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Ebook Central Accessibility Statement

ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages of Ebook Central comply with web accessibility guidelines.

Standards & Features

When designing Ebook Central, we aim to meet the needs of patrons with disabilities, particularly the blind and visually impaired:

- Designed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.0) and Section 508 of the US Rehabilitation Act for features and functions
- Certifying for use with major screen readers (JAWS and VoiceOver)
- Formatting book content to be readable online and offline
- Using descriptive tagged headings and labels throughout the interface
- Preserving image descriptions when provided by publishers
- Maintaining color contrast and enabling inversion of colors

In addition to the specific accessibility standards, we offer accessibility mode (<https://support.proquest.com/articledetail?id=kA14000000ThhSCAS>), where the book content is presented in HTML that automatically reflows and can be magnified using browser controls. Patrons may turn on accessibility mode themselves with their screen reader – no librarian or tech support needed. For patrons who do not use screen readers, they can turn the option on under their profile settings (<https://support.proquest.com/articledetail?id=kA01W0000004WLYSA2>), or their administrator may ask for accessibility mode to be turned on via the Submit a Case (<https://support.proquest.com/submitcase>) web form.

Although Ebook Central isn't officially certified for text-to-speech, limited functionality may be available online. For downloaded PDFs and EPUB, assistive technology typically reads whatever metadata or alternative text is provided by the publisher and tagged to be associated with the image or chart.

In addition, patrons may turn on OpenDyslexic typeface (<https://support.proquest.com/articledetail?id=kA11W000000Gz3mSAC>) for ease of reading and using the Ebook Central interface.

For a short demonstration of accessibility on Ebook Central, please view our video (<https://youtu.be/xLIWQTY-s5M>).

For detailed information on individual features, please refer to our VPAT (available from the ProQuest Accessibility Directory (<https://support.proquest.com/articledetail?id=kA14000000GuogCAC>)) and Customer FAQs (<http://www.proquest.com/go/ebookcentral-accessibility-faqs>).

Development & Testing

Ebook Central code is checked for accessibility using a range of automated and manual checks. For example, we test the interface for screen reader accessibility using JAWS with Internet Explorer and VoiceOver with Safari. Other tools used to test accessibility include WAVE (<http://wave.webaim.org/>) (web accessibility evaluation tool) provided by WebAim (<http://webaim.org/>) and manual keyboard checks.

Accessible Content

Ebook Central offers a range of options to obtain accessible versions of ebooks including:

- Reading online in Accessibility Mode
- Downloading chapters to PDF
- Downloading the full book to Adobe Digital Editions
- DRM-Free ebooks (not available for all titles)*

These self-service options are the fastest way to fulfill patrons' needs for accessible ebooks.

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If your location is not served by Bookshare and you don't wish to contact the publisher directly, please use the Contact Us (<https://support.proquest.com/submitcase>) web form and we will work with the publisher. Please note that wait times can vary.

Support & Feedback

Ebook Support services are available to accommodate the communication needs of patrons with disabilities. In addition to public support articles (https://support.proquest.com/articles?key=accessibility&pcat=Ebook_Central_c&icat=), patrons may communicate with customer support via phone (<https://support.proquest.com/phone>) or the Contact Us web form (<https://support.proquest.com/submitcase>), with typical response time of 1 business day.





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-  Ex Libris Support Portal (<https://knowledge.exlibrisgroup.com/>)
-  ProQuest Libguides (<http://proquest.libguides.com/home>)
-  Accessibility Directory (</articledetail?id=kA14000000GuogCAC>)
-  Training Webinars (<http://www.proquest.com/go/webinars>)



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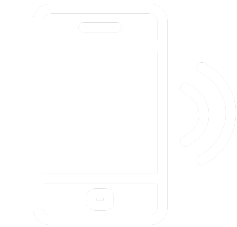
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