## Accessibility Statement for EBSCO eBooks

EBSCO Information Services is committed to ensuring accessibility for people with disabilities. We are continually improving the user experience for all users and applying the relevant accessibility standards.

### Measures to support accessibility

EBSCO Information Services takes the following measures to ensure accessibility of EBSCO eBooks:

* Include accessibility throughout our internal policies.
* Integrate accessibility into our procurement practices.
* Appoint an accessibility officer and/or ombudsperson.
* Provide continual accessibility training for our staff.
* Assign clear accessibility targets and responsibilities.
* Employ formal accessibility quality assurance methods.
* Include people with disabilities in our design personas
* Conduct user testing with users with disabilities
* Conduct regular third-party audits

### Conformance status

The [Web Content Accessibility Guidelines (WCAG)](https://www.w3.org/WAI/standards-guidelines/wcag/) defines requirements for designers and developers to improve accessibility for people with disabilities. It defines three levels of conformance: Level A, Level AA, and Level AAA. EBSCO eBooks is partially conformant with WCAG 2.1 level AA. Partially conformant means that some parts of the content do not fully conform to the accessibility standard.

### Feedback

We welcome your feedback on the accessibility of EBSCO eBooks. Please let us know if you encounter accessibility barriers on EBSCO eBooks:

* E-mail: accessibility@ebsco.com
* Postal address: 10 Estes St, Ipswich, MA 01938

We try to respond to feedback within 2 business days.

### Compatibility with browsers and assistive technology

See [online FAQ](https://connect.ebsco.com/s/article/EBSCO-eBook-Accessibility-Guide?language=en_US#:~:text=EBSCO%20eBooks%20strives%20to%20comply,and%20equal%20access%20to%20information.) for more detail

EBSCO eBooks is designed to be compatible with the following assistive technologies:

* Chrome with JAWS on Windows
* IE11 with JAWS on Windows (limited support)
* NVDA with Firefox on Windows
* VoiceOver with Safari on Mac OS
* VoiceOver with Safari on iOS
* TalkBack with Chrome on Android

EBSCO eBooks is not compatible with:

* Browsers older than 2 major versions
* Mobile operating systems older than two major versions

### Technical specifications

Accessibility of EBSCO eBooks relies on the following technologies to work with the particular combination of web browser and any assistive technologies or plugins installed on your computer:

* HTML
* WAI-ARIA
* CSS
* JavaScript

These technologies are relied upon for conformance with the accessibility standards used.

### Additional accessibility features

* Descriptive text for images and non-text elements, where provided by publishers
* Accessible full-text EPUB books, and books free of Digital Rights Management (DRM-free)
* Text alternative for PDF content
* Responsive user interfaces for access different sized devices

### Limitations and alternatives

Despite our best efforts to ensure accessibility of EBSCO eBooks, there may be some limitations. Below is a description of known limitations, and potential solutions. Please contact us if you observe an issue not listed below.

Known limitations for EBSCO eBooks:

1. **PDF Content**: PDF content does not contain structural markup or text alternatives for images because Content comes from third party publishers and there is a large backfile of PDF content. We encourage our publishers to provide accessible content. We also offer EPUB format for many titles, which has superior accessibility. PDFs do have text available to read. For PDF-only content, we can provide remediated files for the express use of users with disabilities.
2. **EBSCO eBooks interface**: There are known accessibility issues in the EBSCO eBooks and EBSCOhost interface. We are in the process of fixing all high priority issues and issues raised by customers or users. Our long-term plan is to move to a new technology with all issues resolved. Report any issues to accessibility@ebsco.com to expedite.

### Assessment approach

EBSCO Information Services assessed the accessibility of EBSCO eBooks by the following approaches:

* Self-evaluation
* External evaluation (Deque Systems, Carroll Center for the Blind)

### Formal complaints

We aim to respond to any feedback or complaints within two business days

This statement was created on 4 September 2020 using the [W3C Accessibility Statement Generator Tool](https://www.w3.org/WAI/planning/statements/).