



Accessibility Advisory Committee

Meeting Date: September 8, 2022

FROM: Oakville Public Library

DATE: August 30, 2022

SUBJECT: Oakville Public Library Accessibility Policy Report

LOCATION: Oakville Public Library

RECOMMENDATION:

That the Oakville Public Library Accessibility Policy be received for feedback and comment.

KEY FACTS:

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

- 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 and to reflect language from the applicable legislation.
- 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.
- This updated policy was taken to the July 28, 2022 OPL Board meeting for comment and feedback. The OPL Board did not request any changes to be made to the policy, but requested that the policy be taken to the Town of Oakville Accessibility Committee for review and feedback.

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 that 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 does indicate 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.

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
- Service Disruption Guidelines

Prepared and submitted by:

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