

Response of Rittenhouse to BTAA's R2 Digital Library High-Level Accessibility Evaluation

Rittenhouse Book Distributors ("Rittenhouse", "we", "our", "us") is grateful to have been selected by BTAA and MSU's UARC for the accessibility evaluation of our eBook database, the R2 Digital Library. We are actively engaged in seeking feedback from all of our users that can assist us in meeting their needs.

MSU UARC identified 29 issues with the R2 Digital Library. Within 120 days of receiving your evaluation, Rittenhouse fully or partially addressed 20 of the 29 issues identified by MSU UARC. The remaining issues will be prioritized and evaluated for inclusion in future R2 Digital Library development cycles.

As part of our commitment to serving our users, Rittenhouse routinely solicits direct feedback from users. Our design approach also incorporates data and usage analysis to help improve the user experience. Enhancements and improvements to the R2 Digital Library software are made continuously and are part of the R2 Digital Library release cycle.

Rittenhouse takes reasonable steps to conform our products to applicable U.S. accessibility guidelines. However, as a third-party aggregator, we do not create or control the eBooks provided by third parties or other Publisher Content that is delivered to users in the R2 Digital Library. By contract, we have no right to alter or change Publisher Content in any substantive way, nor do we have the right to augment or enhance Publisher Content. For example, some of the video content we provide may not be captioned, because a publisher may provide the video content to us without captions, and we are prohibited by the publisher to add the captions or otherwise modify the Publisher Content. Rittenhouse does actively engage and encourage our publisher partners to increase their contents' compliance with current U.S. accessibility guidelines; however, if particular Publisher Content is not compliant on the R2 Digital Library, we will work with our users to try to make the Publisher Content accessible some other way.

Please understand that no part of this reply or associated documentation is a standard, guarantee or promise of past, current, or future development, and is not intended as such. Rather, as the underlying technology changes and the needs of our users evolve, we will work with our users and our publishers to make our content and the Publisher Content available and accessible.

We may be contacted through our website at <https://www.rittenhouse.com> and at 800-345-6425.