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|  | **Leeds and the**  **Thousand Islands**  **Public Library Board** | | **Policy** |
| **SECTION: OPERATIONAL** | | **NO: OP-06** | |
| **TITLE: Accessibility in the Library Policy** | | **Date: May 17, 2023** | |
|  | | **Next Review Date: May 2028** | |

1. **Policy Statement** 
   1. The Leeds and the Thousand Islands Public Library is committed to providing accessible, equitable, and inclusive access to library services and facilities. The Library will ensure that each employee, volunteer and patron receives equitable treatment and respect to employment and services without discrimination, and receives accommodation where required in a timely manner, and in accordance with the *Ontario Human Rights Code* and the *AODA*

and its regulations.

The Leeds and the Thousand Islands Public Library will develop and support a service environment where the needs of persons with disabilities are addressed in accordance with the principles of dignity, respect, equity, and inclusion.

1. **Responsibilities** 
   1. The Library Board ensures that the library complies with the spirit, principles and intent of AODA (Accessibility for Ontarians with Disabilities Act) and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.
   2. The CEO will ensure that policies and procedures comply with the AODA and regulations made under the AODA.
   3. The Library Board will develop and approve a multi-year Accessibility Plan, which will be updated at least every five years.
2. **Staff Training** 
   1. The Library will train all staff members, new employees, and volunteers on the *AODA*'s Accessibility Standards for Customer Service and keep records of this training.
   2. The Library will also train staff on library specific *AODA* requirements.
   3. Staff shall be trained on accessible devices and software that are available through the Library, so that they can provide effective reference and technology support to patrons.
3. **Accessible Format Materials** 
   1. The Library shall acquire and make available materials usable by patrons with disabilities who have difficulty in using, or who are unable to use, regular print materials as outlined in *OP-02 Collection Development Policy.*
   2. The Library shall participate in networks of local, regional, provincial and national Libraries and other institutions to ensure availability of accessible format materials through interlibrary loan and cooperative programs.
   3. Where available, the Library will use service providers, e.g. Centre for Equitable Library Access (CELA), for materials in accessible formats.
4. **Library Services and Programming**
   1. The library will make every reasonable effort to ensure that services and programs are accessible by:
      1. encouraging the use of personal assistive devices to access our services and programs;
      2. arranging for the provision of access to accessible materials where they exist which may include archival material and special collections;
      3. providing a library website with content that will meet or exceed World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0 Level 2;
      4. encouraging the inclusion and access of support persons accompanying people with disabilities;
      5. waiving fees for support persons assisting users, and providing advance notification if fees are required;
      6. permitting service animals to assist users and provide alternative accommodation in situations where an animal is disallowed under the law.
5. **Self-Serve Kiosks and Adaptive Technology** 
   1. The Library shall make use of technology that helps to adapt regular Library materials and services for use by persons with disabilities.
   2. Patrons are encouraged to use personal assistive devices to access our services and programs
   3. At least one accessible computer workstation shall be available to patrons with visual, hearing and motor impairments.
   4. The Library shall ensure that any future self-service kiosks (i.e.: self-checkout kiosks) purchased or implemented include accessibility features.
6. **Facilities** 
   1. The Library shall endeavour to make its facilities accessible to, and safe for, persons with disabilities.
   2. The Library will meet Ontario Regulation 191-11, *Accessibility Standards for the Design of Public Spaces*, and the accessibility requirements of the Ontario Building Code, when building or making major modifications to public spaces, including outdoor spaces and service-related elements such as service counters and fixed queuing lines.
   3. The Library welcomes people with disabilities and their service animals. Service animals are allowed on all parts of our premises that are open to the public.
7. **Information and Communication** 
   1. The Library shall make its communications available, upon request, in accessible formats for persons with disabilities.
   2. The Library shall make the availability of accessible communications known to the public.
   3. Accessible formats shall be made available in a timely manner at no additional cost to the individual and in consultation with the individual making the request.
   4. Library communications available in accessible formats include:
      1. policies,
      2. accessibility plans,
      3. emergency plans, procedures and public safety information,
      4. forms, surveys and other tools used to gather feedback,
      5. information on collections/materials in accessible format, and
      6. employment information (job applications, job descriptions etc.).
   5. The Library communicates with people with disabilities in a manner that takes into account their disabilities. In accordance with our commitment, the Library will ensure all feedback processes are accessible to people with disabilities by providing accessible formats and communication support upon request.

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| **History** | | | |
| **Approval Date:** | May 17, 2023 | **Approved by:** | B. Lolley |
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