



### OP-09 Accessibility in the Library

#### POLICY PURPOSE

The North Perth Public Library (NPPL) strives to create accessible spaces for all patrons to use comfortably and fulfil any information need. Changes to resources, spaces, and documents are evaluated through an accessibility lens.

The purpose of this policy is to ensure that in partnership with the Municipality of North Perth the Library meets, and aims to exceed, all standards set out by the provincial government, particularly the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and its regulations and provides accessible library services.

#### KEY POINTS SUMMARY

- The NPPL strives to exceed provincial standards set out in the AODA and Accessibility Standards for Customer Service.
- NPPL works alongside The Municipality of North Perth and the County of Perth to continuously improve accessibility, to set goals, and to maintain training levels.
- NPPL is open and welcome to receiving feedback and opportunities to improve accessibility and works towards implementing suggestions quickly.

#### POLICY DETAILS

##### Organizational Commitment

The NPPL is committed to equitable library access and establishes policies and procedures that respect the dignity and independence of persons with disabilities, seen or unseen.

The Library is committed to meeting and exceeding accessibility needs of our community. The Library will make every effort to meet accessibility in a timely manner when areas of improvement are identified.

## Responsibilities

- The Library complies with the obligations for “large designated public sector organization” as set out in the AODA regulations.
- The Board ensures that the NPPL complies with the spirit, principles, and intent of the AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.
- The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

## The Accessibility Plan

The North Perth Public Library is incorporated within the *County of Perth Joint Accessibility Plan*, which outlines Perth County's strategy to prevent and remove barriers. The plan is posted on the Municipality of North Perth's website and will be provided in alternative formats upon request.

## Policies and Procedures

The Library's policies incorporate practices which support accessibility. In accordance with the *Integrated Accessibility Standards Regulation*, accessibility will be addressed in four main areas:

- The North Perth Public Library adopts the *Municipality of North Perth Procurement Policy By-Law 150-2017*, which includes accessibility criteria for procuring or acquiring goods and services.
- The Library's website and web content conforms to *Web Content Accessibility Guidelines 2.0*.
- As per *HR-01 Human Resources*, the North Perth Public Library adopts the

*Municipality of North Perth Human Resources Policy Manual.* These policies address training on "IASR" requirements and the Human Rights Code.

- *OP-01 Collection Development Policy* addresses the availability of material in accessible formats.

## Customer Service

The NPPL is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community, and in the context of customer service will commit to the following.

- The library will make every reasonable effort to ensure that services and programs are accessible by:
  - encouraging the use of personal assistive devices to access our services and programs,
  - providing at least one computer workstation at each location which is equipped with assistive technology and a range of accessibility features,
  - arranging for the provision of access to accessible materials where they exist,
  - proving a library website with content that will meet or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2,
  - encouraging the inclusion and access of support persons accompanying people with disabilities,
  - waiving fees for support persons assisting users and when fees are required providing advance notification, and
  - permitting service animals to assist users
- The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
  - this policy in alternative formats upon request,
  - creating alt text for images used in social media and public documents to be compatible with screen readers,
  - information on the provision of customer service for people with disabilities and accessible services and programs,

- reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities such as the library's elevator, and
  - a process for receiving feedback about the way the library provides services to persons with disabilities
- The library will provide training to its board members, staff, and volunteers on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training.

## Communication

In accordance with the *Accessibility Standards for Customer Service (O. Reg. 429/07)*, the NPPL adopts the Municipality of North Perth's *Corporate Accessibility Policy and Procedures*, which contains *Section E – Information and Communication Support Standard*.

## RELATED DOCUMENTS

- NPPL HR-01 Human Resources Policy
- NPPL OP-01 Collection Development Policy
- NPPL OP-14 Community Information Policy
- Accessibility for Ontarians with Disabilities Act, 2005
- County of Perth Joint Accessibility Plan
- Municipality of North Perth's Corporate Accessibility Policy and Procedures
- Municipality of North Perth's Procurement Policy By-Law 150-2017
- Web Content Accessibility Guidelines 2.0

## SCOPE:

This policy applies and affects the NPPL Board, staff, third parties, patrons, and volunteers.

*Approved by the Library Board: June 13, 2023*

*Reviewed: March 12, 2024*

*Revised: Replaced OP-09: Meeting the Requirements of the AODA 2018, June 2021*