Boundless App by Baker & Taylor - Accessibility Conformance Report

WCAG Edition

(Based on VPAT® Version 2.5)

Name of Product/Version: Boundless App 1.3.3

Report Date: February 2025

Product Description: Boundless is the digital library service (eBook, eAudio, Magazine, Video and Videobook) of Baker & Taylor. Take your love of reading anywhere you want to go with Boundless! Sign into your library's digital collection through our mobile app or on the web and explore all the exciting materials your library offers. Browse by genre, or search to find exactly what you want to read. Titles can be downloaded immediately if no one else has them on hold, and you can read and listen to titles offline with our mobile app. The world of imagination and discovery is only a tap away with Boundless!

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Notes:

- Boundless App is tested on the devices below and screen reader.
- Due to the existing UI of "Currently checked out carousel", there are still some open issues related to focus which we will address soon.
- "Privacy Policy" and "Terms & Conditions" pages are not accessible for iOS devices.

Device	Website/App	Screen Readers
iPhone 13, iPhone 15, iPhone SE	Native App	Voiceover
iPad 10th gen	Native App	Voiceover
Galaxy S23, Galaxy F41, Galaxy A54	Native App	Talkback
Galaxy Tab A8	Native App	Talkback
Kindle Fire HD 10 (13th Generation)	Native App	VoiceView
Kindle Fire HD 10 (11th Generation)	Native App	VoiceView

Evaluation Methods Used: Evaluation of the product involved a combination of automated, manual, and functional testing against the applicable success criteria within the Web Content Accessibility Guidelines (WCAG) 2.2 Conformance Level A and AA. Level Access (AA) tested a selection of the product using a representative sample to cover the components and functionality of use flows. Below is a list of the assistive technologies (ATs) used:

- Assistive technologies – VoiceOver, Talkback
- Automated tools – Color Contrast Analyzer, Accessibility scanner

Applicable Standards/Guidelines

This report covers the degree of conformance for the following accessibility standard/guidelines:

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)

Standard/Guideline	Included In Report
	Level AAA (No)
[Web Content Accessibility Guidelines 2.2](#)	Level A (Yes)
	Level AA (Yes)
	Level AAA (No)

Terms

The terms used in the Conformance Level information are defined as follows:

- **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 in WCAG Level AAA criteria.

WCAG 2.2 Report

Note: When reporting on conformance with the WCAG 2.2 Success Criteria, they are scoped for full pages, complete processes, and accessibility-supported ways of using technology as documented in the [Web Content Accessibility Guidelines (WCAG) 2.2](#)

Table 1: Success Criteria, Level A

Criteria	Conformance Level	Remarks and Explanations
1.1.1 Non-text Content (Level A)	Supports	All the non-text content presented to the user in the product has text alternatives that serve the equivalent purpose.
1.2.1 Audio-only and Video-only (Prerecorded) (Level A)	Does not support	Text transcript is not available for the audio books.
1.2.2 Captions (Prerecorded) (Level A)	Not Applicable	The product doesn't contain any video content which requires captions.
1.2.3 Audio Description or Media Alternative (Prerecorded) (Level A)	Not Applicable	The product doesn't contain any video content which requires audio descriptions.
1.3.1 Info and Relationships (Level A)	Supports	The application ensures that information and relationships on the screen are conveyed not only visually but also to assistive technologies. • **Headings and Structure:** Proper heading elements are used to define the page structure, ensuring that both users and assistive technologies can easily understand how content is organized. • **Forms:** Form fields are properly labeled and correctly associated with their respective input fields, ensuring that the relationship between labels and controls is clear and easily understood by users. • **ARIA:** Where applicable, ARIA roles and properties (such as role="button", aria-label, etc.) are employed to define relationships, ensuring assistive technologies can interpret content effectively.
1.3.2 Meaningful Sequence (Level A)	Supports	The content is presented in a meaningful order, both visually and programmatically, such that its sequence

