

Vendor/Product Information

Vendor Name	ProQuest
Product Name/Version	ProQuest Platform / November 2025 Release
Roadmap Last Updated	November 2025
Contact Name/Title	ProQuest Product Management
Contact Email/Phone	Accessibility@clarivate.com

Specific Issues (next page)

Issue Description	Current Status (Open, Closed, I/P, other)	Disposition (Planned, Deferred, I/P, other)	Remediation Timeline	Available Workarounds	Comments
UI: the Thesaurus feature presents a number of obstacles for SR and keyboard users.	I/P	I/P	H2 2026	Many of these fixes have been implemented and are being released as they are completed.	
UI: Date filter infographic at product level is not available to SR users	Open	Planned	I/P	The date input boxes are provided as an alternative for filtering by date.	
Content: Audio descriptions are only available for a small number of videos.	Open	I/P	Ongoing	Audio descriptions may be requested by users for most video content. Upon request, audio descriptions will usually be created within 14 days.	1.2.5 Audio Description (Prerecorded) (Level AA) We continue to add increasing numbers of audio described versions of our video annually to Academic Video Online. Customer requests are not the only audio described video that we have. We have proactively added audio description to a selection of our highest-used titles, and we will continue to advocate with our publisher partners for them to provide audio descriptions of their video titles.

Content: Some older full text articles are only available as scanned images or scanned PDFs.	Open	I/P	Ongoing	<p>To help mitigate the accessibility issues with scanned images and scanned PDFs, a feature that automatically generates a readable, text-only version of the content is embedded on the page. The feature is available for most (but not all) scanned image or scanned PDF content. The AT notifies the user of the feature and how to use it.</p> <p>In addition, ProQuest Technical Support offer a manual processing service on request.</p>	<p>1.4.5 Images of Text (Level AA)</p> <p>1.4.10 Reflow (Level AA)</p> <p>Since June 2019, all new image-based archival products and modules with scanned PDFs, now include high accuracy, OCR text, tagged and structured according to accessibility guidelines. Non-text content has alternative text describing what is being represented.</p>
Content: Synchronized Captions are not available for some multimedia recordings.	Open	Deferred		We work closely with our publishing partners to deliver any new content in an accessible form.	<p>1.2.2 Captions (Prerecorded) (Level A)</p> <p>This affects a small number of older video publication titles in a limited number of products.</p>
Content: There are a very small number of audio-only and video-only recordings (no audio), for which a media alternative (a transcript or an audio description) are not provided.	Open	Deferred		We work closely with our publishing partners to deliver any new content in an accessible form.	<p>1.2.1 Audio-only and Video-only (Prerecorded) (Level A)</p> <p>See Additional information section for details of the content that is affected.</p>

Additional Information

Video-only and Audio-only content without a full media alternative:

Less than 3% of Academic Video Online videos are video-only (e.g. silent film). In this case transcripts are included that capture text presented on intertitle/title cards in the video itself. However, they do not usually describe all the important visual information from the recording.

ProQuest One Literature/Literature Online include 38 audio-only recordings of Shakespeare plays. Although a transcript is not present on the same page, the script for each of the Shakespeare Audio Plays can be accessed in various editions elsewhere in the product.