

ProQuest Ebook Central Accessibility Conformance Report

International Edition

(Based on VPAT® Version 2.5)

Name of Product/Version:

ProQuest Ebook Central / April 3, 2025 Release

Report Date:

April 4, 2025

Product Description:

End-to-end Ebook experience that offers a modern, user-centered design and spans the breadth of patrons' research needs, from discovery to retrieval and sharing.

Contact Information:

email.technicalsupport@proquest.com

Notes:

ProQuest is committed to providing an experience that is fully accessible to everyone. We make every effort to ensure that all pages comply with web accessibility guidelines. Due to the scale and complex nature of ProQuest Platform content and services, this is an ongoing effort. We appreciate your feedback.

Evaluation Methods Used:

- Color Contrast Analyzer
- Deque aXe accessibility testing tool
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- WAVE (Web Accessibility Evaluation tool) provided by WebAIM
- NVDA with Windows
- VoiceOver with Mac

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

Standard/Guideline	Included In Report
Web Content Accessibility Guidelines 2.0	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes) Level AA (Yes) Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes) Level AA (Yes) Level AAA (No)
Revised Section 508 standards published January 18, 2017 and corrected January 22, 2018	(Yes)

Standard/Guideline	Included In Report
EN 301 549 Accessibility requirements for ICT products and services - V3.1.1 (2019-11) AND EN 301 549 Accessibility requirements for ICT products and services - V3.2.1 (2021-03)	(Yes)

Terms

The terms used in the Conformance Level information are defined as follows:

- **Supports:** The functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** Some functionality of the product does not meet the criterion.
- **Does Not Support:** The majority of product functionality does not meet the criterion.
- **Not Applicable:** The criterion is not relevant to the product.
- **Not Evaluated:** The product has not been evaluated against the criterion. This can only be used in WCAG Level AAA criteria.

WCAG 2.x Report

Tables 1 and 2 also document conformance with:

- EN 301 549: Chapter 9 - Web, Sections 10.1-10.4 of Chapter 10 - Non-Web documents, and Sections 11.1-11.4 and 11.8.2 of Chapter 11 - Non-Web Software (open and closed functionality), and Sections 12.1.2 and 12.2.4 of Chapter 12 – Documentation
- Revised Section 508: Chapter 5 – 501.1 Scope, 504.2 Content Creation or Editing, and Chapter 6 – 602.3 Electronic Support Documentation.

Note: When reporting on conformance with the WCAG 2.x Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [WCAG 2.0 Conformance Requirements](#).

Table 1: Success Criteria, Level A

Notes:

Criteria	Conformance Level	Remarks and Explanations
<p>1.1.1 Non-text Content (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.1.1 (Web) • 10.1.1.1 (Non-web document) • 11.1.1.1.1 (Open Functionality Software) • 11.1.1.1.2 (Closed Functionality Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Product is designed to support alternative access to non-text content wherever possible.</p> <p>All images used to represent functionality, or actions have associated text labels (or alt /title text if a text label is not appropriate).</p> <p>We cannot guarantee that all images in the content have been given alt text. Some ebooks are only available as scanned PDFs (unreadable to screen readers).</p> <p>Time based Media, Test, Sensory are not used in the product.</p> <p>Decorative images have blank alt text, so they will be ignored by assistive technology.</p> <p>Controls: Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.</p> <p>There are known issues with images that do not have appropriate alternative text, and remediation is planned for 2026.</p> <p>Some of these issues exist on the PDF Reader page, and, as part of our current roadmap, Ebook Central is actively</p>

