

Accessibility Conformance and Remediation Form

Instructions

This form serves as means for auditors and vendors to document accessibility gaps associated with AIMT products and to indicate plans for addressing these gaps in the future.

We ask that you complete the **form** provided on the next page as follows:

1. **Product/Vendor Information:** Provide the information requested
2. **Issue Description:** List each major accessibility issue for the product Including the following:
 - Gaps identified from the WCAG 2.0 A & AA guidelines, Voluntary Product Accessibility Template (VPAT) and EPUB3 Accessibility Guidelines (if applicable)
 - Gaps identified in other product support documentation
 - Gaps identified by a third-party accessibility evaluation report (if available)
3. **Current Status:** Enter one of the following values:
 - Open: The issue has not yet been resolved
 - Closed: The issue has already been resolved
 - I/P: The issue is currently under investigation
 - Other
4. **Disposition:** Enter one of the following values:
 - Planned: The issue will be resolved
 - Deferred: The issue will not be resolved
 - I/P: The issue is currently under investigation
 - Other
5. **Remediation Timeline:** Enter when you anticipate that the issue will be resolved
6. **Available Workarounds (for vendor only):** Describe the business processes vendor will offer or third-party products that should be considered to work around the issue until full remediation.
7. **Comments (optional):** Provide details/description regarding the issue
8. **Additional Information (optional):** Provide any additional discussion regarding accessibility plans

Vendor/Product Information

Vendor Name	ProQuest
Product Name	Ebook Central
Product Version	Web application
Completion Date	March 28, 2017
Contact Name/Title	HT Sun / Senior Product Manager
Contact Email/Phone	ht.sun@proquest.com / +1 650 475 8786

Specific Issues

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Text equivalent for every non-text element is not guaranteed in content supplied by publishing partners. (Section 1194.22 (a); WCAG 2.0 Guideline 1.4.5)	I/P	I/P		We are pursuing a partnership with an organization (e.g. Bookshare) that can supply accessible versions of content directly from publishers.	Application is substantially compliant, but we cannot guarantee that all images in the content have been given alt text. A small number of older books are in PDF image format only (unreadable to screen readers). We provide accessibility guidelines to our publishers and will continue to work with them to secure accessible content.
Users are not permitted to skip repetitive navigation links on Bookshelf page. (Section 1194.22 (o); WCAG 2.0, Guideline 2.4.1)	Open	Planned	Q2, 2017		Skip navigation links are provided on most pages. The skip links remain invisible for mouse users, but are accessible to screen readers. The exception is the Bookshelf page, which we intend to address in a future release (currently targeted for Q2 2017).
When a timed response is required, the user is not alerted and given sufficient time to indicate more time is required. (Section 1194.22 (p); WCAG 2.0, Guideline 2.2.1)	Open	Deferred		Patrons may download books and use them offline without any session timeout.	Product times out user sessions after 30 minutes by default, but the timeout period is extended to 6 hours for patrons using Accessibility Mode.

Issue Description	Current Status (Open, Closed, I/P)	Disposition (Planned, Deferred, I/P)	Remediation Timeline	Available Workarounds	Comments
Not all web pages have titles that describe topic or purpose. (WCAG 2.0, Guideline 2.4.2)	Open	Planned	Q2, 2017	Page purpose is readable immediately after global navigation on most pages.	For most pages, the purpose of the page is described in the page content, instead of the page title. We intend to address in a future release (currently targeted for Q2 2017).
The human language of each passage or phrase in the content can not be programmatically determined. (WCAG 2.0, Guideline 3.1.2)	Open	Deferred		The language(s) of each book is available in its bibliographic information and may be used to configure the screen reader.	We can not guarantee that an explicit language tag is supplied with the content files from our publishing partners. We provide accessibility guidelines to our publishers and will continue to work with them to secure accessible content.

Additional Information:

We designed Ebook Central to meet Level AA of the WCAG 2.0 guidelines and have completed this form based on those criteria.