



# Kenora Public Library Accessibility Plan, 2013-2017

## VISION

The Kenora Public Library is an essential, innovative community service for people of all ages and backgrounds, contributing to our quality of life, affirming our sense of community and our spirit of optimism and discovery.

## MISSION

The Kenora Public Library endeavours to enrich lives and to build our community by ensuring universal access to resources for inspiration, enjoyment, cultural expression, and the pursuit of lifelong learning.

## OBJECTIVES

- To understand the diversity of the communities we serve and provide responsive Library services that meet unique community needs.
- To make our services accessible by recognizing and removing barriers for individuals with disabilities.
- To meet or exceed the requirements of the Accessibility Standards for Customer Service and the Integrated Accessibility Standards as part of the Accessibility for Ontarians with Disabilities Act. Universal access is our goal.

## DEFINITION OF DISABILITY

Disability, in relation to a person, means:

- Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness, and without limiting the generality of the foregoing, including diabetes mellitus, epilepsy, any degree of paralysis, amputation, lack of physical coordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide or service dog or on a wheelchair or other remedial appliance or device,
- an intellectual development disability,
- a learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,

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- a mental disorder, or
- an injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

## **GUIDING PRINCIPLES**

A person with a disability has the right to expect services in all the ways the Library offers them: information, reading selection, accessible formats, lending, technology and programs. Our mission statement recognizes the individuality of patrons and abilities in the phrase “universal access”.

We work to ensure that:

- Service is relevant, inclusive and responsive for all. Each member of the community has an equal right to public library and information services.
- Service is accessible to all people regardless of age, race, gender identity or expression, religion, nationality, language, ability, social status, economic status and educational attainment.
- Specific services and materials are provided for those users who cannot use regular services and materials.
- A person with a disability has the right to be treated with the same respect, consideration and consistency as any other member of the community.

Staff will be trained to provide:

- Library services in a manner that respects the dignity and independence of persons with disabilities.
- To communicate with persons with disabilities in a manner that takes into account, and is sensitive to, the person’s disability.
- Persons with disabilities an opportunity equal to that given to others to obtain, use and benefit library services.
- To provide library services to persons with disabilities and others in a manner that is integrated into our overall service model.

Library facilities will meet the City of Kenora accessibility requirements for the design and construction of new facilities and the retrofit, alteration or addition to existing library facilities.

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## Goals for 2013-2017

- The Library's web site will be amended to provide accessible content.
- Ensure staff are trained to provide effective customer service response to all.
- Ensure that an Emergency Accommodation Process for employees is identified and implemented.

## AODA Compliance

- a) Ensure the Library is compliant with AODA Regulations and ensures structures are in place to support AODA:**
  - Library Accessibility Policy updated to reflect Integrated Accessibility Standards Regulations
  - Development of 5-year Accessibility Plan
  - Creation of Accessibility page on the Library's web site
  - Annual status report on web site
  - Provide the training and resources to familiarize staff with the IASR and Human Rights Code
- b) Ensure the Library's Board is representative of its community.** Open a discussion with the City of Kenora regarding the importance of community reflection in Board recruitment.
- c) Ensure resources are available to meet Library's obligations under the Act.** Review funding mechanisms for furniture, software, collections, accommodations and building renovations.
- d) Improve accessibility of Board documents.** Employ principles of clear language when writing policies. Provide clear language training for staff.
- e) Information for the public related to the Kenora Public Library Accessibility Plan remains up to date.** Review and update Accessibility documents on the web site and develop process for updating as needed. Provide training on the Kenora Public Library Accessibility Plan and the provision of accessible service to new staff and volunteers.
- f) Ensure awareness of service opportunities and solutions is embedded in all locations.** Ensure staff give due consideration of service to persons with disabilities and provide them the opportunity, through regular meetings, to provide all ideas and comments regarding that service for action.
- g) Develop understanding of accessible document formatting.** Educate staff using the CNIB's Clear Print Accessibility Guidelines.

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- h) **Develop procurement processes consistent with IASR requirements.** Ensure procurement policy and information meets IASR requirements. Update documents to reflect processes. Update web site information to reflect standards.
- i) **Ensure all self-serve functions are consistent with IASR.** Ensure any new service kiosks considered meet accessibility requirements.