Criteria	Conformance Level	Remarks and Explanations
		working to update the functionality and accessibility of the PDF Reader though 2026. CAPTCHA is not used in this product.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.1 (Web) 10.1.2.1 (Non-web document) 11.1.2.1.1 (Open Functionality Software) 11.1.2.1.2.1 and 11.1.2.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not offer audio and video content.
1.2.2 Captions (Prerecorded) (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.2 (Web) 10.1.2.2 (Non-web document) 11.1.2.2 (Open Functionality Software) 11.1.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 	Not Applicable	The product does not offer audio and video content.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 602.3 (Support Docs) 		
<p>1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.2.3 (Web) 10.1.2.3 (Non-web document) 11.1.2.3.1 (Open Functionality Software) 11.1.2.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not offer audio and video content.
<p>1.3.1 Info and Relationships (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.3.1 (Web) 10.1.3.1 (Non-web document) 11.1.3.1.1 (Open Functionality Software) 11.1.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The site employs the following to support this:</p> <ul style="list-style-type: none"> labels/ids with form elements markup for lists & headings CSS to control the visual presentation of text Correct use of semantic markup (bold, italics, etc.) <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all ebooks meet this criterion. Some ebooks are only available as scanned PDFs and text-only mode may not differentiate hierarchies within books.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>We continue to work with publishers to have provided content meet this criterion.</p> <p>Some headings in the application may need to be re-ordered or re-labelled hierarchically.</p> <p>These issues will be assessed for level of effort in Q4 2025 and incorporated into product backlog roadmap for remediation in 2026.</p> <p>Any issues related, specifically, to heading hierarchy on the PDF Reader is part of our current remediation roadmap. We are actively working to update the functionality and accessibility of the PDF Reader. This effort is currently underway and will continue through 2026.</p>
<p>1.3.2 Meaningful Sequence (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.2 (Web) • 10.1.3.2 (Non-web document) • 11.1.3.2.1 (Open Functionality Software) • 11.1.3.2.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Content is ordered in a meaningful sequence, even when page styling is turned off.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all ebooks meet this criterion. We continue to work with publishers to have provided content meet this criterion.</p> <p>Moreover, reflecting structure within texts can be limited in 'Text Only' mode including heading hierarchy. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2026.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Workaround: Ebook Central has an ePub Reader that provides a more updated and accessible user experience. Many PDF books on Ebook Central can be accessed in the ePub format.</p> <p>Some headings in the application may need to be re-ordered or re-labelled hierarchically.</p> <p>These issues have been incorporated into product backlog roadmap.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
<p>1.3.3 Sensory Characteristics (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.3.3 (Web) • 10.1.3.3 (Non-web document) • 11.1.3.3 (Open Functionality Software) • 11.1.3.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Instructions provided do not rely solely on sensory characteristics of components such as shape, size, visual location, orientation, or sound. Typically, descriptive text and labels are used.</p>
<p>1.4.1 Use of Color (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.1 (Web) 	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen.</p> <p>Color is never the only means of conveying information,</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 10.1.4.1 (Non-web document) 11.1.4.1 (Open Functionality Software) 11.1.4.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>indicating an action, prompting a response, or distinguishing a visual element. For example, the product logo is identifiable as such to assistive technologies.</p> <p>Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>Links that appear over background images displayed on the Main, Adv Search and Search pages don't meet the 4.5:1 contrast ratio. Workaround: Only small areas of the links overlapping the image do not qualify for the specified ratio. They are largely visible, otherwise. Switching to a high contrast mode in the browser options can help with this issue.</p> <p>Any grey on white elements for navigation are in the backlog and will be updated to the appropriate contrast by Q1 of 2026.</p>
