



ProQuest thanks the Library Accessibility Alliance and the Big Ten Academic Alliance (BTAA) for this evaluation of accessibility on Ebook Central. As an organization, we are committed to providing all users with a fully accessible experience for research, teaching, and learning. We make every effort to ensure Ebook Central can be used by everyone.

In 2019, we partnered with Deque to conduct a similar evaluation and found many of the same issues. We are investigating each of the issues found in this evaluation. Many of these issues have been resolved. The remaining are scheduled to be resolved in the coming months.

To determine our status on addressing these issues, please refer to our [VPAT](#) and [Accessibility Statement](#). The most current copies of these documents can be found via the [ProQuest Accessibility Directory](#). If you have additional questions, please contact your ProQuest representative or [ebooksupport@proquest.com](mailto:ebooksupport@proquest.com).

## Accessibility Standards and Features

Ebook Central is continually designed and developed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the US Rehabilitation Act for features and functions.

In addition to meeting specific accessibility standards, we enable patrons to manage the following aspects of the site:

- Colors, contrasts, and fonts
- Magnification
- Keyboard navigation
- Screen readers
- Text to speech

We are always working with publishers to ensure we have the highest quality, most accessible ebooks for all devices. Ebook Central supports ebooks in two formats – EPUB and PDF and allows patrons to access titles both online and offline.

## Accessibility Testing

The accessibility of Ebook Central is an ongoing effort at ProQuest. Accessibility standards are built into our design and style guides and are included as requirements in our software development and quality assurance pipeline.

We use a variety of automated and manual tools for accessibility testing including, but not limited to:

- Color Contrast Analyzer and WAVE (Web Accessibility Evaluation tool) provided by WebAIM
- Deque aXe accessibility testing tool



- High-contrast Chrome extension
- Keyboard-access manual testing and assessment

We test all existing and new functionality with the latest versions of JAWS, NVDA, and VoiceOver. We also test on Internet Explorer 11 and the latest versions of Firefox, Safari, and Chrome, as well as Mac and PC desktops and iPad and Android tablets and smartphones.

## Improving Accessibility

Making content accessible is an ongoing effort at ProQuest. We're committed to working with the community to ensure we continue to meet our customers' needs. A list of our ongoing efforts includes:

- Testing with a range of assistive technology users
- The ProQuest Accessibility Council: a team of stakeholders working to increase accessibility resources and capabilities
- Pursuing partnerships with colleges, universities, and other institutions
- Supporting certifications for our employees
- Consulting with and performing audits through accessibility experts, such as Deque
- Embedding WCAG 2.1 AA compliance in our development process

## Support and Feedback

Our support team is available and trained to accommodate the needs of patrons with disabilities.

Alternatively, your institution may have access to [Bookshare](#) (International), [AccessText](#) (U.S., U.S. Territories, & Canada), or [RNIB Bookshare](#) (UK), all of which provide accessible book files to patrons with disabilities and organizations that serve them.

If you still cannot access the title you need, please [Submit a Case](#) via our web form. Or contact us by phone. We will respond to your request within 24 hours.

United States & Canada (toll free):

+1 800 889 3358

Outside North America:

+800 4997 4111 or +1 734-707-2513