



AURORA PUBLIC LIBRARY BOARD

ACCESSIBILITY POLICY

1. **PURPOSE**

Aurora Public Library is committed to providing quality library services that are relevant, inclusive and responsive to all members of the community.

The purpose of the Accessibility Policy is to provide the framework that guides the review and development of library policies, standards, procedures and guidelines in order to ensure that:

- Policies, procedures and practices address integration, independence, dignity and equal opportunity.
- The Library is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA).

2. **SCOPE**

The Accessibility Policy applies to all library employees, volunteers and to any individual or organization that provides goods, services or facilities to the public or other third parties on behalf of the Library.

3. **FACILITY**

Aurora Public Library is fully wheelchair accessible with designated handicap parking, clear paths of travel to and throughout the facility, automatic entrance doors, a front entrance ramp and elevator, accessible tables, self-service kiosks, and accessible public conveniences such as restrooms, drinking fountain and signs that have easily visible character size, font, contrast and finish or Braille.

4. **SERVICES**

Aurora Public Library believes in equal and inclusive access to all library services. Information services for people with disabilities is available by telephone, fax or email; remote access to the library catalogue and remote access to electronic resources.

The Library provides a Visiting Library Service to people with disabilities who are homebound and who have no alternative means of obtaining library materials. This service is offered to residents of Aurora, subject to a qualifying interview and the availability of volunteers.

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5. COLLECTIONS

Aurora Public Library develops and maintains accessible collections in a variety of formats (e.g. Large Print, Talking Books, downloadable books and audiobooks, movies and literacy materials) in accordance with the Collection Development Policy.

Collections also include materials with information on the spectrum of disabilities, disability issues and services for people with disabilities.

The Library partners with other organizations, such as the Centre for Equitable Library Access (CELA), to provide further access to diverse collections either directly or through Interlibrary Loan.

6. ADAPTIVE TECHNOLOGIES

Aurora Public Library provides adaptive technologies in order to eliminate or diminish barriers to information and maximize independence and full access to all persons.

Assistance in using adaptive technologies is provided by library staff; in-depth instruction cannot be provided.

7. PROGRAMS AND MEETINGS

Aurora Public Library considers the needs of people with disabilities in the planning and delivery of public programming. The Library will make every reasonable effort to ensure that programs and meetings are accessible and compliant with the requirements of the AODA. Advance notice is appreciated.

8. SERVICE ANIMALS

A person with a disability is welcome to visit the Library accompanied by a service animal. Persons training service animals are also welcome in the facility.

If it is not readily apparent that an animal is a service animal, library staff may ask the person for confirmation of the animal's status.

It is the responsibility of the person with the service animal to ensure that it is kept in control at all times.

9. ASSISTIVE DEVICES

A person with a disability is welcome to utilize personal assistive devices for the purpose of accessing library services.

It is the responsibility of the person using the assistive device to ensure that it is operated in a safe manner.

10. SUPPORT PERSONS

A person with a disability may require an accompanying support person to facilitate use of library collections, programs and services.

A support person, when assisting a person with a disability in the enjoyment of library programs, will be permitted to attend at no charge where an admission fee is applicable.

11. INFORMATION AND COMMUNICATIONS

Print and website communications will be compliant with the requirements of the Accessibility Standards for Information and Communications.

When interacting with a person with a disability, library staff will communicate in a manner that takes into account the person's disability.

Upon request, the Library will provide, whenever possible, accessible formats and communication supports for people with disabilities. This will be provided in a timely manner taking into account the person's accessibility needs and at a cost not exceeding the regular cost charged to other persons.

Policy documents are available on the Library's website.

12. EMPLOYMENT

12.1 Recruitment

Aurora Public Library will include information in job postings to indicate the availability of accommodations for job applicants with disabilities.

Job applicants who are selected for an interview or testing will be notified that they can request accommodations with respect to the materials or processes used.

Applicants to whom employment is offered will be informed of the Library's policies for accommodating employees with disabilities.

12.2 Employee Supports

The Library will familiarize current employees with its policy relating to the support of employees with disabilities and will provide this information to new employees as soon as practical after they begin their employment. Updated information will be provided whenever there is a change to existing policies on the provision of accommodation.

Upon request, the Library will consult with the employee to provide accessible formats and communication supports needed to perform the employee's job as well as information that is generally available to employees in the workplace.

Written individualized accommodation plans, including return-to-work plans, will be provided for any employee who has been absent from work due to a disability and requires disability-related accommodations to return to work

The Library will ensure that its procedures take into account the accessibility needs of employees with disabilities and their individual accommodation plans:

- When assessing their performance
- In managing their career development and advancement
- When redeploying them

If the Library is aware of an employee's need for accommodation due to disability, and if the disability makes it necessary for the employee to have individualized workplace emergency response information, the Library will provide this information as soon as is practical once it becomes aware of the need for accommodation.

13. TRAINING

All library employees and volunteers will receive training on the requirements of the AODA and the Human Rights Code as it pertains to people with disabilities as part of the new employee orientation and training program. The training provided will be appropriate to the duties of the employee or volunteer.

Ongoing training will be provided if there is any change to the Library's policies, practices or procedures governing the service of people with disabilities.

Third parties or contractors must verify customer service training has been received and provide the Library with appropriate documents as it relates to the legislation prior to commencement of work.

The Library will maintain records of the training provided, including the date and names of the individuals trained.

14. EMERGENCY INFORMATION

Aurora Public Library will make all reasonable efforts to provide emergency procedures in an accessible format or with appropriate communication supports upon request and in a timely manner.

15. TEMPORARY SERVICE INTERRUPTIONS

Aurora Public Library will make all reasonable efforts to provide notice of planned or unplanned interruptions of library services through signage at the facility, on the library’s website and social media platforms.

16. FEEDBACK ON SERVICES

Aurora Public Library welcomes feedback from the public as it may identify areas that require change and encourages continuous service improvements.

Feedback may be given by telephone, in person, in writing or in electronic format. The Library will provide accessible formats and communication supports for feedback, upon request.

Related Policies

1. Collection Development Policy

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