

2020-2022 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 “we welcome our community to engaging spaces where people connect, ideas flourish, and lives are transformed”.

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.



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Kitchener Public Library Accessibility Plan Committee Members

The Kitchener Public Library Accessibility Plan Committee members are the Manager, Systems and Resources; Web Services Librarian; Director, Business Services and Infrastructure; Manager, Facilities; and the Senior Manager, Human Resources.

Accomplishments 2017-2019

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	Jun 2017 - Completed and installed
Pioneer Park Book Drop	Install accessible book drop at Pioneer Park subject to community centre construction impact	Kevin Webb	May 2017 - Completed
Baskets	Purchased baskets with handles for Central	Julie Curry	May 2017 - Completed
Magnifier	Purchase electronic magnifier for in library use at Central	Julie Curry	Jan 2017 - Completed
Visual Aid on steps	Investigate visual aid stripping for Central Library front steps	Kevin Webb	Nov 2017 - Completed, decision to defer
Accessibility Space	Reorganize accessibility space to enhance use of equipment	Julie Curry	Sep 2017 - Completed
Baskets	Purchase baskets with handles for community libraries	Julie Curry	Apr 2018 - Completed
Magnifiers	Purchase electronic magnifiers for in library use at Central and community libraries	Julie Curry	June 2018 - Completed
Daisy Readers	Purchase replacements for aging daisy readers	Julie Curry	June 2018 - Completed
Ramp handle at Central	Investigate option to add handle to ramp	Kevin Webb, Sabina Franzen	2018 - Deferred for future consideration
Automatic Door Operator	Investigate requirements and cost to install door operator on family washroom at Grand River Stanley Park Library	Sabina Franzen	2018 - Completed and installed

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Physical			
Forest Heights Desk Replacement	Ensure accessibility is considered during design of new service desk	Sabina Franzen	2018 - Completed
Self Checkout unit replacements	Replace self checkout units and upgraded software	IT Department	2018 - Completed Some units installed, software upgrade deferred due to functionality issues
Coin op Replacement	Ensure accessibility is considered for coin op replacement units	IT Department	2018 - Completed Improved design, additional payment options
Pioneer Park Community Library	Ensure accessibility is maintained during community centre construction	Penny-Lynn Fielding	December 2019 - Completed
Technology			
Computer accessibility	Add Browsealoud extension app to all public computers	IT Department	Dec 2017 - Completed
Mouse Toggle	Add Mouse Toggle app on all public computers	IT Department	Dec 2017 - Completed
Children's Portal	Update portal and include accessible features in compliance with applicable standards	Gary Bauman	Dec 2018 - Completed
Headphones	Purchase headphones for all locations	Julie Curry	Nov 2018 - Completed for Central. Branch purchases is pending review.
Outreach	Provide information on CELA and library services to community	Julie Curry, IS staff	Ongoing -several CELA referrals & in library inquiries
Computer accessibility	Investigate accessibility tools for public computers	Gary Bauman	Completed 2019

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Heffner Studio	Ensure accessibility is considered during development of Heffner Studio	Penny-Lynn Fielding, Bob Egan	2017-2019 Completed
Integrated Library System replacement	Ensure accessibility is considered for new Sierra ILS	Gary Bauman	Completed 2019
Policy			
Floating Collections	Investigate other collections for inclusion in service	Julie Curry	Ongoing - added high demand DVD & Express items (Apr 2017)
Accessible Collections	Purchase additional copies of bestsellers for Large Print and Visiting Library collections	Collection Management Team	Dec 2017 - Completed Dec 2018 - Completed Dec 2019 - Completed
Accessible Collections	Purchase and promote Playaway Audiobooks	Collection Management Team	2019 - Collection Implemented Ongoing
Accessible Collections	Allow borrowing of DVDs with a 6 week loan period for Visiting Library customers	Julie Curry	Mar 2017 - Completed
Outreach	Establish partnership to provide barrier free access to library services at Grand River Cancer Centre	Management	Sep 2017 - Completed
Parking payment options	Allow debit payment through library for parking garage	Julie Curry	2018 - Completed
Accessible Collections	Establish new collection of picture books for customers with dementia	Collection Management Team	Oct 2018 - Completed
Accessible Collections	Investigate and implement Daisy Readers direct to player service	Sherry Erb, Mary Monteith, Julie Curry	Nov 2018 - Completed
Accessible Collections	Purchase additional copies of bestsellers for Visiting Library collection	Collection Management Team	Dec 2018 - Completed