## **Review of Service Streams to meet the Library's goal of universal access to Library services**

### **Collections:**

- a) **Ensure Accessible Materials Collection Policy is consistent with IASR.** Review and update regularly.
- b) **Ensure public funds are spent to include all members of the public through the purchase of alternative collections.** Seek out new accessible print alternatives and delivery systems.
- c) **Ensure electronic collections are accessible to users.** Improve technology supports for digitized content such as on-line magazine databases, ebook collections. Ensure ebook vendors are meeting the standard of EPUB3 for accessibility. Continue to maintain and develop accessible tutorials to assist patrons, e.g. use of catalogue and remote access features.
- d) **Identify/promote online resources for accessibility.** Continue to be aware of industry supports for information delivery to persons with disabilities. Continue to seek online services and to promote these services to the public.

### **Lending**

- a) **Improve patron access to own accounts.** Continue to improve independent access to patron accounts through improvements of the Integrated Library System. Continue to ensure that any new services meet accessibility requirements.

### **Reference, Referral and Reader's Services**

- a) **Distribute information to the public related to services to persons with disabilities.** Contribute up-to-date information to the 211 database as it relates to accessibility.
- b) **Continue to develop familiarity with community resources for effective referral.** Develop enhanced referral services to community agencies specializing in assistive technology.

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- c) **Notify the public about the availability of accessible formats.** Ensure staff training includes matching the needs of patrons with the appropriate format, as part of the information service.

### Programming and Outreach Services

- a) **Meet needs of patrons attending programs by ensuring all staff are cognizant of all possible accommodations.** Develop job aids for staff.
- b) **Anticipate a person's unique needs when using a standard online registration process.** Provide feedback mechanisms through the registration process to ensure the specific needs of persons with disabilities are communicated to staff in a timely manner. Provide information about lead-time required to ensure service.
- c) **Ensure persons with intellectual disabilities may participate in programs,** e.g., computer courses for adults or storytimes for children. Develop and promote Volunteer Tutor service to provide one-on-one assistance for people with disabilities during programs.
- d) **Continue to work with partners,** to improve accessible programming and services.
- e) **Work with community agencies in order to ensure coordinated responses.** Ensure that agencies are aware of library resources and services in all neighbourhoods.

### Technology

- a) **Continue to ensure assistive technology offered is relevant and useful.** Implement regular review and public consultation related to assistive technology supports on public workstations. Remain current on new technologies which would assist patrons to use Library services
- b) **Ensure web site content is consistent with IASR standards.** Develop a process for user testing with standard applications (AODA Checker).
- c) **Continue to provide ongoing staff and volunteer training related to assistive technology on public workstations.**
- d) **Implement plan for assistive technologies across all locations.** Ensure both locations have appropriate supports for patrons. Develop a process for supporting individual requests with system resources.

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## Integrated Standards

### Information and Communications

- a) **Ensure communications are accessible for patrons.** Update all print materials designed to market and promote services, such as registration information packages, to new standards. Develop protocol for notification of unconvertible materials. Investigate the installation of TTY services. Review signage to meet accessibility requirements.

### Employment

- a) **Ensure staff are familiar with the Employment Standards.** Provide mandated training in the awareness of the AODA and the Human Rights Code. Undertake best practices review in preparation for continued AODA implementation.
- b) **Ensure staff are supported in the event of an emergency.** Develop process for accommodation related to emergency procedures that covers both hiring and orientation and internal transfer.
- c) **Ensure volunteers with language, writing and communications barriers are accommodated during the intake process.** Ensure the web site and print application forms advise potential volunteers that accommodations are available.

### Transportation

- a) **Meet the needs of patrons who have limited mobility or cannot visit a library in person.** Continue to operate the Home Delivery Service to patrons' residences.

## Costs for Implementation in 2013/2014

Element	Source of Funding	Amount
Collections, both print and electronic: <ul style="list-style-type: none"><li>• Purchase and maintenance</li><li>• Subscription to electronic materials</li></ul>	Operating Budget	\$15,000
Staff Time for training	Operating Budget	\$1,200
Large monitors for all workstations	Operating Budget	