

Dial-a-Story Widget — Accessibility Conformance Report (WCAG Edition)

Oct 15, 2026 /// team@librarycall.com

Report information

Accessibility Conformance Report, WCAG Edition. Based on VPAT® Version 2.5Rev (April 2025).

Item	Detail
Name of product / version	Dial-a-Story widget, production release of October 15, 2026
Report date	October 16, 2026
Product description	A widget libraries place on their websites. It shows today's story (cover art, a short description and the library's phone number) and lets visitors play the story's audio and read its transcript. Libraries add it with a script embed or an iframe embed.
Vendor	LibraryCall by The Galecia Group
Contact information	team@librarycall.com, 1-888-699-2111

Notes

This report covers the parts of Dial-a-Story that library patrons use:

- The widget added with the script embed (widget.js running on the library's page).
- The widget added with the iframe embed (a LibraryCall page shown in an <iframe>).
- The transcript page the widget links to.

Not covered by this report:

- The library's own web page around the widget, including its title, language, headings and landmarks.
- Switchboard, the administration site libraries use, and the staff-only Now Playing page. A separate report will cover them.
- Content a library uploads to its own stories: cover art, description, links and transcript. The widget presents it, but the library writes it. LibraryCall's Commons stories are covered; every one that libraries can still schedule has a full verbatim transcript.

Widget text is available in English and Spanish. The audio player is the browser's built-in player, so how its controls look and are announced depends on the browser.

Evaluation methods used

LibraryCall evaluated the widget itself; no outside auditor was involved.

- **Automated testing.** axe-core 4.14 checks the WCAG 2.0, 2.1 and 2.2 Level A and AA rules. It runs against the real widget script and the transcript page on every code change. Cases cover English and Spanish widgets, a story with every field, a story with none, and the no-story state.
- **Color contrast.** Calculated for every text and background pair in all seven widget themes and on the transcript page (light and dark mode). An automated test fails any widget theme pair below 4.5:1.
- **Code review.** The markup, styles and scripts of the widget, the iframe page and the transcript page.
- **Production data check.** On October 15, 2026, a check of the stories scheduled on every widget for the next 30 days: transcripts, story language and cover art.
- **Manual testing** and scripted checks, October 15–16, 2026. Every check passed:
 - o VoiceOver on an iPad (iPadOS, current release) with Safari, on English and Spanish widgets: finding the widget as a landmark, reading it in order, Spanish read with a Spanish voice, the Listen and Close buttons, the audio player, the links, and the transcript page.
 - o Keyboard only in Chrome on Linux (real Tab, Shift+Tab and Enter key presses): tab order, visible focus, opening and closing the player, and no keyboard trap.
 - o Zoom to 200% and 400%, a 320px-wide view, and the WCAG text-spacing settings in Chrome, for the widget (player open and closed) and the transcript page.
 - o Roles, names and language in Chrome's accessibility tree, on English and Spanish widgets.
- **Not tested:** NVDA, JAWS and Narrator on Windows; VoiceOver on macOS; Orca on Linux; TalkBack on Android; Firefox and Edge; speech recognition such as Dragon or Voice Control.

Applicable standards and guidelines

This report covers WCAG 2.2, which includes every criterion from WCAG 2.0 and 2.1.

Standard / guideline	Included in report
Web Content Accessibility Guidelines 2.0	Level A (Yes), Level AA (Yes), Level AAA (No)
Web Content Accessibility Guidelines 2.1	Level A (Yes), Level AA (Yes), Level AAA (No)
Web Content Accessibility Guidelines 2.2	Level A (Yes), Level AA (Yes), Level AAA (No)

Terms

- **Supports:** the functionality of the product has at least one method that meets the criterion without known defects or meets with equivalent facilitation.
- **Partially Supports:** some functionality of the product does not meet the criterion.
- **Does Not Support:** the majority of product functionality does not meet the criterion.
- **Not Applicable:** the criterion is not relevant to the product.

- **Not Evaluated:** the product has not been evaluated against the criterion. This can only be used for WCAG Level AAA criteria.

Table 1: Success Criteria, Level A

The widget supports 20 of the 32 Level A criteria, partially supports one (1.2.1, library-owned transcripts), and the other 11 are not applicable.

