EBSCO Response to LAA Audit of Academic Search

EBSCO Information Services ("EBSCO", "our", "we") welcomes the audit from the Library Accessibility Alliance. EBSCO strives to provide equal access to all our products, and to provide a positive experience for all users. We monitor U.S. and international accessibility laws and regulations, so that we can take reasonable steps to proactively address accessibility issues in our products. However, readers of this response should know that all the enclosed comments and statements are not, nor should they be considered, standards, guarantees or promises.

In order to understand and continually improve our accessibility, EBSCO works with multiple third-party experts in the accessibility space to evaluate and validate our work. This includes regular audits by unbiased third parties, site reviews by accessibility partners and user research usability studies. This helps us to supplement our internal audits and controls as well as understand and improve the user experience for a range of users with disabilities.

As a result of these processes, most of the issues identified in the audit were items that were already identified in previous reviews. At least one of the issues found in the Library Accessibility Alliance Audit was completed in our current development quarter and is pending release. Nine additional issues were already planned for the next development quarter. Some of the issues identified pertain to WCAG 2.1, which was released in 2018. EBSCO has scheduled our first WCAG 2.1 AA compliance audit for May of 2020. We are working through scheduling with the vendor now. Finally, the report identified issues with a specific page in EBSCOhost (Cited References) that had not been within the scope of our previous audit. These issues have been added to the accessibility tracking backlog. We would like to thank Library Accessibility Alliance for providing this information.

EBSCO takes reasonable steps to conform to current accessibility laws and regulations applicable to its products and services. However, since we are a content aggregator, we do not create or control all content. Most of the content we provide is publisher-supplied. We continue to actively engage with publishers to collaborate on accessibility conformance. Additionally, upon request we can provide remediated documents to customers. Customers may contact accessibility@ebsco.com for more information about this service, or for other queries relating to access for users with disabilities.

Again, thank you to the Library Accessibility Alliance for providing this invaluable audit information.