<p>1.4.2 Audio Control (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.1.4.2 (Web) 10.1.4.2 (Non-web document) 11.1.4.2 (Open Functionality Software) 11.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Not Applicable	The product does not offer audio content or native text to speech functionality.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.1 Keyboard (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.1 (Web) 10.2.1.1 (Non-web document) 11.2.1.1.1 (Open Functionality Software) 11.2.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The product is designed for keyboard access. Product functionality is available and executable from a keyboard.</p> <p>Product functions are available and executable from a keyboard when using Text-Only Mode.</p> <p>User can access Text-Only Mode through a hidden jump-link that exists as a primary element on every page.</p> <p>Exception:</p> <p>Keyboard navigation can be limited between the accessible primary page and the PDF content in 'Text Only' mode.</p> <p>Workaround: Ebook Central has a ePub Reader that provides a more updated and accessible user experience. Many PDF books on Ebook Central can be accessed in the ePub format.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2026.</p>
2.1.2 No Keyboard Trap (Level A) Also applies to: EN 301 549 Criteria	Supports	<p>Focus can be moved to and away from components using only a keyboard throughout entire web application.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.2.1.2 (Web) 10.2.1.2 (Non-web document) 11.2.1.2 (Open Functionality Software) 11.2.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.1.4 (Web) 10.2.1.4 (Non-web document) 11.2.1.4.1 (Open Functionality Software) 11.2.1.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	There are no shortcut keys in application.
2.2.1 Timing Adjustable (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.1 (Web) 10.2.2.1 (Non-web document) 11.2.2.1 (Open Functionality Software) 11.2.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	<p>The product times out user sessions after 30 minutes by default, but the extended timeout period 6 hours longer for users in Text-Only Mode. Downloaded ebooks do not expire at all or only expire after a minimum of 24 hrs.</p> <p>User can access Text-Only Mode through a hidden jump-link that exists as a primary element on every page.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
2.2.2 Pause, Stop, Hide (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.2.2 (Web) 10.2.2.2 (Non-web document) 11.2.2.2 (Open Functionality Software) 11.2.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site.
2.3.1 Three Flashes or Below Threshold (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.3.1 (Web) 10.2.3.1 (Non-web document) 11.2.3.1 (Open Functionality Software) 11.2.3.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 	Not Applicable	There is no moving, blinking, scrolling, or auto-updating content on the site.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 504.2 (Authoring Tool) 602.3 (Support Docs) 		
<p>2.4.1 Bypass Blocks (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.1 (Web) 10.2.4.1 (Non-web document) – Does not apply 11.2.4.1 (Open Functionality Software) – Does not apply 11.2.4.1 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The first element on every page is a “Skip to main content” link which allows users to skip all repetitive navigation.</p> <p>Blocks of content are grouped under headings or using structural elements.</p>
<p>2.4.2 Page Titled (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.2 (Web) 10.2.4.2 (Non-web document) 11.2.4.2 (Open Functionality Software) - Does not apply 11.2.4.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>Heading elements page to page contain different names to identify the page the user is currently on.</p> <p>Additional information on pages with specific, available information may be added to the page heading element. Example: “Search Results for”; “Topic”</p> <p>Additional information may create a less accessible experience by adding complexity to the title.</p> <p>Will be doing discovery in Q4 2025 to identify if additional contextual information should be added.</p>

