

May, 17, 2019

Gale Response to the Big Ten Academic Alliance Libraries Review of Gale Primary Sources

Gale has an ongoing commitment to improve the accessibility of our products and feedback is important in identifying opportunities for further development. We are thankful to the Big Ten Academic Alliance Libraries for having conducted a review of the Gale Primary Sources cross-search experience. We would like to take the opportunity to describe current and upcoming changes to Gale Primary Sources as well as recent accessibility initiatives to help ensure all users can benefit from our products and content.

In the time since the review, the Gale Primary Sources cross-search experience has moved from an older platform to our newest main product platform. Gale Primary Source collections have or will move to this platform. This move will further enable iterative testing and development on a more modern platform. Furthermore, we are continuously improving our OCR capabilities and applying these updates to new primary source collections that we produce to ensure all users can benefit from our diverse content sets.

The new Gale Primary Sources experience has improved upon items that were identified in the report and through independent review.

- Several of the inaccessible and superfluous elements tied to search results have been removed making it easier for users to navigate and access.
- The skip to content link is placed more appropriately on the homepage.
- Items like the Language Translate Module have more methodical navigation.
- While the image viewer is one way to view the document, the OCR of documents is available to download in a text file and can now also be sent to Google Drive (Google Docs) and Microsoft OneDrive (Microsoft Word).

Gale's commitment is ongoing, and we will work on further improving the accessibility of our resources. Gale Primary Sources, alongside other Gale resources on the main platform, will undergo major design and user experience changes that will bring an enhanced and consistent experience across our products. The consistency of design and experience will empower greater agility in assessing and implementing accessibility improvements. Gale Primary Sources, alongside other Gale products, are expected to have enhanced structural elements for greater accessibility. The Gale Primary Sources cross-search experience and several Gale Primary Sources digital collections are on track to undergo these enhancements by Winter 2019. Additional information about the redesign is [available here](#).

Gale's ongoing commitment to accessibility includes enhanced support and communication. The [Gale Accessibility Policy](#) is now included in all products on the main Gale platform and features contact information (accessibility.gale@cengage.com) for feedback and inquires. In the event an end-user is unable to use a document with assistive technology and requests assistance, Gale will make provisions for document remediation upon library request and will provide support to the best of our ability.

Gale's commitment to accessibility is ongoing and this commitment includes the dedicated efforts of Product, UX and Development teams and the extension of accessibility testing to include manual and automated testing. We are continually evaluating opportunities for improvement and we are grateful to the Big Ten Academic Alliance Libraries for helping us in our mission to ensure equity of access for all users. For any questions, feedback or concerns, please contact us at accessibility.gale@cengage.com.