

July, 2019 Response from Recorded Books

In an effort to provide a high level of support for accessibility standards, the RBdigital team at Recorded Books has been working with a third-party company with deep expertise in this area since 2018. Unfortunately, given the timing of this report, a May 2019 RBdigital product release and one planned for late July/August 2019 which provide high levels of accessibility support, were not tested. Some of the enhancements included in those releases are explained below.

In May 2019, a new version of the RBdigital native mobile app was released which resolved a number of items noted in the report. That release includes the ability for a patron to register to use the service directly via the app and a range of capabilities for magazine accessibility including text sizing, background color contrast, screen reading on iOS and other features. Additional RBdigital accessibility enhancements planned for late July/August 2019 include:

- Web Content Accessibility Guidelines (WCAG) support, with certification from a third party vendor, including the ability to work seamlessly with a range of third party accessibility tools including those included in iOS and Android (e.g. VoiceOver and TalkBack) as well as desktop tools such as JAWS.
- A set of built-in accessibility functions which a user can leverage through a special toolbar. These include a built-in player to listen to the content of the web app read aloud, a built-in screen reader that allows the user to customize the visual display, font and contrast of the web app, and a simplified site menu that optimizes the menu for keyboard users including keyboard shortcuts.
- A specialized help desk staffed by accessibility experts and tailored to people with disabilities to ensure that their specific needs are addressed.

As also noted in the report, some of the testing on Windows, and most of the testing on Mac, was performed using the legacy RBdigital Media Manager. The RBdigital Media Manager is a limited function utility slated to be discontinued later this year. It only enables side loading of MP3 audiobooks and is not part of the RBdigital platform which provides access to a range of content including audiobooks, ebooks, magazines, comics, educational courses, video on demand services, etc. As such, we do not consider those results relevant to the functionality of the RBdigital platform or plans to improve accessibility capabilities in that platform in the future.