Criteria	Conformance Level	Remarks and Explanations
<p>2.4.3 Focus Order (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.3 (Web) • 10.2.4.3 (Non-web document) • 11.2.4.3 (Open Functionality Software) • 11.2.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Page elements and functionality are placed in an order that follows the sequences and relationships in the content.</p> <p>There are known issues with the PDF Reader. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2026.</p>
<p>2.4.4 Link Purpose (In Context) (Level A)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.2.4.4 (Web) • 10.2.4.4 (Non-web document) • 11.2.4.4 (Open Functionality Software) • 11.2.4.4 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Partially Supports	<p>Meaningful link text has been used throughout the ProQuest platform. Where link text could be considered ambiguous, we have provided title attribute text with additional information.</p> <p>Though all effort has been made to fully support an accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>Adv Search page has filters which the user can turn on and off. Each on and off button has the same label.</p> <p>Workaround: Users oriented to the field they are on are presented with the option to turn the selected field on or off in context. Users can orient themselves based on the field label and perform the 'on' and 'off' action next to it.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Bookshelf page has instances of buttons that perform various actions but do not have a descriptive name.</p> <p>Workaround: Selecting a book from the shelf allows users to perform the same actions within the book.</p> <p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
<p>2.5.1 Pointer Gestures (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.1 (Web) 10.2.5.1 (Non-web document) 11.2.5.1 (Open Functionality Software) 11.2.5.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>	Supports	<p>The applications has very limited gesture functionality including support swipe left and swipe right on touch screen devices.</p> <p>Alternative buttons are provided to accomplish this task.</p> <p>This was confirmed using manual checks.</p>
<p>2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.5.2 (Web) 10.2.5.2 (Non-web document) 11.2.5.2 (Open Functionality Software) 11.2.5.2 (Closed Software) 11.8.2 (Authoring Tool) 	Not Applicable	<p>The application does not contain this functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
2.5.3 Label in Name (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.3 (Web) 10.2.5.3 (Non-web document) 11.2.5.3.1 (Open Functionality Software) 11.2.5.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	<p>The text displayed in the label matches the accessible name.</p> <p>This was confirmed through accessibility testing with JAWS and NVDA in Windows and VoiceOver in Mac.</p>
2.5.4 Motion Actuation (Level A 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.5.4 (Web) 10.2.5.4 (Non-web document) 11.2.5.4 (Open Functionality Software) 11.2.5.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Not Applicable	<p>Product does not contain input through gesturing with the device.</p>
3.1.1 Language of Page (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.1 (Web) 10.3.1.1 (Non-web document) 11.3.1.1.1 (Open Functionality Software) 	Supports	<p>The language of each page has been specified in the HTML.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.3.1.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.2.1 On Focus (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.1 (Web) 10.3.2.1 (Non-web document) 11.3.2.1 (Open Functionality Software) 11.3.2.1 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Context is not changed on focus alone. Standard was evaluated using manual visual checks.
3.2.2 On Input (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.2 (Web) 10.3.2.2 (Non-web document) 11.3.2.2 (Open Functionality Software) 11.3.2.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 	Supports	Context is not changed automatically – appropriate controls are provided. Standard was evaluated using manual visual checks.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.2.6 Consistent Help (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Supports	A Help icon (?) is available in the main navigation in the upper right side. This is available on every page of Ebook Central. This icon opens a window that allows users to explore a wide variety of topics. If a question is outside of the documentation there is a link to the ProQuest Support Center where they can submit a question (by email, phone or chat) with a customer service representative.
3.3.1 Error Identification (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.1 (Web) 10.3.3.1 (Non-web document) 11.3.3.1.1 (Open Functionality Software) 11.3.3.1.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Error messages are provided on all forms within the ProQuest Platform. Standard was evaluated using JAWS and NVDA with Edge and VoiceOver with Safari.
3.3.2 Labels or Instructions (Level A) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.2 (Web) 10.3.3.2 (Non-web document) 	Supports	Input fields are clearly labeled, and explanatory text is provided to assist the user where necessary. Standard was evaluated using Chrome, Edge and Safari Developer Tools.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 11.3.3.2 (Open Functionality Software) 11.3.3.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.7 Redundant Entry (Level A 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	
4.1.1 Parsing (Level A) Applies to: WCAG 2.0 and 2.1 – Always answer ‘Supports’ WCAG 2.2 (obsolete and removed) - Does not apply EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.1 (Web) 10.4.1.1 (Non-web document) 11.4.1.1.1 (Open Functionality Software) 11.4.1.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Pages conform to HTML web standards. Developing in semantic, valid HTML is standard development practice. Standard was evaluated using manual visual checks and the Chrome, Edge and Safari Developer Tools.
4.1.2 Name, Role, Value (Level A) Also applies to: EN 301 549 Criteria	Supports	Pages conform to HTML web standards, so the name and role of all UI components can be determined.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.4.1.2 (Web) 10.4.1.2 (Non-web document) 11.4.1.2.1 (Open Functionality Software) 11.4.1.2.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		Text labels identify all form fields. Label / ids and other accessible code necessary for screen readers are associated with all form elements.

