

Accessibility Statement for EBSCO Mobile

EBSCO Information Services is committed to ensuring digital 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 Mobile:

- Include accessibility throughout our internal policies
- 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
- Consult with Carroll Center for the Blind on User Testing

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 Mobile 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 Mobile. Please let us know if you encounter accessibility barriers on EBSCO Mobile:

- Phone: 1 800 653 2726
- E-mail: accessibility@ebSCO.com
- Postal address: 10 Estes St, Ipswich, MA, USA 01938
- @EBSCO

We try to respond to feedback within 2 business days.

Assessment approach

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

- Self-evaluation
- External evaluation

Compatibility with browsers and assistive technology

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

- Safari with VoiceOver on iOS
- Chrome with TalkBack on Android OS

Limitations and alternatives

Despite our best efforts to ensure accessibility of EBSCO Mobile, 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 Mobile:

1. **eBook Content:** Semantic structure may not be exposed to screen readers because EBSCO's eBooks use Adobe DRM technology, which does not easily expose document semantics for use by consuming applications. We are exploring the possibility of surfacing the semantics in the mobile app. There is no timetable for this as it is in the architectural research phase. The text of eBooks is available for use by screen readers, which is not the case in other mobile Adobe DRM applications. Additionally, document semantics for EPUB books may be accessed in our online eBook viewer. For PDF documents, please contact accessibility@ebSCO.com.

Formal complaints

Contact accessibility@ebSCO.com. We will reply within 2 business days.

This statement was created on 12 February 2021 using the [W3C Accessibility Statement Generator Tool](#).