

Accessibility statement for the e-Library

The e-Library service is provided through the VLE. The service consists of several 3rd party content providers. This statement provides accessibility information for this service.

We want as many people as possible to be able to use this service. For example, that means you should be able to:

- zoom in up to 200% without the text spilling off the screen
- navigate most of the website using just a keyboard

We've also made the website text as simple as possible to understand.

[AbilityNet](#) has advice on making your device easier to use if you have a disability.

How accessible this website is

Accessible e-Library and information service features include:

- text-to-speech functionality on HTML full-text e-Journal articles and e-books
- alternative text to provide descriptive information conveying the meaning and context of visual items in a digital setting
- transcripts and closed captions provided to support videos
- Accessibility Block added - The Accessibility Block allows you to customise your view of the VLE by altering the font size and colour contrast of text.
- listen to most of the e-Library subscription services using a screen reader (including the most recent versions of JAWS, and NVDA)
- EPub navigation and Digital Rights Management (DRM) free e-Books, e-Journals and scanned material: Many e-publications are available DRM-free and in ePub format thus providing greater flexibility and accessibility. By using DRM-free digital e-books, e-journals, and scanned resources via the Copyright Licensing Agency's Digital Content Store (DCS), users have access to improved navigation, unlimited printing, saving, copying/pasting and downloadable files that are portable and transferable between devices and operating systems.

As this service is hosted on the VLE there are accessibility issues it shares with that system. Refer to the [VLE accessibility statement](#) for details.

What to do if you can't access parts of this website

If you need information on this website in a different format or you have a general question about accessibility contact:

- Email: disabilitysupport@ube.ac.uk
- UK (Free): 0800 019 9697
- International: +44 (0)118 921 4696

We'll consider your request and get back to you with an initial response in 2 to 5 working days.

Reporting accessibility problems with this website

We're always looking to improve the accessibility of this website. If you find any problems that aren't listed on this page or think we're not meeting the requirements of the accessibility regulations, contact:

- Email: library@ube.ac.uk
- Call: +44 (0)118 921 4661
- Student Central via the VLE

Enforcement procedure

If you need to escalate your issue further, contact:

- Email: complaints@ube.ac.uk
- Complaints Officer, University College of Estate Management, Horizons, 60 Queens Road, Reading, RG1 4BS.

You can expect an acknowledgement within 2 working days and a full reply within 20 working days. If your complaint raises complex issues that cannot be answered within 20 working days, we will keep you informed of progress until we can fully respond.

The Equality and Human Rights Commission (EHRC) is responsible for enforcing the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018 (the 'accessibility regulations'). If you're not happy with how we respond to your complaint, [contact the Equality Advisory and Support Service \(EASS\)](#).

Technical information about this website's accessibility

University of the Built Environment is committed to making its website accessible, in accordance with the Public Sector Bodies (Websites and Mobile Applications) (No. 2) Accessibility Regulations 2018.

This website is partially compliant with the [Web Content Accessibility Guidelines version 2.1](#) AA standard, due to the non-compliances listed below.

Non accessible content

The content listed below is non-accessible for the following reasons.

Non-compliance with the accessibility regulations

The list below is not an exhaustive list as we are continuing our accessibility audit.

Issues with PDFs and other documents

Many older PDFs and Word documents don't meet accessibility standards - for example, they may not be marked up or are scanned images so they're not accessible to a screen reader. This doesn't meet WCAG 2.1 success criterion 1.4.5 Images of Text, 2.4.10 Section Headings.

We have an Alternative Format Service. Therefore, if you are struggling to access any of the library and learning materials, you can contact library@ube.ac.uk and staff will be happy to assist and ensure that individual needs are addressed and met.

In addition, we have implemented the Copyright Licensing Agency (CLA) Digital Content Store (DCS) and obtaining all future scanned resources from the Enhanced Higher Education Supply Service (EHES) to provide quality accessible scanned material.

Issues with images, video and audio

Captions are not always provided for all pre-recorded audio content in synchronized media. This doesn't meet WCAG 1.2.2 Captions (pre-recorded). However, in most cases we are providing a transcript for the same.

Audio descriptions are not provided for all pre-recorded video content in synchronized media. This doesn't meet 1.2.5 Audio Description (pre-recorded).

We plan to add text alternatives for all legacy audio and video over time. When we publish new content, we'll make sure they meet accessibility standards.

Disproportionate burden

None

Content that's not within the scope of the accessibility regulations

PDF and other documents

The accessibility regulations do not require us to fix PDFs or other documents published before 23 September 2018 (for example, our Published Research – section 6, and Study Material database of our Study Papers – section 7 of the VLE e-Library) if they are not essential to providing services.

We have implemented a new Study Material Search and plan to review and update old PDF and word documents addressing accessibility issues. We have fixed or replaced documents with accessibility issues. But if you were to find an inaccessible document please let us know.

This service supplies 3rd party content across our courses that's not within the scope of the accessibility regulations.

How we tested this website

This website was last tested on 30 January 2024. The test was carried out by the University of the Built Environment using automated testing tools.

We tested:

- our e-Library page, available at <https://learn.ucem.ac.uk/course/view.php?id=66>

We inspected Accessibility statements for 3rd party platforms where available.

- [Copyright Licensing Agency \(CLA\), Digital Content Store](#)
- [EBSCO](#)
- [Emerald Insight & ICE Virtual Library](#)
- [Henry Stewart Publications / HS Talks](#)

- [IHS Construction Information Service \(CIS\)](#)
- [IngentaConnect](#)
- [OpenAthens](#)
- [ProQuest & ExLibris](#)
- [Taylor and Francis Online](#)
- [RICS ISURV](#)
- [VitalSource](#)
- [Westlaw](#)

[Web-links correct as of 23 January 2024]

What we're doing to improve accessibility

The University of the Built Environment will check the Accessibility statements of these 3rd party providers, periodically. This statement was prepared on 12 August 2019. It was last updated on 24 June 2025. This statement will be reviewed no later than 12 months from the last updated date.