speech output.
502.2.2 No Disruption of Accessibility Features	Supports	<p>This product does not disrupt accessibility features that are defined in the platform documentation as accessibility features.</p> <p>Compliance of this standard was validated through manual checks.</p>
502.3 Accessibility Services	Heading cell – no response required	Heading cell – no response required
502.3.1 Object Information	Supports	<p>Attributes for role, state/s, boundary, name and other properties for all standard and custom user interface controls are programmatically determinable.</p> <p>We use semantic HTML. We have ARIA-ROLES in place.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.2 Modification of Object Information	Supports	<p>States and properties that can be set by the user are capable of being set programmatically, including through assistive technology. For example, users can change focus and expand and collapse panels using a keyboard only.</p> <p>The state of the object is announced through assistive technology.</p>
502.3.3 Row, Column, and Headers	Partially Supports	<p>Data tables are not used as part of the application.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>As new content is added, data tables may be included with the content. While we encourage our publishing partners to supply properly marked up content, as a practice, we do not generally alter provided content at this level.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.4 Values	Supports	<p>The current values available for a user input control can be programmatically determined. For example, a screen reader will read out the values in a drop-down menu, checkbox options, and radio buttons.</p> <p>Validated using JAWS with IE and VoiceOver with Safari.</p>
502.3.5 Modification of Values	Supports	<p>Values that can be set by the user can be set programmatically, including through assistive technology.</p> <p>Whatever input is needed can be entered using the keyboard.</p> <p>We support input from all input devices if they are supported by the browser.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.6 Label Relationships	Supports	<p>All forms have been coded with the necessary mark-up (e.g., using labels / ids, field sets, etc.) to make them accessible to assistive technologies.</p> <p>Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>This was confirmed through accessibility testing with JAWS in Windows and VoiceOver in Mac.</p>
502.3.7 Hierarchical Relationships	Supports	<p>Hierarchical (parent-child) relationships are programmatically determinable. For example, when tabbing to a dropdown, assistive technology will announce how many items it contains.</p> <p>Standard was evaluated using manual keyboard checks and code inspection using Chrome and IE Developer Tools.</p>
502.3.8 Text	Supports	<p>Standard HTML code is used for displaying text on the screen used. Text styling is controlled through cascading style sheets.</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.9 Modification of Text	Supports	The product is primarily static text; it does not allow users to set attributes of the text. Users can insert text into search fields and forms. This text can be modified using assistive technology.
502.3.10 List of Actions	Supports	<p>Where relevant, the product's UI components provide a list of actions programmatically determinable by assistive technologies.</p> <p>For example:</p> <p>When auto-suggest options are available in a search field, the assistive technology will notify the user and make it clear how to access the options.</p> <p>In cases where the content is only available as image-based content, the product provides a feature to generate a text-only version. The AT notified the user of the feature and how to use it.</p>
502.3.11 Actions on Objects	Supports	This product is coded in a way to allow assistive technologies (AT) to programmatically execute available actions on objects.

Criteria	Conformance Level	Remarks and Explanations
502.3.12 Focus Cursor	Supports	<p>The current input focus can be discerned by assistive technology (using standard html code for forms, etc.).</p> <p>For most page elements, cursor focus is indicated visually by a gray border.</p> <p>Standard was evaluated using manual visual checks.</p>
502.3.13 Modification of Focus Cursor	Supports	<p>Users are able to modify the location of focus (for user focusable controls), the text insertion point (caret) when a caret exists and change selection attributes of objects (when text and items can be selected by the user).</p> <p>This standard was evaluated using screen readers (listed above).</p>

Criteria	Conformance Level	Remarks and Explanations
502.3.14 Event Notification	Partially Supports	<p>This product is coded in a way to notify assistive technologies (AT) of events relevant to user interactions, including but not limited to changes in the component's state(s), value, name, description, or boundary.</p> <p>For example:</p> <ul style="list-style-type: none"> • Users are notified when their search results have been filtered. • Users are notified of the state of an expanded or collapsed panel. <p>Though all effort has been made to fully support an accessible experience there are some exceptions.</p> <p>In a few cases, events are not communicated to the user. For example, in some cases, error messages are not announced to screen reader users. When search results are re-sorted, this event is not communicated to AT.</p> <p>There is a value in not overwhelming the user with announcements about every event.</p>

Criteria	Conformance Level	Remarks and Explanations
502.4 Platform Accessibility Features	Supports	<p>The product does not interfere with system features to:</p> <ul style="list-style-type: none"> • Enable sequential entry of multiple (chorded) keystrokes (Section 9.3.3) • Provide adjustment of delay before key acceptance (Section 9.3.4) • Provide adjustment of same-key double-strike acceptance (Section 9.3.5) • Provide screen reader support. <p>The product does not have audio or video output.</p>
<u>503 Applications</u>	Heading cell – no response required	Heading cell – no response required
503.2 User Preferences	Supports	<p>The CSS style sheet can be overridden in the product using the browser settings.</p> <p>Compliance of this standard was validated using manual visual checks.</p>
503.3 Alternative User Interfaces	Not Applicable	This product does not provide alternative user interfaces that function as assistive technology. This standard was evaluated using manual visual checks.
<i>503.4 User Controls for Captions and Audio Description</i>	Heading cell – no response required	Heading cell – no response required
503.4.1 Caption Controls	Not Applicable	This product does not contain any audio/video content
503.4.2 Audio Description Controls	Not Applicable	This product does not contain any audio/video content

Criteria	Conformance Level	Remarks and Explanations
<u>504 Authoring Tools</u>	Heading cell – no response required	Heading cell – no response required
504.2 Content Creation or Editing (if not authoring tool, enter “not applicable”)	See WCAG 2.x section	See information in WCAG 2.x section
504.2.1 Preservation of Information Provided for Accessibility in Format Conversion	Not Applicable	This product does not contain authoring functionality
504.2.2 PDF Export	Not Applicable	This product does not contain authoring functionality
504.3 Prompts	Not Applicable	This product does not contain authoring functionality
504.4 Templates	Not Applicable	This product does not contain authoring functionality

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
<u>602 Support Documentation</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
602.2 Accessibility and Compatibility Features	Supports	<p>An Accessibility help page is available in the Help section, which can be accessed from all pages.</p> <p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section

Criteria	Conformance Level	Remarks and Explanations
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site.</p> <p>This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.</p> <p>If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.</p>
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required

Criteria	Conformance Level	Remarks and Explanations
603.2 Information on Accessibility and Compatibility Features	Supports	<p>An Accessibility help page is available in the Help section, which can be accessed from all pages.</p> <p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone • Email • Chat • Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

Legal Disclaimer (Clarivate)

This Accessibility Conformance Report represents the specific release of the product described, as of the date of this document. Notwithstanding the information contained in the Accessibility Conformance Report, if use of the product is subject to a license agreement, the terms and conditions of the product's license agreement remain in full force and effect, including any limitation of liability and disclaimer of warranties provisions.