Multi-Year Accessibility Plan 2019 - 2021

Statement of Commitment: Burlington Public Library is committed to providing all members of the community, including those with disabilities, with equitable access to all programs, resources and services.

Statement of Policy: The library will comply with the Accessibility for Ontarians with Disabilities Act, 2005, Accessibility Standards for Customer Service, Ontario Regulation 429/07 and Integrated Accessibility Standards, Ontario Regulation 191-11, to identify the way services will be provided in an accessible manner for people with disabilities. The library will make every reasonable effort to ensure that services, programs, resources, and premises are accessible.

Accessibility Planning: Burlington Public Library assigns a Staff Accessibility Coordinator to develop, monitor, and report on the library's accessibility plan and its implementation to ensure compliance with AODA standards. The Staff Accessibility Coordinator participates in the City of Burlington's Accessibility Advisory Committee. A BPL Accessibility Advisory Committee of informed staff members is responsible for updating the organization with regard to best practices and changes to legislation affecting the library. The library makes available to associated parties information with regard to the provision of customer service for people with disabilities and the library's accessibility policy and practices.

Summary of Burlington Public Library's Accessibility Achievements

Communication and Information

Ontario's 'Communication and Information' Standard encourages organizations to provide access to their resources in formats suitable for a range of abilities. Burlington Public Library provides the following on an ongoing basis:

- A website featuring *BrowseAloud* and *text magnification*;
- A *SARA CE text reader*, which scans text and reads aloud, at the Central Branch;
- *Optelec Clearview CCTV machines*, featuring print magnification, at all locations except the Kilbride Branch;
- A choice of *telephone or email notifications* for customer holds awaiting pickup;
- *Zoomtext* screen magnification and colour-contrast software available at all locations;
- *Wide screens* on public access terminals, and at least one with a *large print keyboard* at each location;
- *Promotional materials* in accessible formats upon request;

- *Texting and electronic library service* to submit queries, comments and suggestions.

Customer Service

Ontario's Customer Service Standard asks organizations to provide their goods and services to customers in a manner that respects their dignity and independence, regardless of ability. Burlington Public Library strives to offer accessible collections, programs, and services for the enjoyment of everyone in the community:

Collections

Burlington Public Library offers accessible collections in a variety of formats:
- *Audio formats* for print materials as available;
- *Digital formats and devices* available for loan;
- *Large print books and magazines*;
- *DAISY discs and players* for customers with visual disabilities;
- A *children's braille collection* at the Central Branch;
- *Pre-loaded e-readers*, which eliminate the need for those with visual or physical disabilities to change discs or download devices with favourite reading material.
- *Cognitive Care kits* help support the skills and abilities of people living with early-, mid-, and late-stage dementia. The collection of twelve unique dementia-friendly kits contains an assortment of 10 to 12 prepared activities, games, and workbooks that encourage social engagement and success with daily activities;

Programs

Burlington Public Library locations host accessible in-house, outreach, and partner programs:
- *Paws 4 Stories*. This ongoing partnership with St. John Ambulance welcomes therapy dogs to library branches. Each dog is a non-judgmental audience to a child practicing their reading skills. This program is especially popular with children and adolescents with speech or reading disabilities. Caregivers have informed library staff members over the years that their children have enjoyed increased confidence and self-esteem as a result of this program;
- *Community Living partnership*. Clients from Community Living Burlington regularly visit Burlington Public Library branches for structured social time hosted by Library staff. Visits may include stories read aloud, followed by activities based on themes from the readings;
- *Read Free book discussion program*. This partnership with Community Living Burlington encourages adults with developmental disabilities to read aloud to each other to improve reading and comprehension skills;
- *Outreach literacy programs* in retirement/long-term care facilities. Library staff from various branches organize outreach visits to local retirement and long-

term care facilities to distribute and discuss library materials, in an effort to encourage continued literacy skills among residents.

Services

Burlington Public Library offers services that improve access to library resources:

- *CELA assistance*. The Centre for Equitable Library Access (CELA) provides access to thousands of books, newspapers and magazines in accessible formats to Canadians with print disabilities. Library staff are happy to assist customers to register for, and use, this service;
- *Visiting Library Services* to individuals and retirement/long-term care facilities. Library staff select materials of interest in a variety of formats for customers who are unable to access library collections themselves. Dedicated Library Volunteers delivery these selections to customers' residences on a monthly basis;
- *Access Card*. Burlington Public Library offers an Access Card to customers with disabilities who find it challenging to enjoy and return materials within traditional timelines. An Access Card provides flexibility with due dates and fines;
- *RFID technology*-enabled checkout kiosks. Burlington Public Library has added Radio Frequency Identification (RFID) tags to its collections to make borrowing materials quick and easy for customers. 'Quick read' and touch-screen checkout kiosks eliminate the need to scan items individually, thereby reducing manual handling of items, which benefits people with limited dexterity or upper body strength. Checkout kiosks also feature colour-contrast screens, sounds indicating successful scans, and multiple language selections.

Design of Public Spaces

Ontario's Design of Public Spaces Standard ensures that new public areas, and existing areas undergoing extensive renovations, allow for maximum physical access to people with disabilities. Specific guidelines and measurements for the layout of public areas are outlined in the Accessibility for Ontarians with Disabilities Act (AODA), and in the City of Burlington Design Standards. Indoor and outdoor public spaces at all Burlington Public Library locations offer accessible features:

- *Wide, barrier-free walkways* leading to branch entrances/exits;
- *Automatic slide entrance/exit doorways*;
- *Mobile and/or adjustable furnishings*;
- *Colour contrasts* in furnishings, millwork, and indoor/outdoor signage;
- Ample *physical clearance* around furnishings and structures;
- *Accessible public washrooms* with push buttons, handrails, lower sinks and hand dryers, and high colour-contrast signage with braille;
- *Wheeled, adjustable baskets* to hold library materials while browsing;
- *Wheelchair* availability at the Central Branch;

- *Hearing Assist System* in Centennial Hall at the Central Branch;
- *Service points* at standing and sitting heights for staff and customers;
- Clearly labeled *accessible parking spaces* close to branch entrances/exits, with nearby curb cuts;
- Close proximity to *public transportation* stops.

