



## AURORA PUBLIC LIBRARY BOARD

### ACCESSIBILITY POLICY

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#### 1. PURPOSE

Aurora Public Library is committed to providing equal access for all members of the community to information, lifelong learning, literacy, and the love of reading.

The purpose of this policy is to ensure that the Library is compliant with the requirements of the Accessibility for Ontarians with Disabilities Act (AODA) and that library service provided to persons with disabilities will be accessible, equitable, and delivered in a manner that respects the dignity and independence of the individual.

#### 2. SERVICES

Aurora Public Library provides information services for individuals with disabilities by telephone, fax or email (Ask-a-Librarian); remote access to the library catalogue (OPAC), and remote access to electronic resources.

Aurora Public Library provides a Visiting Library Service to persons 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.

#### 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 and self checkout units, and accessible public conveniences such as restrooms, drinking fountain, and signs that have easily visible character size, font, contrast and finish, or Braille.

#### **4. COLLECTIONS**

Aurora Public Library develops and maintains accessible collections in a variety of formats including Large Print books, Talking books, CDs, DVDs, downloadable books and audiobooks, and literacy materials.

The collections include materials with information on the spectrum of disabilities, disability issues, and services for people with disabilities, and other concerned peoples.

#### **5. ADAPTIVE TECHNOLOGIES**

Aurora Public Library provides adaptive technologies for persons with disabilities in order to eliminate or diminish barriers to information and maximize independence and full citizenship to all members.

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

#### **6. CUSTOMER SERVICE TRAINING**

Training in customer service delivery to persons with disabilities is provided to all library staff and volunteers and will be on a continuing basis to new employees and volunteers as part of the orientation and training program.

Training will be compliant with the requirements of the Accessibility Standards for Customer Services, the amount and format of training will be dependant on the level of interaction with the public.

#### **7. PROGRAMS AND MEETINGS**

Aurora Public Library considers the needs of persons with disabilities in the planning and layout 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 Accessibility Standards for Customer Service. 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.

Policy documents are available on the Library's website.

**12. TEMPORARY SERVICE INTERRUPTIONS**

Aurora Public Library makes all reasonable efforts to provide notice of planned or unplanned interruptions of Library services through signage at the facility, and on the Library’s website.

**13. FEEDBACK ON SERVICES**

Aurora Public Library welcomes customer input and provides a feedback, review, and response process. Feedback may be given by telephone, in person, in writing, or in electronic format. Comments should be directed to the Manager of Customer and Circulation Services.

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