

Accessibility Statement for EBSCO New UI

EBSCO's goal is to provide a positive experience for all customers and users. To this end, accessibility is a key consideration in all 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 disabilities, allocating significant time and resources towards ensuring its customers and users have equal access.

Measures to support accessibility

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

- Appoint an accessibility manager
- Provide continual accessibility training for our staff, including by third party experts
- Assign clear accessibility targets and responsibilities
- Employ formal accessibility quality assurance methods
- Work directly with institutions and their users to understand problems and areas for improvement
- Conduct usability research with users with disabilities
- Partner with various organizations for support, training, and research

Conformance status

The [Web Content Accessibility 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 New UI 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. The Accessibility Conformance Report (VPAT) for this product outlines the timelines to resolve known issues. As of 2024, the EBSCO New UI product is substantially conformant with WCAG level AA, and most known issues relate to third party publisher-supplied content.

Other relevant standards

- Section 508 of U.S. Rehabilitation Act, 29 U.S.C. § 794d and subsequent revisions
- EN 301 549 Accessibility requirements suitable for public procurement of ICT products and services in Europe

Feedback

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

- Phone: US/Canada: (800) 758-5995, Outside US/Canada: -00- 800-3272-6000
- E-mail: accessibility@ebSCO.com
- Postal address: 10 Estes St, Ipswich, MA, USA 01938
- Twitter: [@EBSCO](https://twitter.com/EBSCO)

We try to respond to feedback within 2 business days.

Compatibility with browsers and assistive technology

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

- Chrome with JAWS on Windows
- Firefox with NVDA on Windows
- Safari with VoiceOver on MacOS
- Safari with VoiceOver on iOS
- Chrome with Talkback on Android

EBSCO New UI may not be fully compatible with:

- Browsers older than 2 major versions.
- Mobile operating systems older than 2 major versions.

Technical specifications

Accessibility of EBSCO New UI 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

- Text-to-speech feature on HTML full-text and PDF articles, including MP3 download for multi-modal learning and portability
- Headings and 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 videos
- Responsive user interfaces for access on different sized devices
- Auto Suggest and Auto Correct functionality
- Simplified design to reduce cognitive load

- Quick filters for a more accessible experience
- Concept Map grid view

Assessment approach

EBSCO Information Services assessed the accessibility of EBSCO New UI by the following approaches:

- Self-evaluation
- Third-party evaluation

Formal complaints

We aim to respond to accessibility feedback within 2 business days: accessibility@ebSCO.com

This statement was created on 25 January 2023 using the [W3C Accessibility Statement Generator Tool](#). Last updated July 25, 2024.