

EBSCO Information Services Accessibility Statement (as of 10/2019)

EBSCO's goal is to provide a positive experience for all customers and users. To this end, accessibility is a key consideration in all of its product development and delivery strategies. EBSCO makes every reasonable effort to have its products and services available to all customers and users, especially those with print disabilities, allocating significant time and resources towards ensuring its customers and users have equal access.

As part of this commitment, EBSCO product development teams employ enterprise standards based on those used by the U.S. federal government for technology accessibility for people with disabilities (e.g., Section 508). EBSCO strives to comply with the World Wide Web Consortium's Web Content Accessibility Guidelines (WCAG) Levels A and AA.

EBSCO uses automated tools for testing accessibility issues. Moreover, EBSCO regularly tests their sites using a variety of assistive technologies and tools (see below). When new assistive technologies are introduced in the market, EBSCO also makes it a point to consider them in their testing and build.

- Testing with screen readers (e.g., JAWS, NVDA, VoiceOver)
- Mobile accessibility features (e.g., VoiceOver, TalkBack)
- Development tools and checklists (e.g., aXe, WAVE, Color Contrast Checker, Accessibility Insights, etc.)

In addition to screen reader capability, other notable assistive technology features of *EBSCOhost* and *EBSCO Discovery Service* include:

- Text-to-speech feature on HTML full-text articles
- ARIA Landmarks for screen reader navigation
- Descriptive text for images and non-text elements
- Accessible full-text formats such as HTML, EPUB and articles free of Digital Rights Management (DRM-free)
- Transcripts for video and audio books
- MP3 downloads available on HTML full-text articles for multi-modal learning and portability
- Responsive user interfaces for access on all devices
- Structured web content with heading levels to assist in navigation and provide content relationships
- Access keys for keyboard-only navigation

EBSCO's goals for continuous improvement on accessibility include:

- Testing EBSCO platforms with several development tools and assistive technologies
- Conducting usability studies with users who have vision and physical impairments
- Working directly with institutions and their users to address their concerns
- Completing regular accessibility audits conducted by a qualified third party
- Training for developers conducted by third party
- Partnering with The Carroll Center for the Blind (Newton, MA) for ongoing technical support, training, and user testing

While EBSCO's proprietary search platforms may not completely comply with all WCAG Levels A and AA standards, EBSCO regularly makes improvements and/or enhancements to its sites to improve access and usability. EBSCO also constantly works to discover and implement new solutions that make their website user experience as seamless as possible.

Content that comes from certain publishers may not be WCAG or Section 508 compliant (e.g., PDF files that cannot be read by screen readers). However, EBSCO has been working closely with publishers to help them understand the importance of web accessibility and to have the content they provide to us more accessible to people with disabilities.

As a show of its commitment, EBSCO has created an accessibility page on its website to communicate updates to features and functionalities, links to resources and a Contact Us form for questions and comments about accessibility. To learn more, visit: <https://www.ebsco.com/technology/accessibility> Questions and comments may also be directed to accessibility@ebsco.com.