Table 2: Success Criteria, Level AA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.4 (Web) 10.1.2.4 (Non-web document) 11.1.2.4 (Open Functionality Software) 11.1.2.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not contain live audio or video content.

Criteria	Conformance Level	Remarks and Explanations
1.2.5 Audio Description (Prerecorded) (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.2.5 (Web) 10.1.2.5 (Non-web document) 11.1.2.5 (Open Functionality Software) 11.1.2.5 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Not Applicable	The product does not contain live audio or video content.
1.3.4 Orientation (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.4 (Web) 10.1.3.4 (Non-web document) 11.1.3.4 (Open Functionality Software) 11.1.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	The product is responsive. This was confirmed through manual visual confirmation
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.3.5 (Web) 10.1.3.5 (Non-web document) 11.1.3.5.1 (Open Functionality Software) 	Partially Supports	The input box is programmatically identifiable and autocomplete will work with browsers that have the capability to work identify labels and provide autocomplete information. We use proper labels; the most accurate and standard

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> • 11.1.3.5.2 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508 – Does not apply</p>		<p>taxonomy to allow the browsers to match to the appropriate terms.</p> <p>This is manually confirmed.</p> <p>Though all effort has been made to fully support a accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>There are three elements on the Main page that appear as list items but are not identified as lists to a screen reader.</p> <p>Workaround: Of the three elements two have two options within them and the third has not more than six which include a list of recently viewed books. Though the elements will not identify as lists the user will have access to select any of the options in the elements and because of the limited size of the lists will not have to perform extensive actions to navigate through the page.</p> <p>The left navigation in the Bookshelf page has a list of 5 items but only presents 4 to the user in a screen reader. Workaround: Though the number of list items is not identified correctly the user can still navigate to the 5th item in the list.</p> <p>The left navigation in the Book Detail page looks like a list but does not identify as one to a screen reader.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Workaround: Though the options in the left navigation will not identify as a list the user will have access to select any option in tab order.</p> <p>Bookshelf page has an instance of a list element with direct children that are not allowed inside elements.</p> <p>Workaround: User can access all content.</p> <p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
<p>1.4.3 Contrast (Minimum) (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> • 9.1.4.3 (Web) • 10.1.4.3 (Non-web document) • 11.1.4.3 (Open Functionality Software) • 11.1.4.3 (Closed Software) • 11.8.2 (Authoring Tool) • 12.1.2 (Product Docs) • 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> • 501 (Web)(Software) • 504.2 (Authoring Tool) • 602.3 (Support Docs) 	Supports	<p>Text throughout the Ebook Central product meets the recommended color contrast ratio.</p> <p>In addition, CSS style sheets can be switched off or overridden by user preferences.</p> <p>Validated with WebAIM color contrast tool.</p>
<p>1.4.4 Resize text (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p>	Supports	<p>Text throughout the Ebook Central product can be resized without assistive technology up to 200% without loss of content or functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.1.4.4 (Web) 10.1.4.4 (Non-web document) 11.1.4.4.1 (Open Functionality Software) 11.1.4.4.2 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>Application supports zoom at the application level.</p> <p>Browser zoom is supported.</p> <p>Standard was evaluated using manual visual checks.</p>
1.4.5 Images of Text (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.5 (Web) 10.1.4.5 (Non-web document) 11.1.4.5.1 (Open Functionality Software) 11.1.4.5.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>HTML/CSS is used to represent visual presentation whenever possible.</p> <p>Full text content is presented as text wherever available.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>Some ebooks are only available as scanned images or scanned PDFs. PDF or ePub content is provided by publishers.</p> <p>As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader through 2026.</p>
1.4.10 Reflow (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.10 (Web) 	Supports	<p>Site is responsive. Scrolling only occurs in one direction when zoomed, horizontal.</p> <p>This was confirmed with a manual visual check.</p>

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 10.1.4.10 (Non-web document) 11.1.4.10 (Open Functionality Software) 11.1.4.10 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.11 (Web) 10.1.4.11 (Non-web document) 11.1.4.11 (Open Functionality Software) 11.1.4.11 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Color contrast for icons, controls and graphics that are needed to understand content or functionality adhere to or exceed the contrast requirement. This was confirmed using the Color Contrast Analyzer and Deque aXe
1.4.12 Text Spacing (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.12 (Web) 10.1.4.12 (Non-web document) 11.1.4.12 (Open Functionality Software) 11.1.4.12 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Does not Support	As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the PDF Reader. A full assessment of progress on known issue remediation across the platform, including this issue, is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2) Also applies to:	Supports	Tooltips are accessible.