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Attitudinal			
Sensitivity Training	Investigate Alzheimer Society Dementia-Friendly Communities Program	Julie Curry, Sarah Jewett	Dec 2017 - Completed, transfer to Information Services Department for implementation
Sensitivity Training	Investigate providing staff education and training about dementia	Sarah Jewett, Information Services Staff	Nov 2018 - Completed & training conducted
Accessibility Training	Training on library accessibility services and orientation on CELA	Julie Curry	Ongoing 2018, 2019
Accessibility Training	Provide information in staff and volunteer newsletters and by email	Sarah Jewett, Lisa Stacey, Sherry Erb, Julie Curry	Ongoing 2017, 2018, 2019
Programs			
Sensory Friendly Film Screenings	Introduce sensory friendly film screenings at Central Library	Lindsey Skeen	Introduced 2019; Ongoing

New Initiatives

Accessibility Initiative	Action	Responsibility (committee, staff, or department)	Date
Physical			
Self Checkout display	Assess Bibliotheca software for font adjustments on display for new self checkout	IT Department	July 2020
Grand River Stanley Park book drop	Finalize design and costing	Angela Riddell Kevin Webb, in consultation with Penny-Lynn Fielding and Robyn Zondervan	September 2020
Pioneer Park Washroom	Audit accessibility features and enhancements for Pioneer Park washroom (e.g. automatic door opener)	Angela Riddell Kevin Webb	2021
Forest Heights shelving	Investigate new shelving and reconfiguration of shelving at Forest Heights	Chris Schnarr	2020
Forest Heights – accessibility audit	Review accessibility audit of Forest Heights for potential accessibility enhancements when received from City of Kitchener	Accessibility Committee	2021
Space Rentals Project	Review space rentals for meetings and special events to maximize accessibility for renters and attendees	Angela Riddell, Dale Dyce, Gary Bauman	2021 - 2022
Readers for direct to player services	Investigate purchase of readers for direct to player services at community libraries	Megan Clare	2021
Business Plan Project – Mental Health Resource Centre	Consider space and sensory accommodations as part of project investigation and plan	Natalie Gibbons	December 2020

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, and accessible documents	Gary Bauman	Ongoing
Access Centres	Review Access Centres and accessible technology at all locations to maximize usability	Megan Clare, Lisa Wallace	2021
Public computer workstations	Review configuration of public workstations at Central to maximize accessibility, including physical space and sensory considerations	Lisa Wallace, Penny-Lynn Fielding, Kristin Johnson-Perlock, Kevin Webb	2020
Accessible Hardware, software and devices	Update current inventory of accessible hardware, software and equipment	Lisa Wallace Angela Riddell	July 2020
CELA Outreach & Marketing	Provide information on CELA and library services to community upon request. Develop a marketing program to raise awareness of the CELA program.	Megan Clare, IS staff	Dec 2020 & Ongoing
Accessible Hardware, software and devices	Investigate new alternatives for people with hearing-related disabilities to attend and participate in library programs	Angela Riddell (Events Staff, IS staff)	2021
Policy			
Accessible Collections	Continue to identify collection formats and other resources that support accessibility	Collection Management Team	Ongoing
Accessible Collections	Consider accessibility in the implementation of new collections (e.g. board games, library of things, etc.)	Collection Management Team	December 2020
Attitudinal			
Accessibility Awareness	Provide information and updates about accessibility in staff and volunteer newsletters and by email	HR staff, Volunteer Services staff	Ongoing

Accessibility Training	Continue to provide training to staff related to appropriate service processes that supports accessibility for all	HR Staff & Others as required	Ongoing
Dementia Friendly customer service	Investigate opportunities for refresher/new staff dementia friendly customer service training	HR Staff	October 2020
Access Support Staff	Investigate opportunities for an accessibility liaison at each location, to support staff awareness and provide one-on-one support to customers	Accessibility Committee	2021
Programs			
Sensory Storytime Program	Implement sensory storytime program at Central Library	Lindsey Skeen	2020

Communication Plan

- Communicate Plan to Management Team – June 2020
- Communicate Plan to staff and volunteers – July 2020
- Communicate Plan to the public on KPL website – July 2020
- 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.