

Rialto Product Accessibility

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Rialto Accessibility Statement

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

At Clarivate, we make every effort to ensure that our platforms – including Rialto – can be used by everyone. Rialto 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.

Accessibility Features and Gaps

Users of Rialto should be able to:

- Navigate most of the web application using a keyboard only.
- Go directly to main content areas on the page using skip links.
- Listen to most of the web application using a screen reader.
- Navigate most of the web application using speech recognition software.
- Zoom in up to 200% using browser tools without losing any text.

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

- Alternative text is missing for titles cover images and icons used in query builder.
- Some content may be lost at zoom level higher than 200%.
- Some form elements are missing labels in search results and cart pages.
- Title detail pages include some content intended to be hidden, but visible to screen readers.
- Some form elements are not accessible in the cart, feeds, and order history pages.

If you have a disability and need to make your computer, tablet or laptop 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

Rialto is committed to making its web application 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 (Web applications 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](#) (by VPAT 2.4 and WCAG 2.1) for Rialto.

Accessibility of This Platform

Rialto is Built on the Alma Higher-Ed Platform

Rialto is based on the Alma higher-ed platform and accessibility performed as part of the Alma product. Some aspects of Rialto, such as menu navigation and shortcuts, are covered as part of Alma accessibility. Rialto zoom is limited to 200% based on Alma screen layout. Some aspects of Rialto have been specifically designed to create an improved experience at higher levels of zoom or smaller screen sizes. Browsing the Rialto market has an option for navigating with smaller screens.

Alternative Text

Title cover images are included from an external source and do not include alternative text. The cover images are added mostly for visual appearance and do not impact readability of titles metadata or functionality of the system in any way.

Accessibility Testing

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

Rialto 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

Rialto is tested on the latest version Firefox, Chrome, and Edge, and on devices including Windows computers.

What We're Doing to Improve Accessibility at Clarivate

Making content accessible is an ongoing effort at Clarivate. We're 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 company-wide team of stakeholders working to increase accessibility resources and capabilities

- Testing with users of all abilities
- Pursuing partnerships with colleges, universities, and other institutions to assist in reviewing and updating our accessibility documentation and testing with users of varying abilities
- Consulting with and performing audits through accessibility experts such as Deque and encouraging third-party audits
- Supporting accessibility training and certification for our employees
- Embedding accessibility in our development process. Our acceptance of new features and functionality requires compliance with WCAG 2.2 AA.

Support and Feedback

If you have difficulty accessing specific Clarivate 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: [Technical support](#)

Phone:

United States & Canada (toll free):
[+1 800 889 3358](tel:+18008893358)

Outside North America:

[+ 800 4997 4111](tel:+80049974111) or [+1 734 707 2513](tel:+17347072513)

Preparation of This Accessibility Statement

This accessibility statement was first prepared on November 4, 2024, and last reviewed on April 10, 2025.

The web application was initially tested for a July 2023 release. The test was carried out externally by the leading digital accessibility assessment company, [Deque](#). Deque also verified fixes made up to and including the October 2024 release.

Ex Libris is currently running a new accessibility assessment in coordination with Deque. The results of this review and the fixes that will be done accordingly will be included in the new VPAT planned for the beginning of 2026.