Criteria	Conformance Level	Remarks and Explanations
EN 301 549 Criteria <ul style="list-style-type: none"> 9.1.4.13 (Web) 10.1.4.13 (Non-web document) 11.1.4.13 (Open Functionality Software) 11.1.4.13 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply		This was confirmed using manual visual testing.
2.4.5 Multiple Ways (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.5 (Web) 10.2.4.5 (Non-web document) – Does not apply 11.2.4.5 (Open Functionality Software) – Does not apply 11.2.4.5 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	More than one way is available to locate the main pages of the site. For instance, links to the main pages of the site are available on every page through global navigation links. All main pages of the site provide a search form, so users can access content.
2.4.6 Headings and Labels (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.2.4.6 (Web) 10.2.4.6 (Non-web document) 11.2.4.6 (Open Functionality Software) 11.2.4.6 (Closed Software) 11.8.2 (Authoring Tool) 	Partially Supports	Descriptive headings and labels have been used throughout the interface. For instance, on pages that display documents, the page title conveys the [Document title – site name]. The document title is the main heading.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		<p>Though all effort has been made to fully support a accessible experience there are some isolated issues that require a partial support conformance level. Below is an explanation of any of those issues followed by an available workaround and completion date to fix any issues.</p> <p>On Search Results page programmatic controls on the buttons to the right of book detail does convey consistent information which can cause confusion to the user.</p> <p>Workaround: User can select book and be presented with same options through different path within the book.</p> <p>On Bookshelf page buttons to the right of the book detail have the same names and don't differentiate functions which can cause confusion to the user.</p> <p>Workaround: Selecting a book from the shelf allows users to perform same actions within book.</p> <p>On the Advanced Search page, the buttons to the right of each search filter that allows for the user to turn them on and off are all labeled the same.</p> <p>Workaround: Users oriented to the field they are on are presented with the option to turn the selected field on or off in context. Users can orient themselves based on the field label and perform the 'on' and 'off' action next to it.</p> <p>On 'Search Results' page some legend and heading tags are provided separately providing redundant content.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
<p>2.4.7 Focus Visible (Level AA)</p> <p>Also applies to:</p> <p>EN 301 549 Criteria</p> <ul style="list-style-type: none"> 9.2.4.7 (Web) 10.2.4.7 (Non-web document) 11.2.4.7 (Open Functionality Software) 11.2.4.7 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) <p>Revised Section 508</p> <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Partially Supports	<p>The product has been implemented to support the default focus indicator for the device being used.</p> <p>In addition, most link text and other elements have been styled to change in visual appearance when the mouse hovers or tabs over them.</p> <p>There are some known issues with visible focus. As part of our current roadmap Ebook Central is actively working to update the functionality and accessibility of the Home Page, Advanced Search Page and Book Detail Page that will fix or eliminate these issues.</p> <p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
<p>2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable	
<p>2.5.7 Dragging Movements (Level AA 2.2 only)</p> <p>EN 301 549 Criteria – Does not apply</p> <p>Revised Section 508 – Does not apply</p>	Not applicable. Does not support drag and drop components	

Criteria	Conformance Level	Remarks and Explanations
2.5.8 Target Size (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable. Does not support drag and drop components	
3.1.2 Language of Parts (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.1.2 (Web) 10.3.1.2 (Non-web document) 11.3.1.2 (Open Functionality Software) – Does not apply 11.3.1.2 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Does not support	<p>In rare cases, the content may include text that is in a different language than the primary language of document. The site is not coded to identify changes to language in the content.</p> <p>Content is provided by publishers.</p> <p>These issues were incorporated into our development backlog.</p> <p>A full assessment of progress on known issue remediation across the platform is planned for Q4 of 2025 and will be reflected in accessibility documentation in 2026.</p>
3.2.3 Consistent Navigation (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.3 (Web) 10.3.2.3 (Non-web document) – Does not apply 11.3.2.3 (Open Functionality Software) – Does not apply 11.3.2.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	<p>The primary product navigation links appear in the same place and the same order on every page of the site.</p>

Criteria	Conformance Level	Remarks and Explanations
3.2.4 Consistent Identification (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.2.4 (Web) 10.3.2.4 (Non-web document) – Does not apply 11.3.2.4 (Open Functionality Software) – Does not apply 11.3.2.4 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) – Does not apply to non-web software 504.2 (Authoring Tool) 602.3 (Support Docs) – Does not apply to non-web docs 	Supports	Care has been taken to identify components with the same functionality consistently throughout the product
3.3.3 Error Suggestion (Level AA) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.3.3.3 (Web) 10.3.3.3 (Non-web document) 11.3.3.3 (Open Functionality Software) 11.3.3.3 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 	Supports	Suggestions for error correction are made when applicable.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA) Also applies to: EN 301 549 Criteria	Not Applicable	The product does not cause users to enter legal commitments or financial transactions. All user-controllable data may be reversed, checked, and confirmed.