Criteria	Conformance Level	Remarks and Explanations
		can be understood by all users, including those using assistive technologies.
1.3.3 Sensory Characteristics (Level A)	Supports	The product ensures that sensory characteristics (such as color, shape, size, visual location, or sound) are not the sole means of conveying important information. When sensory characteristics are used, the product provides additional ways for users to access the content, such as text alternatives, or other accessible cues. This includes ensuring that critical information is presented in multiple ways (e.g., through visual and textual descriptions or auditory cues).
1.4.1 Use of Color (Level A)	Supports	The product does not use color as the only visual means of conveying information, indicating an action, or prompting a response.
1.4.2 Audio Control (Level A)	Supports	The product meets the success criterion as it provides an option in the device preferences to enable or disable the "Auto Play eAudio upon download" feature.
2.1.1 Keyboard (Level A)	Supports	The product ensures that interactive content and functionality is accessible and operable using a keyboard or keyboard emulator.
2.1.2 No Keyboard Trap (Level A)	Supports	The application provides users with the ability to close pop-ups, menus, and overlays using escape gestures and a close button (which is only visible when a screen reader is enabled). This functionality ensures that users can navigate the app without encountering barriers or getting stuck.
2.1.4 Character Key Shortcuts (Level A 2.1 and 2.2)	Not Applicable	The product does not use character key shortcuts.
2.2.1 Timing Adjustable (Level A)	Not Applicable	The product does not contain time-limited or time-dependent content.

Criteria	Conformance Level	Remarks and Explanations
2.2.2 Pause, Stop, Hide (Level A)	Not Applicable	The boundless application does not have content that blinks, scrolls, or updates regularly.
2.3.1 Three Flashes or Below Threshold (Level A)	Not Applicable	This criterion is not applicable as the product does not include any video or multimedia content that could produce flashing or strobing effects.
2.4.1 Bypass Blocks (Level A)	Not Applicable	This success criterion is not applicable for native apps.
2.4.2 Page Titled (Level A)	Supports	While this success criterion is not directly applicable to native apps, an empty element has been implemented on each page to ensure that the page title is properly announced to users when navigating within the application, thereby enhancing accessibility.
2.4.3 Focus Order (Level A)	Partially Supports	All the pages of the app can be navigated sequentially and if the navigation sequences affect meaning or operation, focusable components receive focus in an order that preserves meaning and operability. There are some **exceptions:** Focus order is not in the correct sequence in "Currently Checkedout carousel" section.
2.4.4 Link Purpose (In Context) (Level A)	Supports	The product ensures that the purpose of links can be determined from the link text alone or in combination with the surrounding or programmatic context.
2.5.1 Pointer Gestures (Level A 2.1 and 2.2)	Supports	The product ensures functionality that uses multipoint or path-based gestures for operation can be operated with a single pointer without a path-based gesture.
2.5.2 Pointer Cancellation (Level A 2.1 and 2.2)	Supports	Users can cancel actions triggered by mouse or touch gestures before they are completed.
2.5.3 Label in Name (Level A 2.1 and 2.2)	Supports	The product ensures that when interface components have visual labels that include text, the provided accessible name contains the visually presented text.

Criteria	Conformance Level	Remarks and Explanations
2.5.4 Motion Actuation (Level A 2.1 and 2.2)	Not Applicable	The product does not contain functionality that requires device motion or user motion.
3.1.1 Language of Page (Level A)	Supports	The product ensures that the default human language used on each screen can be programmatically determined.
3.2.1 On Focus (Level A)	Supports	The product ensures that interface components do not initiate a change of context when receiving focus.
3.2.2 On Input (Level A)	Supports	The product ensures that interactive components do not initiate a change in context when the component setting is changed unless followed by an explicit user action, such as activation of a button or link. Users are advised of this behavior before use.
3.2.6 Consistent Help (Level A 2.2 only)	Supports	The product has "Help" option inside the 'Menu' tab.
3.3.1 Error Identification (Level A)	Supports	Where the product automatically detects input errors, the item or field in error is identified and the error is described to the user in text.
3.3.2 Labels or Instructions (Level A)	Supports	Where user input is required, the product presents adequate labels or instructions for successfully providing that input.
3.3.7 Redundant Entry (Level A 2.2 only)	Supports	The app ensures that users are not required to input the same information multiple times across different pages of the app. Redundant entry of information is avoided, providing a smoother and more efficient user experience.
4.1.2 Name, Role, Value (Level A)	Supports	The product contains user interface components whose name, role, state, and value can be programmatically determined, and whose state, properties, and value, where applicable, can be programmatically set.

