

# REPORT

## Oakville Public Library Board

**Meeting Date: September 22, 2022**

---

**FROM:** Oakville Public Library

**DATE:** September 13, 2022

**SUBJECT: Accessibility Policy – September 22, 2022**

---

### RECOMMENDATION:

That the Accessibility Policy be approved

### KEY FACTS:

The following are key points for consideration with respect to this report:

- The Oakville Public Library (OPL) has an Accessibility Policy (Appendix B) that was last reviewed in December 2009.
- The policy has been rewritten and is available as Appendix A.
- The updated policy has been simplified in order to provide more clarity and ease of use.
- OPL follows the Town of Oakville Accessibility Policy and related procedures and is included in the Town's provincial compliance reporting and the multi-year accessibility plan including the annual status updates. As such, this policy only outlines any library specific standards outside those already found in the Town's policy and procedures.
- The proposed policy has been updated to reflect language from the applicable legislation.
- At the request of the OPL Board, the updated policy was taken to the Town of Oakville Accessibility Advisory Committee on September 8, 2022 for feedback. The committee had no questions or revisions.

### BACKGROUND:

OPL has an Accessibility Policy (Appendix B) that was last reviewed in December 2009. Given the amount of time since the last update, the policy has been rewritten and is available as Appendix A.

The updated policy outlines how it connects to the Town of Oakville Accessibility Policy and related procedures, reflects current language from the legislation and has been simplified in order to be more user friendly.

The policy highlights specific topics that are slightly different from the Town of Oakville policy and procedures. Those are:

- **Service Animals**  
If staff cannot easily identify that an animal is a service animal and if the person cannot provide documentation, OPL staff will allow access to the Library for the current visit and ask to bring documentation for future visits. This is different from the Town procedure that does not outline an exception for the current visit can be made.
- **Support Persons**  
A support person, when assisting a person with a disability will be permitted to attend a library program or event at no charge where an admission fee is applicable. This is different from the Town procedure that indicates that the Town will waive any fee or fare for the support person if the Town determines that a support person is required.
- **Temporary Service Disruptions**  
This section outlines library specific information such as reference to the Library's website instead of the Town's.
- **Communication and Feedback**  
This section is once again reflective of library specific information such as phone number, email address and also is up to date in terms of referencing the Web Content Accessibility Guidelines the new OPL website has been designed to meet.

At the request of the OPL Board, the updated policy has been taken to the Town of Oakville Accessibility Advisory Committee on September 8, 2022 for feedback. The committee had no questions or revisions.

The appendices include only those Town of Oakville procedures that are most relevant to library operations.

**APPENDICES:**

Appendix A – Accessibility Policy (2022)

Appendix B – Accessibility Policy (2009)

Appendix C – Town of Oakville Accessibility Policy

Appendix D – Town of Oakville Procedures:

- Accessible Customer Service Procedure
- Accessible Employment Procedure
- Accessible Information and Communication Procedure
- Accessibility Procedure Service Disruption Guidelines

Prepared by:

Simona Dinu, Director Customer Experience

Submitted by:

Tara Wong, CEO