Primo Accessibility Statement

All researchers, regardless of ability, need access to scholarly information. ProQuest is committed to providing all our users with a fully accessible experience for research, teaching and learning.

At ProQuest, we make every effort to ensure that our platforms – including Primo – can be used by everyone. Primo is continually designed and developed to meet Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1) and Section 508 of the US Rehabilitation Act for features and functions.

The purpose of this document

This document illustrates the **current** status of Primo's compliance with WCAG 2.0. Ex Libris plans to make Primo comply with WCAG 2.1 with minimal possible exceptions by the end of 2020.

Accessibility features and gaps

Users of Primo should be able to:

- navigate most of the website using just a keyboard.
- go directly to main content areas on the page using skip links.
- listen to most of the website using a screen reader.
- navigate most of the website using speech recognition software
- zoom in up to 200% using browser tools without text spilling off screen.

There may be some parts of this website that are not fully accessible:

- In some cases, while navigating using keyboard to different options, content on the pages is being updated without warning the user on those changes.
- In mobile - content or functionality sometimes may be hidden when page width is adjusted
- Few status messages are not automatically announced by the screen reader.

If you have a disability and need to make your computer, tablet or other device easier to use, AbilityNet is a recommended resource. We also recommend browsing free add-ons offered for Google Chrome and Mozilla Firefox.

Technical Information about this site's accessibility

Primo is committed to making its website accessible, in accordance with:

- Level A and Level AA of the W3C Web Content Accessibility Guidelines (WCAG 2.1)
- Section 508 of the US Rehabilitation Act for features and functions.
- The Americans with Disabilities Act (ADA)
- Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018.

Compliance level and report

This website is partially compliant with the Web Content Accessibility Guidelines v2.1 AA standard, due to the non-compliances listed below.

Access the full [Accessibility Compliance Report](#) (VPAT 2.0 and WCAG)) for Primo.

Accessibility of this platform

Primo is a discovery tool that searches across your library's holdings for physical and digital resources. When you click on external link from Primo e.g. on record's "online access", a new tab or window is opened, and you are directed to an external platform that hosts the actual document or item. While we try to make the experience of searching and evaluate results as accessible as possible, we cannot control the accessibility of your experience on these external platforms. If you experience accessibility issues on these platforms, please use their respective contact forms to report your concerns.

Primo as an Open Discovery Framework allows libraries to extend or customize the new Primo user interface, customer enhancements or add-ons can be added to Primo interface and should be comply with the accessibility standards for example upon customize Page's Footer or adding availability links to the search results customers need to make sure those add-ons are as accessible as possible.

Keyboard Access

Most of the website can be navigated with a keyboard alone, but there are several areas that are currently hard to access. For example, navigating out the Send To actions in the Primo Full's record display.

Color Contrast

While most text throughout Primo meets minimum color contrast standards, but there are cases where text does not have enough contrast with the background color.

Status Messages

There are status messages in Primo that are not automatically announced by the screen reader. Areas where status is not announced include:

- When the user starts typing a keyword in the search fields, the content updated at the bottom "X search results found' is not announced
- User clicks on "Save Changes" in My Library Card

Accessibility Testing

The accessibility of Primo is a continual effort at ProQuest. Accessibility standards are built into our design, and style guides and included as part of requirements in our software development and quality assurance pipeline.

Primo code is checked for accessibility using a range of automated and manual checks including but not limited to:

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

Primo is tested on the latest versions of Firefox, Safari, Chrome, and Edge, and on devices including Mac and Windows computers, and Android and iOS devices.

What We're Doing to Improve Accessibility

Making content accessible is an ongoing effort at ProQuest. We're committed to working with the community to ensure we continue to meet our customers' needs. A list of our ongoing efforts include:

- Testing with users of all abilities
- The ProQuest Accessibility Council: a team of stakeholders working to increase accessibility resources and capabilities
- Pursuing partnerships with colleges, universities and other institutions to assist us in reviewing and updating our accessibility standards
- Supporting certifications for our employees
- Consulting with, and performing audits through, accessibility experts such as Deque

Support and feedback

If you have difficulty accessing specific ProQuest content or features with adaptive technology after trying the workarounds suggested in this statement, you can contact us using the links provided below. Our support services will respond within three days and are available to accommodate the communication needs of end users with disabilities. We will work with you to identify the best option for remediation, subject to content licensing restrictions and technical capability.

Online: submit questions or issues by opening a case using the Support Portal.

Prospective customers: contact Primo_Product_Management@exlibrisgroup.com

Preparation of this accessibility statement

This accessibility statement was prepared on September 16. It was last reviewed on September 22.

The website was last tested on April 2019. The test was carried out by TFA.