Table 2: Success Criteria, Level AA

Criteria	Conformance Level	Remarks and Explanations
1.2.4 Captions (Live) (Level AA)	Not Applicable	The product does not contain any live synchronized media (video with audio) that requires real-time captioning.
1.2.5 Audio Description (Prerecorded) (Level AA)	Not Applicable	The product doesn't contain any video content which requires audio descriptions.
1.3.4 Orientation (Level AA 2.1 and 2.2)	Does not support	The application currently does not support the ability to switch the view to landscape mode. Users are restricted to portrait orientation for all interactions within the app.
1.3.5 Identify Input Purpose (Level AA 2.1 and 2.2)	Supports	The product ensures that the purpose of input fields that request information about the user, such as name or email, can be programmatically determined.
1.4.3 Contrast (Minimum) (Level AA)	Supports	The application ensures that the contrast ratio between text color and background color meets the minimum requirement of 4.5:1. For bold or large text, a contrast ratio of 3:1 is maintained. These ratios help ensure that users with visual impairments or color blindness can read the text with greater clarity.
1.4.4 Resize text (Level AA)	Partially support	On most pages, the application adapts to increased font sizes without breaking the UI for both interactive and non-interactive elements. However, there are a few pages where the layout may not fully adjust when the font size is set to maximum, potentially affecting readability, particularly on Android devices. These pages include: • My Stuff – Currently Checked Out Carousel • My Library • Waitlist Banner (appears on multiple pages) • Title Details Page • Notifications

Criteria	Conformance Level	Remarks and Explanations
		Additionally, testing has been conducted on a limited number of devices, so it is unclear whether this guideline is fully supported across all device types.
1.4.5 Images of Text (Level AA)	Supports	Product supports the guideline by providing accessible alternatives (e.g., alt text) for images of text, and jacket images of books include an ARIA label that provides all important information, ensuring accessibility without relying on the text displayed on the cover.
1.4.10 Reflow (Level AA 2.1 and 2.2)	Supports	The application ensures that content remains accessible without requiring users to scroll in both directions simultaneously when the font size is scaled up.
1.4.11 Non-text Contrast (Level AA 2.1 and 2.2)	Supports	The visual presentation of non-text content in the product has a contrast ratio of at least 3:1 against adjacent color(s).
1.4.12 Text Spacing (Level AA 2.1 and 2.2)	Supports	The application ensures sufficient spacing between paragraphs, letters, and words to enhance readability.
1.4.13 Content on Hover or Focus (Level AA 2.1 and 2.2)	Supports	The application ensures that content displayed after hover or focus can be hidden and remains visible until the reason for the hover or focus disappears. Additionally, users have the ability to dismiss this content. For **example**, close buttons are provided on toast messages, pop-ups, and similar elements.
2.4.5 Multiple Ways (Level AA)	Not Applicable	This success criterion is not applicable to native apps.
2.4.6 Headings and Labels (Level AA)	Supports	Headings and labels provided in the product adequately describe the topic or purpose of the content with which they are associated.
2.4.7 Focus Visible (Level AA)	Supports	The product provides a visible indication of keyboard focus for elements on each screen.
2.4.11 Focus Not Obscured (Minimum) (Level AA 2.2 only)	Supports	The product ensures that when focus is moved to any interactive element, the element remains clearly visible

