# London Public Library Accessibility Plan 2016 Report

The London Public Library has completed, in 2016, the following initiatives described in the 2013-2017 Accessibility Plan. It is noted that Canada’s accession to the *Marrakesh Treaty to Facilitate Access to Published Works for Persons Who Are Blind, Visually Impaired or Otherwise Print Disabled*, coming into effect in September of 2016, may bring more federal recommendations related to accessible formats.

# AODA compliance

**Ensure awareness of service opportunities and solutions is embedded across all services and locations.**

The Act! Team (Accessibility Champions Team) began the process of reviewing all patron tasks for the skills required to be successful. The goal is to simplify tasks for all and to identify where barriers may exist for anyone with an intellectual disability.

## Review of Core Services

## Collections

**Ensure electronic collections are accessible to users.**

Continued in 2016 to introduce remote loading of digital collections on Daisy readers through Visiting Library Service.

**Improve access to London Room services and collections.**

The Library continues to digitize local history collections to make them more widely available.

## Lending Services

**Improve patron access to own accounts**.

The Integrated Library System permits users to register, renew, place/cancel holds, pay fines, register/cancel for programs. Persons with mobility issues can manage their transactions through the web site. A customer service response is always available through the use of the Telefact Service.

The Connect Card borrowing option was introduced, the intent of which is to ensure borrowing privileges for persons who have difficulty navigating the standard practices related to lending. Persons whose cognitive abilities or organizational skills do not allow them to track due dates have another way of continuing to borrow from the Library without incurring fines.

## Information Services

**Notify the public about the availability of accessible formats.**

Staff undertook mandatory training in 2016 to familiarize themselves with the collection available through CELA (The Centre for Equitable Library Access). As part of the information provision process, staff will recommend CELA to anyone with a print disability and assist them to register.

## Technology

**Continue to ensure assistive technology offered is relevant and useful.**

Review existing technology regularly and assess emerging technology through relationships with other service providers in the community.

## Integrated Standards

## Employment

**Ensure staff are familiar with the Employment Standards.**  Continue to provide all necessary information during new staff and volunteer orientation programs.

## Transportation

**Meet the needs of patrons who have limited mobility or cannot visit a library in person.** Continued to operate the Visiting Library Service to patrons’ residences and provide remote access to collections, as feasible.

# Design for Public Spaces

**Continue to seek sources of funding for continued retrofit of locations and to purchase specialized furniture and technology.** London Public Library was awarded an accessibility grant and replaced the service desks at the Cherryhill, Beacock and Byron branch libraries to improve accessibility and provide lower counters. Further improvements are planned as other branches are renovated.