Criteria	Conformance Level	Remarks and Explanations
<ul style="list-style-type: none"> 9.3.3.4 (Web) 10.3.3.4 (Non-web document) 11.3.3.4 (Open Functionality Software) 11.3.3.4 (Closed Software) 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 <ul style="list-style-type: none"> 501 (Web)(Software) 504.2 (Authoring Tool) 602.3 (Support Docs) 		
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only) EN 301 549 Criteria – Does not apply Revised Section 508 – Does not apply	Not applicable	
4.1.3 Status Messages (Level AA 2.1 and 2.2) Also applies to: EN 301 549 Criteria <ul style="list-style-type: none"> 9.4.1.3 (Web) 10.4.1.3 (Non-web document) 11.4.1.3 (Open Functionality Software) 11.4.1.3 (Closed Software) – Does not apply 11.8.2 (Authoring Tool) 12.1.2 (Product Docs) 12.2.4 (Support Docs) Revised Section 508 – Does not apply	Supports	Whenever there is dynamically updated content, we provide status messages. This was confirmed with manual accessibility testing.

Table 3: Success Criteria, Level AAA

Notes: The product was not assessed for WCAG 2.2 AAA conformance.

Revised Section 508 Report

Notes:

Chapter 3: [Functional Performance Criteria](#) (FPC)

Notes:

Criteria	Conformance Level	Remarks and Explanations
302.1 Without Vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>This standard was tested on touch screen devices using Voiceover for iPhone.</p> <p>This testing became part of our standard accessibility testing process in 2020.</p>

Criteria	Conformance Level	Remarks and Explanations
302.2 With Limited Vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>Standard was evaluated using manual visual checks.</p>
302.3 Without Perception of Color	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all content provided by our publishing partners complies with this standard.</p>
302.4 Without Hearing	Not Applicable	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>The product does not include audio content.</p>
302.5 With Limited Hearing	Not Applicable	<p>User hearing is not required to search, browse, or use features that are available in the product.</p> <p>The product does not include audio content.</p>
302.6 Without Speech	Supports	No WCAG 2.0 criteria apply
302.7 With Limited Manipulation	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.
302.8 With Limited Reach and Strength	Supports	No WCAG 2.0 criteria apply

Criteria	Conformance Level	Remarks and Explanations
302.9 With Limited Language, Cognitive, and Learning Abilities	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <p>Form fields are presented in a standard, consistent way across the product.</p> <p>Form elements are properly labeled.</p>

Chapter 4: [Hardware](#)

Notes: not applicable. The criteria in this chapter are not relevant to the product.

Chapter 5: [Software](#)

Notes: Product does not contain non-Web software. See [WCAG 2.x](#) section for WCAG 2.0 Level A and AA success criteria conformance details for Web applications.

Chapter 6: [Support Documentation and Services](#)

Notes:

Criteria	Conformance Level	Remarks and Explanations
601.1 Scope	Heading cell – no response required	Heading cell – no response required
602 Support Documentation	Heading cell – no response required	Heading cell – no response required
602.2 Accessibility and Compatibility Features	Supports	An Accessibility help page is available in the Help section, which can be accessed from all pages.

Criteria	Conformance Level	Remarks and Explanations
		<p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
602.3 Electronic Support Documentation	See WCAG 2.x section	See information in WCAG 2.x section
602.4 Alternate Formats for Non-Electronic Support Documentation	Supports	<p>Product support documentation is provided online through the product's help system and through the Support Center area of the ProQuest's corporate site.</p> <p>This documentation can be accessed online or printed. End-users can also contact customer support (by phone, email, chat, or through the Contact Us web form) to request any further help.</p> <p>If alternative formats of product support documentation are required, we will do our best to accommodate the requested format, at no additional charge. These formats may include ASCII text, large print, and accessible electronic formats.</p>

Criteria	Conformance Level	Remarks and Explanations
<u>603 Support Services</u>	Heading cell – no response required	Heading cell – no response required
603.2 Information on Accessibility and Compatibility Features	Supports	<p>An Accessibility help page is available in the Help section, which can be accessed from all pages.</p> <p>This help page includes useful information on:</p> <ul style="list-style-type: none"> • Navigation • Using the Tab key • Skip navigation • Changing text size and color <p>An Accessibility page is also provided, which includes links to accessibility compliance statements.</p>
603.3 Accommodation of Communication Needs	Supports	<p>Support services are available to accommodate the communication needs of end users with disabilities.</p> <p>Users can communicate with customer support via:</p> <ul style="list-style-type: none"> • Phone • Email • Chat • Contact Us web form <p>Support services have experience working with end users with disabilities.</p>

Criteria	Conformance Level	Remarks and Explanations

EN 301 549 Report

Chapter [4: Functional Performance Statements \(FPS\)](#)

