

Midland Public Library

Policy Type: **Operational**

Policy Number: **OP - 02**

Policy Title: **Accessible Customer Service**

Initial Policy Approval Date: April 2016

Last Review/Revision Date: Sept. 2018

Year of next review: 2020

The Midland Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community.

1. The library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs
 - b) providing self-service kiosks, including OPACs, computer workstation, and self-check-out terminals, equipped with assistive technology / a range of accessibility features
 - c) arranging for the provision of accessible materials where they exist
 - d) encouraging the inclusion and access of support persons accompanying people with disabilities
 - e) waiving fees for support persons assisting users and when fees are required providing advance notification
 - f) permitting service animals to assist users and provide alternative accommodation when an animal is disallowed under the law
2. The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
 - a) this policy in alternative formats upon request
 - b) information on the provision of customer service for people with disabilities and accessible services and programs
 - c) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities
 - d) a process for receiving feedback about the manner in which the library provides services to persons with disabilities
3. The library will provide training on how to provide customer service to people with disabilities and will keep a record of when the training was provided and the individuals who received the training. The training will be provided to:
 - a) those who participate in developing policies and procedures on the provision of service to the public
 - b) every person who deals with the public on behalf of the library
 - c) every person involved in the development and delivery of programs for children, youth and adults
 - new workers who deal with the public on behalf of the library

Related Documents:

Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11

Accessibility Standards for Customer Service, Ontario Regulation 429/07

Midland Public Library Policy ***OP 15 - Meeting the Requirements of the AODA Regulations***