Employment

Ontario's Employment Standard encourages organizations to make workplace practices accessible and safe for people with disabilities. Burlington Public Library is proud to be an equal opportunity employer:

- *Accommodations* are offered and available during the interview process for all job candidates;
- Burlington Public Library provides Accessibility for Ontarians with Disabilities Act *(AODA) training* as part of its onboarding procedures for all new staff. Completed AODA training is also a requirement for all program partners and on-site contracted workers, as stipulated in collaboration agreements, requests for purchase, and requests for quotes;
- *Ergonomic and accessible workspaces and equipment* are available in staff areas at each location;
- *RFID-enabled workstations* in staff checkin and checkout areas provide 'quick read' computer technology. This technology minimizes manual handling of individual library materials as they leave, or return to, the Library, which reduces repetitive strain injuries among staff;
- Burlington Public Library has an *Accessibility Advisory Committee* consisting of staff members who share knowledge and updates with colleagues regarding provincial accessibility legislation on an ongoing basis. Burlington Public Library also is a non-voting community member of the City of Burlington Accessibility Advisory Committee.

2019-2021 Multi-year Accessibility Plan

Burlington Public Library's 2019-2021 Multi-year Accessibility Plan outlines current, ongoing, and future projects that will advance the Library's continued commitment to accessible collections, programs, services, and public spaces to all members of the community.

AODA Standard	Action	Description
2019		
Customer Service	Visiting Library Services expansion	Increase capacity for VLS through ongoing recruitment of

		staff selectors, volunteers; staff training for CELA
Customer Service	BiblioCommons/new website implementation	BiblioCommons implementation with new website design to allow for interactive reader services, reviews, and search tags
Customer Service	New print management printers	New printers in public areas of all locations with wider, more responsive screens
Customer Service	New open hours; Build capacity for more outreach opportunities	New branch schedules include more off-desk time for Programmers to spend time outside library buildings to bring programming and information to customers where they are
Customer Service	RFID implementation, part 2	RFID technology implementation at service points and checkin areas
Customer Service	Explore full online card registration	Identify and eliminate barriers to accessing library collections and services by increasing online capabilities for customers
Customer Service	Investigate auto-renewal for checkouts	Auto-renewal of checked out materials with no holds to eliminate overdue fines on available materials
Customer Service	Purchase C-pens for all locations	C-pens (portable read-aloud devices for people with print disabilities) purchased for in-house use at all locations
Customer Service	Create Cognitive care kits	Cognitive care kits available to VLS customers with memory issues
Customer Service	Purchase of Echo DOTS	Echo DOTS purchased with grant funds to increase customers' comfort level with SMART technology

Customer Service; Design of Public Spaces	Dementia-friendly Library proposal	Creating dementia-friendly guidelines for increased library accessibility
Design of Public Spaces	Install automatic sliding doors at Central	Replace public entrance/exit doors at Central with automatic sliding doors for ease of use
Design of Public Spaces	Central Children's space renewal	Layout and furnishings to focus on STEM and self-directed learning
Design of Public Spaces	Renovations to Central public washrooms	Renewal of public washroom facilities with AODA upgrades
Design of Public Spaces; Employment	Review of staff workspaces and storage	Audit of existing work and storage spaces. Needs assessment of departments and individual staff members, draft recommendations and implementation plan
Design of Public Spaces	Aldershot Branch shelving refresh	Rotating Aldershot shelving to improve customer access and staff sightlines
Design of Public Spaces	New Appleby Branch shelving refresh	Adjusting New Appleby shelving to improve customer access and staff sightlines
Information and Communication	Collection Management Strategy	New Collection Management Strategy includes review and purchase of existing and new accessible formats
Information and Communication	Audit of external promotional materials	Review of BPL brand; Review of promotional materials to include accessible formats
Information and Communication	Audit of in-branch signage and wayfinding	Review of BPL brand; Review of signage and wayfinding to include accessible formats
Information and Communication	Investigate alternate service and mobile delivery models	Investigate delivery lockers, kiosks, and 24/7 dispensers for access to library collections outside open hours, especially at Kilbride Branch

Information and Communication	ReadAbility story times at available locations	Host story times during National Access Ability Month with a person with a disability to educate young people about persons with disabilities and break down barriers. In partnership with the City of Burlington Accessibility Advisory Committee
2020		
Design of Public Spaces	Southeast Service Expansion	Relocation of New Appleby Branch to a new, existing, or shared facility
Design of Public Spaces	Welcome Space partnership	Explore becoming a Welcome Space in collaboration with the Halton Social Capital Committee
Information and Communication	Collection expansion and digitization	Ongoing refresh of physical and virtual materials to include updated information and accessible formats
Information and Communication	Emerging technologies and IT infrastructure	Ongoing updates to technologies and equipment for staff and public use
2021		
Information and Communication	Collection expansion and digitization	Ongoing refresh of physical and virtual materials to include updated information and accessible formats
Information and Communication	Emerging technologies and IT infrastructure	Ongoing updates to technologies and equipment for staff and public use