

2017-2019 Accessibility Plan for Kitchener Public Library

INTRODUCTION

This plan meets the needs of the Ontarians with Disabilities Act (ODA, 2001), and the Accessibility for Ontarians with Disabilities Act (AODA, 2005).

Plan shows the steps being taken to identify, remove and prevent barriers to accessibility in our library.

BACKGROUND

Ontarians with Disabilities Act of 2001

The Ontarians with Disabilities Act, 2001 (ODA) was passed into law by the Ontario Legislature on December 4, 2001. The purpose of the Act is “to improve opportunities for persons with disabilities and to provide for their involvement in the identification, removal and prevention of barriers to their full participation in the life of the Province”. The ODA applies to all municipalities, hospitals, district school boards, colleges, universities, public transportation organizations, the Ontario Government, ministries and agencies.

Accessibility for Ontarians with Disabilities Act of 2005 (AODA)

The AODA received Royal Assent in the Ontario Legislature in June 2005. The AODA focuses on improving accessibility in buildings and spaces, employment, customer service, communications and transportation. The AODA intends to:

- make an accessible Ontario on or before January 1, 2025;
- create and make mandatory and enforceable accessibility standards to be achieved within five years or less

Description of Kitchener Public Library

Kitchener Public Library is a public sector organization, providing excellent public library service. The library’s Mission is that “Kitchener Public Library brings people and ideas together. We welcome you to a place of discovery, learning and play.”

The library has five locations: four community libraries and Central Library. The library serves a diverse community and is committed to providing equitable access to all our services and collections.

Kitchener Public Library Accessibility Plan Committee Members

The Kitchener Public Library Accessibility Plan Committee members are Julie Curry, Manager, Circulation Services; Gary Bauman, Web Services Librarian; Sabina Franzen, Director, Business Services and Human Resources; Kevin Webb, Manager, Facilities; and Sarah Jewett, Manager, Human Resources.

Accomplishments 2014-2016

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Physical			
Text to speech software	Update Jaws software at all locations	Julie Curry and IT Department	Jan-Dec 2014 - Completed
Central Library signage	Tactile and braille signage installed at Central Library	Design Team and Architects	Jan-Jun 2014 - Completed
Pioneer Park Service Desk	Install new service with accessible access	Ann Wood	Mar 2016 - Completed
Pioneer Park Book Drop	Install accessible book drop at Pioneer Park	Kevin Webb	Oct 2016 - on hold pending impact of construction work at community centre
Technology			
Children's Portal	Create a Child friendly portal for website	Gary Bauman, Children's Department	Jan-Dec 2014 - Completed

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Accessibility information on website	<p>Reorganize information on accessibility page focused on services and collections</p> <p>Add accessibility information on other website pages where appropriate, such as programs</p>	Julie Curry	<p>Jan-Dec 2014 - Completed</p> <p>Jan-Dec 2014 - Completed - Added to program page</p>
Website accessibility	Continue to implement accessible features	Gary Bauman	<p>Oct 2015 - Completed -</p> <p>Accessibility review, Plain Language</p>
Daisy Readers	Purchase new Daisy Readers	Julie Curry	July 2015 - Completed
Dyslexic Font	Add Dyslexic font to Overdrive software	Gary Bauman	Apr 2015 - Completed
BrowseAloud	Upgrade BrowseAloud software including screen reading aids for various types of devices	Gary Bauman	Sep 2015 - Completed
Autism App	Provide app to help customers on the autism spectrum to use the library	Gary Bauman, Information Services staff	May 2015 - Completed
Floating Collections	<p>Implement Floating Collections software to increase access to Large Print Collections</p> <p>Expanded to include express views and high demand DVDs</p>	Julie Curry	<p>Mar 2016 - Completed</p> <p>Sep 2016 - Completed</p>
Magnifier	Purchase electronic handheld magnifier for use in library or on loan	Julie Curry	July 2016 - Completed
Outreach	Provide information on CELA and library services to community	Julie Curry	Dec 2016 - Completed - Participated in 4 events