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content	Supports	Cover art's text alternative is the story title. The footer logo reads "Service provided by LibraryCall". The close button shows "X" and is named "Close player" (Spanish: "Cerrar reproductor"). <i>Confirmed with VoiceOver on iPad.</i>
1.2.1 Audio-only and Video-only (Prerecorded)	Partially Supports	When a story has a transcript, the widget links to it ("Read the transcript"). Every LibraryCall Commons story that libraries can schedule has a full verbatim transcript (170 of 170 as of October 15, 2026). A story a library uploads itself shows no link unless the library adds a transcript.
1.2.2 Captions (Prerecorded)	Not Applicable	The widget has no video.
1.2.3 Audio Description or Media Alternative (Prerecorded)	Not Applicable	The widget has no video.
1.3.1 Info and Relationships	Supports	The widget is a region landmark named by its level-2 heading. Text is in paragraphs; controls are native buttons and links. The transcript page has a level-1 heading and paragraphs. <i>Confirmed with VoiceOver on iPad and in Chrome's accessibility tree.</i>
1.3.2 Meaningful Sequence	Supports	Reading order matches visual order: heading, cover, description, links, phone number, Listen, player, transcript link, footer.
1.3.3 Sensory Characteristics	Supports	No instructions rely on shape, color, size, position or sound.
1.4.1 Use of Color	Supports	Links keep the browser's underline. Nothing is conveyed by color alone.

Criteria	Conformance Level	Remarks and Explanations
1.4.2 Audio Control	Supports	Audio never starts on its own; it plays only after the visitor presses Listen. The player's pause control and the close button stop it.
2.1.1 Keyboard	Supports	Every control is a native button, a link or the browser's audio player. <i>Confirmed with a keyboard in Chrome and with VoiceOver on iPad.</i>
2.1.2 No Keyboard Trap	Supports	Focus moves into and out of the widget and the player with Tab and Shift+Tab. <i>Confirmed with a keyboard in Chrome.</i>
2.1.4 Character Key Shortcuts	Not Applicable	The widget defines no keyboard shortcuts.
2.2.1 Timing Adjustable	Not Applicable	No time limits.
2.2.2 Pause, Stop, Hide	Supports	No moving, blinking or auto-updating content. All cover art scheduled for October 15 – November 14, 2026 is still images.
2.3.1 Three Flashes or Below Threshold	Supports	Nothing flashes.
2.4.1 Bypass Blocks	Supports	The widget is a named region with a heading, so screen-reader users can jump to it or past it. The iframe and transcript pages have no repeated blocks.
2.4.2 Page Titled	Supports	Iframe page: "LibraryCall Dial-a-Story". Transcript page: the story title followed by "Transcript". In the script embed, the library's page carries the title.
2.4.3 Focus Order	Supports	Focus follows reading order. Listen moves focus into the player; Close returns it to Listen. <i>Confirmed with a keyboard in Chrome and with VoiceOver on iPad.</i>
2.4.4 Link Purpose (In Context)	Supports	Links: "Read the transcript"; the footer logo ("Service provided by LibraryCall"); related-file and related-link lines, whose text the library sets (defaults "Related File" and "Related Link"). All open in a new tab. <i>Confirmed with VoiceOver on iPad.</i>
2.5.1 Pointer Gestures	Not Applicable	No multipoint or path-based gestures.

Criteria	Conformance Level	Remarks and Explanations
2.5.2 Pointer Cancellation	Supports	Native buttons and links act when the pointer is released.
2.5.3 Label in Name	Supports	Visible labels ("Listen Online!", "Read the transcript") are the accessible names. The close button's "X" is a symbol, so it is named for its function, as W3C's Understanding document advises.
2.5.4 Motion Actuation	Not Applicable	Nothing responds to device motion.
3.1.1 Language of Page	Supports	The iframe page and transcript page take the widget's language (English or Spanish). In the script embed, the library's page sets its own language.
3.2.1 On Focus	Supports	Moving focus never changes context.
3.2.2 On Input	Not Applicable	The widget has no form fields.
3.2.6 Consistent Help	Not Applicable	The widget is a single component with no help mechanism.
3.3.1 Error Identification	Not Applicable	The widget takes no user input.
3.3.2 Labels or Instructions	Not Applicable	The widget takes no user input.
3.3.7 Redundant Entry	Not Applicable	The widget takes no user input.
4.1.1 Parsing (WCAG 2.0 and 2.1 only)	Supports	W3C's 2023 errata to WCAG 2.0 and 2.1 treat this criterion as always satisfied for HTML; WCAG 2.2 removed it.
4.1.2 Name, Role, Value	Supports	Buttons and links have names; the audio player is named with the story title; the region and heading expose their roles. The iframe snippet's title is "LibraryCall Dial-a-Story" ("LibraryCall" in snippets copied before October 9, 2026). <i>Confirmed with VoiceOver on iPad and in Chrome's accessibility tree.</i>

Table 2: Success Criteria, Level AA

The widget supports 16 of the 24 Level AA criteria; the other 8 are not applicable.

