ProQuest Ebook Central Accessibility Customer FAQs

What is accessibility?

Accessibility refers to providing equal access regardless of disabilities. Accessibility is strongly related to universal design, which is the process of creating products that are usable by people with the widest possible range of abilities, operating within the widest possible range of situations. It is about making things accessible to all people (whether they have a disability or not).

Why is accessibility important to ProQuest?

Accessibility compliance ensures we empower *all* researchers by providing equal access to our interface and content regardless of disabilities.

Many ProQuest customers face legal requirements and challenges, and are asking for documentation on accessibility compliance. For example, U.S. customers receiving federal funding from the U.S. government (e.g., public universities, government agencies, etc.) are legally obligated to ensure that the resources that they make available are accessible. As a result, many institutions have strict purchasing guidelines that prevent them from purchasing software and tools that do not comply with federal guidelines.

Are all ProQuest products accessibility compliant?

The level of compliance depends on the particular ProQuest product or platform, because products are developed at different times using different codebases and their content can come in different formats.

Each product or platform is evaluated for accessibility compliance individually. Their level of compliance is described in detail through WCAG and VPAT documents. These are standardized documents which are available publicly (no login needed) through the Accessibility Directory in the ProQuest Support Center at **www.proquest.com/go/platform-accessibility**. General 'Accessibility Statements' can also be found in the Accessibility Directory.

In the case of platforms (e.g., ProQuest Platform and ProQuest Dialog), the WCAG and VPAT documents apply to all products contained within the platform (e.g., ABI INFORM, PsycINFO, etc.). So, if an *academic* customer asks for the WCAG for *PsycINFO,* point them to the ProQuest Platform's **WCAG**.

What are the accessibility standards, and how does ProQuest Ebook Central demonstrate compliance?

When designing Ebook Central, we aimed to meet major standards and guidelines:

- **Section 508 of the US Rehabilitation Act**
- **Web Content Accessibility Guidelines 2.0 (WCAG 2.0)**

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** (web accessibility evaluation tool) provided by **WebAim** and manual keyboard checks.

While there is no official accessibility certification, ProQuest works with experts in the field to audit Ebook Central on an ongoing basis. As changes occur to the major standards and guidelines, we aim to meet them.

What kinds of accessibility features are available in the Ebook Central interface?

The Ebook Central interface has been designed to be accessible, including:

- Much more on the page that sighted users don't see, such as hidden landmarks, descriptions of state ("this section is collapsed"), and other code to support accessibility. These elements don't show visibly but are detected by screen readers, and provide additional information.
- Everything has been labeled according to its function, which makes navigation easy. There are many ways to navigate that are non-linear, and patrons can jump from heading to heading without having to read the text in between. Our approach is based on leading accessibility standards, so non-sighted users should be comfortable working right away.
- Keyboard navigation so that pages can be navigated without the use of a mouse.
- Browser magnification increasing the entire screen to make text more visible.
- Our colors meet AA standards for contrast, making it easier for partially sighted users.

What kinds of accessibility features are available for ebooks available in Ebook Central?

Ebooks have been formatted to be readable online (in HTML) and offline (as text-based PDF). In addition, we provide accessibility guidelines to our publishing partners to obtain the most accessible files possible.

How do PDF and EPUB books compare in terms of accessibility?

On Ebook Central, both PDF and EPUB are text-based, which means they can be read by a screen reader and are searchable. By nature, PDFs are split into individual pages, which may take slightly more time for assistive technology to navigate.

Are saved ebook PDF chapters accessible?

Yes, our chapter downloads are text-based PDFs and may be read using assistive technologies.

What screen readers work with Ebook Central?

Ebook Central is officially certified on JAWS & IE, and VoiceOver & Safari.

Does Ebook Central work with text-to-speech such as ClaroRead and Natural Reader?

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. We provide accessibility guidelines to our publishing partners to obtain the most accessible files possible.

How do screen readers / text-to speech programs deal with images and charts?

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. We provide accessibility guidelines to our publishing partners to obtain the most accessible files possible.

Images and charts may not be available online in Accessibility Mode.

How does Ebook Central meet the needs of patrons who are visually impaired but not are not blind?

For patrons who aren't blind but may be visually impaired, Ebook Central supports:

- Keyboard navigation so that pages can be navigated without the use of a mouse.
- Browser magnification increasing the entire screen to make text more visible.
- Interface colors meet AA standards for contrast, and background colors may be inverted. Font colors may be changed in downloaded PDFs.

How does Ebook Central meet the needs of patrons with dyslexia and other learning disabilities?

Patrons with dyslexia and other learning disabilities can take advantage of DRM-free chapter downloads where they can manipulate the background color and use text-to-speech functionality.

Are individuals with disabilities able to use Ebook Central on their own?

Patrons are empowered to turn on accessibility functionality themselves with their screen reader – no librarian or tech support is needed.

Patrons and librarians may also contact **ebooksupport@proquest.com** to have these features turned on for them.

What information is available for libraries who want to know more about accessibility on Ebook Central? Is there a way to "demo" accessibility on Ebook Central?

The **Accessibility** section of the Ebook Central LibGuide provides an overview of our accessibility support, a short video to demonstrate accessibility, and links to more detailed documentation including our VPAT and WCAG checklist.

How can libraries obtain an accessible version of an ebook?

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

- Reading online in Accessibility Mode
- Downloading chapters to PDF
- Downloading the full book to Adobe Digital Editions

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

If a library wishes to have the full book without DRM or expiration, please ask them to contact **Bookshare**, a nonprofit organization that provides accessible titles to patrons with disabilities and organizations that serve them.

Where is the list of VPAT and WCAG accessibility documents?

Copies of Ebook Central's VPAT and WCAG accessibility documents are available from the Accessibility Directory in the ProQuest Support Center at **www.proquest.com/go/platform-accessibility**.

Who do I contact with further accessibility questions or requests?

Please contact **ebooksupport@proquest.com** for more information or help with specific technical queries like turning on accessibility for an individual.