Primo VE Original UI Accessibility Statement

All library patrons, regardless of ability, need access to scholarly information. Clarivate is committed to providing all our users in academia and government with a fully accessible experience for research, teaching, and learning.

We make every effort to ensure that our platforms – including the Primo discovery service for libraries – 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.

Primo NDE Transition and Purpose of this Statement

As indicated in the [Primo VE 2025 Release Notes](#), we have shared the timeline to expect for transition for the Primo VE original UI to the New Discovery Experience (NDE). This document provides accessibility information about the status of the Primo VE original UI and will be updated periodically.

As of December 2025 – onward, the [Primo Accessibility Statement](#) provides information about the NDE UI. Users should refer to the PDF document format for any questions about the original UI.

2026–2027: Mass Onboarding Phase

Institutions are encouraged to begin planning their transition to the NDE UI. You can utilize [all the resources under Go NDE](#) to prepare for your transition.

Check whether the [NDE UI Transistion Cohort Program](#) is relevant for you. The NDE UI Transition Cohort Program is a structured 4-week training program designed to guide institutions through the migration from the original Primo VE UI to the new NDE UI. The program takes place twice a year.

January 2028: NDE UI Exclusive

The gradual sunset of the original UI is projected to be completed by January 2028. At that time, the NDE UI will become the only supported UI for Primo VE.

Accessibility features and gaps

Primo VE Original UI users can:

- Navigate most of the website using just a keyboard.
- Go directly to the 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.
- Navigate page content using headings.

- Adjust color contrast in browser settings. Primo style guides specify using colors that meet minimum contrast specifications.
- Zoom in up to 200% using browser tools without text spilling off the screen.
- Use most websites with devices of different screen sizes and orientations without losing content or functionality.

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

- A small number of features are challenging to navigate using only the keyboard. Not all links or controls provide enough information to screen readers to understand their purpose out of context, and some notifications may not be read out to the user automatically.
- At magnifications higher than 200%, some content may spill off the screen or overlap.
- In some cases, Primo will not be able to correctly identify the language of text while reading a record's elements (such as title, abstract, and so forth).
- Some elements do not have clear programmatic labels, roles or values. In Search Results, a link or button is nested inside the code of another link or button, so assistive technologies may be unable to determine its function.

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)](#)
- [EU Directive](#) on the accessibility of the websites and mobile applications of public sector bodies 2016
- [UK Public Sector Bodies (Websites and Mobile Applications) (No.2) Accessibility Regulations 2018](#)

Compliance level and report

This website partially complies with the Web Content Accessibility Guidelines v2.1 at levels A and AA. For more details, see the full [Accessibility Compliance Report](#) (VPAT 2.5 and WCAG 2.1).

As part of our continuous effort to comply with the Web Content Accessibility Guidelines 2.1 (Level A and AA), we have resolved or are planning to resolve issues identified because of customer feedback and external auditing. The status of these issues is listed in our [Primo VE Original UI Accessibility Roadmap](#).

Clarivate will coordinate with Deque during the year to run a new accessibility assessment. The results of this review will inform the development of the NDE. Fixes will be resolved in the transition to the new UI.

Platform accessibility

The Primo VE Original UI is designed to be accessible and operable with multiple input mechanisms, including keyboards, screen readers, and voice control technologies. This is enabled by comprehensive labeling of form elements and icons and features like headings that make the platform easier to navigate with assistive technologies. For example, the titles of all search results are heading level 3 elements, which makes it possible to navigate the results list with a screen reader quickly.

Skipping repetitive page content via skip links is also possible on every page. Skip links allow you to bypass persistent header links and jump directly to a particular section of the page. For example, on the results page, there are skip links at the top of the page that let you jump directly to the main menu, search box, results and facets. The Primo platform is built to be responsive, meaning that regardless of the device you are using or the zoom level set in your browser, interface elements and content will reflow. This means that text will be legible, controls will be usable, and content will not require scrolling in multiple directions.

While most text throughout Primo meets minimum color contrast standards, there are some cases where text and icons do not yet have enough contrast with the background color.

If color contrast is a concern for you, we recommend utilizing one of the free browser plugins that can increase text/background color contrast, such as the [High Contrast extension](#) for Google Chrome.

Accessibility Testing

Primo's accessibility is a continual effort. Accessibility standards are built into our design and style guides and included as part of our software development and quality assurance pipeline requirements. Primo code is checked for accessibility using a range of automated and manual checks, including but not limited to:

- NVDA
- Deque axe accessibility testing tools
- High Contrast Chrome extension
- Keyboard-access manual testing and assessment
- JAWS screen reader

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 Clarivate. We are committed to working with the community to ensure we continue to meet our customers' needs. A list of our ongoing efforts includes:

- The Clarivate Accessibility Council: a team of stakeholders working to increase accessibility resources and capabilities
- Building relationships with colleges, universities, publishers and digital accessibility organizations to help make our educational solutions as accessible as possible.
- Foster an accessibility culture within the business by funding courses and certification for employees e.g. Deque University courses, IAAP (International Association of Accessibility Professionals) CPACC and WAS qualifications.
- Consulting with accessibility experts such as Deque to audit and review our products.
- Accessibility is embedded in our development process. Our acceptance of new features and functionality requires compliance with WCAG 2.1 AA

Support Channels and Feedback on Accessibility Issues

We are committed to providing accessible experiences for all users. If you encounter an accessibility issue in Primo VE or wish to learn more about our accessibility efforts, the support channels described below are available.

Checking the Accessibility Status of Primo VE

If you would like to review the current accessibility status:

- **For the original Primo VE UI** – See the [Compliance Level and Report](#), above.

Reporting a Single Accessibility Issue

We recommend reviewing the updated [Primo Accessibility Roadmap](#) and [VPAT](#) before submitting a case, as your issue may already be addressed.

For individual accessibility concerns:
1. In the [Clarivate Support Portal](#), select **Submit a Case**.
2. Select the **Platform / Service** and the **Product**.
3. Fill in the rest of the fields, as required. In particular, follow these guidelines:
4. Under **Case Type**, select **Accessibility (Assistive Technology)**.
5. Under **Priority**, select the impact level of the issue:
    o **High** – Blocking issue; task cannot be completed
    o **Medium** – Task is difficult, but not impossible
    o **Low** – Minor impact, may still violate WCAG
6. Under **Description**, please include:
    o A concise summary and steps to reproduce the issue
    o The assistive technology used (e.g., screen reader and version)
    o Any known WCAG 2.2 AA criterion violated
7. Attach screenshots or screen recordings, if available.

Submitting Multiple Accessibility Issues

If you have multiple issues (e.g., after an audit or automated scan), submit a support case as follows:

1. In the [Clarivate Support Portal](#), select **Submit a Case**.
2. Select the **Platform / Service** and the **Product**.
3. Fill in the rest of the fields, as required. In particular, follow these guidelines:
   - **Subject** – Enter a subject, such as *Request for Review – Accessibility Audit Findings*.
   - **Case Type** – Select **Accessibility (Assistive Technology)**.
   - **Description** – include:
     - A summary of the audit or test performed
     - A file or list of the issues found
     - Whether you're available to join a follow-up review meeting
4. Please review our [guidelines](#) and note that we are not able to respond to issues submitted from an automated scan alone.

This process ensures accurate triage, faster turnaround, and effective prioritization.

For Prospective Customers

Prospective customers: contact Primo_Product_Management@exlibrisgroup.com.

Preparation of this accessibility statement

This accessibility statement was prepared in December 2024.

The application was last audited in August 2024. The review was carried out externally by Deque Systems Inc.