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live)	Not Applicable	No live media.
1.2.5 Audio Description (Prerecorded)	Not Applicable	The widget has no video.
1.3.4 Orientation	Supports	Works in portrait and landscape; nothing locks orientation.
1.3.5 Identify Input Purpose	Not Applicable	The widget has no form fields.
1.4.3 Contrast (Minimum)	Supports	Every text color in all seven themes is at least 4.5:1 against its background, including the 18px close "X"; an automated test enforces it. The transcript page is at least 6.8:1 in light and dark mode. The footer logo is a logotype, which is exempt.
1.4.4 Resize Text	Supports	Text scales with browser zoom to 200% without loss. In the iframe embed, enlarged content scrolls inside the frame, whose size the library sets. <i>Confirmed at 200% and 400% zoom in Chrome.</i>
1.4.5 Images of Text	Supports	The only images of text are the LibraryCall logo (a logotype) and story cover art, where the presentation is essential.
1.4.10 Reflow	Supports	The widget is at most 280px wide, inside the 320px reflow width. The transcript page reflows to any width. <i>Confirmed at 320px wide in Chrome, for the widget and the transcript page.</i>
1.4.11 Non-text Contrast	Supports	Buttons are identified by their text, which meets 4.5:1. The widget keeps the browser's own focus indicator.
1.4.12 Text Spacing	Supports	No text sits in a fixed-height box, so added line, letter and word spacing doesn't clip it. <i>Confirmed with the WCAG text-spacing settings in Chrome.</i>
1.4.13 Content on Hover or Focus	Supports	The only hover content is the browser's own tooltip on the close button, which the browser controls.
2.4.5 Multiple Ways	Not Applicable	The widget is a single component, not a set of pages.

Criteria	Conformance Level	Remarks and Explanations
2.4.6 Headings and Labels	Supports	The heading names the widget; button and link labels say what they do. The transcript page's heading is the story title.
2.4.7 Focus Visible	Supports	The widget never removes the browser's focus indicator. <i>Confirmed with a keyboard in Chrome.</i>
2.4.11 Focus Not Obscured (Minimum)	Supports	The widget has no sticky or overlapping content that could cover focus.
2.5.7 Dragging Movements	Supports	Nothing requires dragging. The browser's audio position slider also takes a single click and the arrow keys.
2.5.8 Target Size (Minimum)	Supports	The Listen button and footer logo span the widget; the close button is 32 by 32px. The smaller text links are spaced at least 24px apart: when a story has both a related file and a related link, the two lines sit 26px apart, center to center (measured in Chrome; an automated test enforces it).
3.1.2 Language of Parts	Supports	The widget marks its own language (English or Spanish) even on a page in another language, marks the English footer logo and the English "Could not load the story" message as English, and the transcript page marks a story in a different language.
3.2.3 Consistent Navigation	Not Applicable	The widget has no navigation.
3.2.4 Consistent Identification	Supports	The same controls carry the same labels in every widget.
3.3.3 Error Suggestion	Not Applicable	The widget takes no user input.
3.3.4 Error Prevention (Legal, Financial, Data)	Not Applicable	No transactions or data submission.
3.3.8 Accessible Authentication (Minimum)	Not Applicable	No sign-in.
4.1.3 Status Messages	Supports	The load-error message is marked <code>role="status"</code> , so screen readers can announce it without moving

Criteria	Conformance Level	Remarks and Explanations
		focus. <i>Not exercised with a screen reader, since the message appears only when a story fails to load.</i>

Table 3: Success Criteria, Level AAA

Not evaluated. LibraryCall evaluated the widget against Level A and AA only.

Legal disclaimer (LibraryCall by The Galecia Group)

This report describes the Dial-a-Story widget as of the report date, based on LibraryCall's own evaluation. It is provided for information only and is not a warranty. LibraryCall updates the widget regularly, so ask for the current report before relying on it.

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