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Overdrive	Upgrade Overdrive software including new lighting and playback speed features	Gary Bauman	April 2016 - Completed
Communication			
Communicate impact of construction on services	Consult with Services during Construction Team regarding communication of service disruptions during construction	Accessibility Committee, Services During Construction Committee	Jan-Jun 2014 - Completed
Communicate accessible accommodations for events and programs	Add field in the online program registration software for customers to make accessibility requests	Accessibility Committee	Jan-Dec 2014 - Completed
Outreach	Provide information on CELA and library services to community	Julie Curry	Dec 2015 - Completed - Participated in 3 events
Plain Language	Use Plain Language principals on all types of communication tools	Gary Bauman, Marketing staff	Dec 2015 - Completed
Policy			
Comply with Integrated Accessibility Standard	Check for resources to aid in compliance with standard and regulations	Julie Curry, Sarah Jewett, Accessibility Committee	Jan-Dec 2014 - Completed - Guide provided by Ministry
Accessible Collections	Participate in Centre for Equitable Library Access (CELA) to provide materials in alternate formats for customers with disabilities	Julie Curry, Lesa Balch	Apr-Dec 2014 - Completed
Comply with Information and Communication Standards of the Integrated Standards Regulation	Create procedures for Accessible Feedback Process Create a process to include accessibility features when buying kiosks	Accessibility Committee Senior Managers	Jan 2015 - Completed Jan 2015 - Completed

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Comply with Employment Standard Requirements of the Integrated Standards Regulations	<p>Create procedures for Recruitment, Selection and Employment Offers</p> <p>Create procedures for Employee Support Information</p> <p>Provide procedures for Accessible Formats and Communication Supports for Employees</p> <p>Create procedures for Individual Accommodation Plans</p> <p>Create procedures for Return to Work process</p> <p>Create procedures for Performance Management</p> <p>Create procedures for Career Development and Advancement</p> <p>Create procedures for Redeployment</p>	Sarah Jewett	<p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p> <p>Jan 2016 - Completed</p>
Accessible Collections	Purchase additional copies of bestsellers for Large Print and Visiting Library collections	Collection Management Team	Dec 2016 - Completed
Comply with Information and Communication Standards of the Integrated Standards Regulation	Create procedures for Accessible Formats and Communication Supports	Accessibility Committee	Jan 2016 - Completed

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Attitudinal			
Comply with Information and Communication Standards of the Integrated Standards Regulation	Provide training on Accessibility Policy	Accessibility Committee	Jan 2015 - Completed
	Provide information in staff and volunteer newsletters and by email	Sarah Jewett, Lisa Stacey, Sherry Erb, Julie Curry	Ongoing
	Provide training on Plain Language principals	Marketing staff	Jun 2015 - Completed
Daisy Readers	Provide training on new Daisy Readers	Julie Curry	July 2015 - Completed
Comply with Employment Standard of the Integrated Standards Regulation	Provide training on new employment standard procedures	Sarah Jewett	Jan 2016
Accessibility Training	Provide information in staff and volunteer newsletters and by email	Sarah Jewett, Lisa Stacey, Sherry Erb, Julie Curry	Dec 2016 - Completed

Initiatives

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Physical			
Automatic Door Opener	Investigate requirements and cost for automatic door opener to courtyard	Kevin Webb	Dec 2017
Pioneer Park Book Drop	Install accessible book drop at Pioneer Park subject to community centre construction impact	Kevin Webb	Dec 2017
Visual Aid on steps	Investigate visual aid stripping for Central Library front steps	Kevin Webb	Nov 2017

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Technology			
Website accessibility	Add accessible features in compliance with WCAG 2.0, Level AA standards such as video captions, audio transcripts, more complete text content and labels for fields in web forms	Gary Bauman	Ongoing
Children's Portal	Update portal and include accessible features in compliance with applicable standards	Gary Bauman	2018
Studio Central	Ensure accessibility is considered during development of Studio Central	Penny-Lynn Fielding, Bob Egan	2017-2019
Outreach	Provide information on CELA and library services to community	Julie Curry, IS staff	Dec 2017
Policy			
Floating Collections	Investigate other collections for inclusion in service	Julie Curry	Ongoing
Accessible Collections	Purchase additional copies of bestsellers for Large Print and Visiting Library collections	Collection Management Team	Dec 2017
Attitudinal			
Sensitivity Training	Investigate Alzheimer Society Dementia-Friendly Communities Program	Julie Curry, Sarah Jewett	Dec 2017
Accessibility Training	Provide information in staff and volunteer newsletters and by email	Sarah Jewett, Lisa Stacey, Sherry Erb, Julie Curry	Ongoing

Communication Plan

- Communicate Plan to Management Team – December 2016
- Communicate Plan to staff and volunteers – December 2016
- Communicate Plan to the public on KPL website - December 2016
- Provide paper copies of the Plan upon request – Ongoing

Conclusion

This Plan will be reviewed and updated annually. Kitchener Public Library is committed to providing equitable access and removing barriers to all services and facilities.