Criteria	Conformance Level	Remarks and Explanations
		and is not obscured by other content. This behavior is consistent across all pages of app, making it easy for users with visual impairments to navigate and interact with the content.
2.5.7 Dragging Movements (Level AA 2.2 only)	Not Applicable	There is no dragging functionality.
2.5.8 Target Size (Minimum) (Level AA 2.2 only)	Partially Support	Product ensures that targets meet a minimum size or have sufficient spacing around them except for some of the elements of the app.
3.1.2 Language of Parts (Level AA)	Not Applicable	This guideline is not applicable for native apps.
3.2.3 Consistent Navigation (Level AA)	Not Applicable	This guideline is not applicable for native apps.
3.2.4 Consistent Identification (Level AA)	Not Applicable	This guideline is not applicable for native apps.
3.3.3 Error Suggestion (Level AA)	Supports	Where the product automatically detects input errors and provides error messages, the product also provides suggestions for correcting each error.
3.3.4 Error Prevention (Legal, Financial, Data) (Level AA)	Not Applicable	This criterion is not applicable because the product does not include functionalities that involve user-driven input related to legal, financial, or data entry processes.
3.3.8 Accessible Authentication (Minimum) (Level AA 2.2 only)	Supports	Remember me checkbox is given on the "Login page" and user can copy/ paste the data in Username and Password edit fields.
4.1.3 Status Messages (Level AA 2.1 and 2.2)	Supports	The product provides status messages (toast messages) that can be presented to assistive technologies without receiving focus.

Table 3: Success Criteria, Level AAA

Notes:

Criteria	Conformance Level	Remarks and Explanations
1.2.6 Sign Language (Prerecorded) (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
1.2.7 Extended Audio Description (Prerecorded) (Level AAA)	Not Evaluated	
1.2.8 Media Alternative (Prerecorded) (Level AAA)	Not Evaluated	
1.2.9 Audio-only (Live) (Level AAA)	Not Evaluated	
1.3.6 Identify Purpose (Level AAA 2.1 and 2.2)	Not Evaluated	
1.4.6 Contrast (Enhanced) (Level AAA)	Not Evaluated	
1.4.7 Low or No Background Audio (Level AAA)	Not Evaluated	
1.4.8 Visual Presentation (Level AAA)	Not Evaluated	
1.4.9 Images of Text (No Exception) (Level AAA)	Not Evaluated	
2.1.3 Keyboard (No Exception) (Level AAA)	Not Evaluated	
2.2.3 No Timing (Level AAA)	Not Evaluated	
2.2.4 Interruptions (Level AAA)	Not Evaluated	
2.2.5 Re-authenticating (Level AAA)	Not Evaluated	
2.2.6 Timeouts (Level AAA 2.1 and 2.2)	Not Evaluated	
2.3.2 Three Flashes (Level AAA)	Not Evaluated	
2.3.3 Animation from Interactions (Level AAA 2.1 and 2.2)	Not Evaluated	
2.4.8 Location (Level AAA)	Not Evaluated	
2.4.9 Link Purpose (Link Only) (Level AAA)	Not Evaluated	
2.4.10 Section Headings (Level AAA)	Not Evaluated	
2.4.12 Focus Not Obscured (Enhanced) (Level AAA 2.2 only)	Not Evaluated	
2.4.13 Focus Appearance (Level AAA 2.2 only)	Not Evaluated	
2.5.5 Target Size (Level AAA 2.1 and 2.2)	Not Evaluated	
2.5.6 Concurrent Input Mechanisms (Level AAA 2.1 and 2.2)	Not Evaluated	
3.1.3 Unusual Words (Level AAA)	Not Evaluated	
3.1.4 Abbreviations (Level AAA)	Not Evaluated	
3.1.5 Reading Level (Level AAA)	Not Evaluated	
3.1.6 Pronunciation (Level AAA)	Not Evaluated	
3.2.5 Change on Request (Level AAA)	Not Evaluated	
3.3.5 Help (Level AAA)	Not Evaluated	
3.3.6 Error Prevention (All) (Level AAA)	Not Evaluated	

Criteria	Conformance Level	Remarks and Explanations
3.3.9 Accessible Authentication (Enhanced) (Level AAA 2.2 only)	Not Evaluated	