Criteria	Conformance Level	Remarks and Explanations
4.2.1 Usage without vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. We support desktop accessibility in this standard.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>This standard was tested on touch screen devices using Voiceover for iPhone.</p> <p>This testing became part of our standard accessibility testing process in 2020.</p>
4.2.2 Usage with limited vision	Partially Supports	<p>The product is coded to work with screen readers and other assistive technologies. In addition, text size can be adjusted through standard browser functionality.</p>

Criteria	Conformance Level	Remarks and Explanations
		<p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p> <p>We cannot guarantee that all images in the content have been given alternative text.</p> <p>Some full text articles are only available as scanned images or scanned PDFs.</p> <p>Standard was evaluated using manual visual checks.</p>
4.2.3 Usage without perception of colour	Partially Supports	<p>Color is used to enhance usability by drawing attention to certain areas of the screen. Color is never the only means of conveying information, indicating an action, prompting a response, or distinguishing a visual element.</p> <p>If needed, the product's CSS can be overridden using the browser.</p> <p>Though all effort has been made to fully support an accessible experience there are some exceptions that are outside of our control.</p>

Criteria	Conformance Level	Remarks and Explanations
		We cannot guarantee that all content provided by our publishing partners complies with this standard.
4.2.4 Usage without hearing	Not Applicable	User hearing is not required to search, browse, or use features that are available in the product. The product does not include audio content.
4.2.5 Usage with limited hearing	Not Applicable	User hearing is not required to search, browse, or use features that are available in the product. The product does not include audio content.
4.2.6 Usage with no or limited vocal capability	Supports	Our platforms do not require user to generate vocal input.
4.2.7 Usage with limited manipulation or strength	Supports	All screen elements are designed to be accessible for users with poor motor control (e.g., clickable areas are suitably sized and spaced). Links and form elements can be accessed using the tab key.
4.2.8 Usage with limited reach	Supports	At least one mode of operation that is operable with limited reach and limited strength. For example:

Criteria	Conformance Level	Remarks and Explanations
		<ul style="list-style-type: none"> • The product can be used using keyboard-only. • All active elements can receive keyboard focus. • The focus order of form fields is presented in a logical order.
4.2.9 Minimize photosensitive seizure triggers	Supports	Our platforms do not include flashing content.
4.2.10 Usage with limited cognition, language or learning	Supports	<p>The product provides features that make its use by individuals with limited cognitive, language, and learning abilities simpler and easier.</p> <p>For example:</p> <p>Form fields are presented in a standard, consistent way across the product.</p> <p>Form elements are properly labeled.</p>
4.2.11 Privacy	Supports	Privacy settings are made available to users in an accessible way.

Chapter [5: Generic Requirements](#)

Notes: Not applicable. Either the product doesn't contain functionality related to the criteria or the criteria are not relevant to the product.

Chapter [6: ICT with Two-Way Voice Communication](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [7: ICT with Video Capabilities](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [8: Hardware](#)

Notes: This product is not hardware. As such, the requirements of this chapter do not apply.

Chapter [9: Web](#) (see [WCAG 2.x section](#))

Chapter [10: Non-Web Documents](#)

Notes: This chapter is only relevant to downloadable PDF and Epub documents on Ebook Central.

Criteria	Conformance Level	Remarks and Explanations
10.0 General (informative)	Heading cell – no response required	Heading cell – no response required
10.1.1.1 through 10.4.1.3	See WCAG 2.x section	See information in WCAG 2.x section
10.5 Caption positioning	Not Applicable	
10.6 Audio description timing	Not Applicable	

Chapter [11: Software](#)

Notes: Not applicable. The criteria in this chapter are not relevant to the product.

Chapter [12: Documentation and Support Services](#)

Criteria	Conformance Level	Remarks and Explanations
12.1 Product documentation	Heading cell – no response required	Heading cell – no response required
12.1.1 Accessibility and compatibility features	Supports	

Criteria	Conformance Level	Remarks and Explanations
12.1.2 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section
12.2 Support Services	Heading cell – no response required	Heading cell – no response required
12.2.2 Information on accessibility and compatibility features	Supports	
12.2.3 Effective communication	Supports	
12.2.4 Accessible documentation	See WCAG 2.x section	See information in WCAG 2.x section

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