Multi-Year Accessibility Plan
2025-2029

Accessibility was considered in the design of this document. If you require an alternate format, please email accessibility@lpl.ca to request.

Statement of Purpose

London Public Library (Library) strengthens people and neighbourhoods by creating connections that enrich lives, inspire discovery, foster creativity, and expand possibilities.

Values

The Library values strong community relationships, digital empowerment, accountability and responsibility, and supporting 21st century foundational literacies – all through the lens of exceptional customer service and anti-racism/anti-oppression.

Statement of Commitment

The Library commits to recognizing and removing barriers for persons with disabilities. We pledge to meet or exceed the requirements of the Integrated Accessibility Standards Regulation (IASR) as part of the Accessibility for Ontarians with Disabilities Act (AODA). Universal access is our goal.

Organizational Commitments

1. To ensure continued compliance with AODA and IASR requirements.
2. To allocate staff resources to make accessibility an organizational priority and ensure the broadest participation across every department.
3. To provide opportunities for patrons, employees, and volunteers with diverse abilities to share their lived experiences and ideas for improving services, processes, and spaces.
4. To use the Multi-Year Accessibility Plan (MYAP) as a mechanism to continually review and improve services, spaces, and processes for the benefit of all Library users.

Introduction

The Library has completed several significant projects in recent years which support our goal of universal access, including:

*   Introducing Anti-Racism and Anti-Oppression Foundations training for employees.
*   Updating the Library's website to ensure WCAG 2.0 standards are met.
*   Training supervisors and managers on how to create accessible documents.
*   Improving accessibility at self-service kiosks and service desks.
*   Launching a pilot project in which one branch became a designated Dementia Friendly Community Supporter.

- Renovating the Rotary Reading Garden to include an accessible entrance.
- Continued partnership with the Centre for Equitable Library Access (CELA).
- Incorporating accessibility into the Sherwood Branch renovation.
- Upgrading assistive technology by updating software and purchasing new Daisy and Envoy digital readers.

In the 2025-2029 MYAP, the Library will continue to develop an inclusive organizational culture by:

- Strengthening policies and procedures to embed accessibility at all levels of the organization.
- Providing enriched training and tools for employees to ensure consistent delivery of accessible services and spaces.
- Establishing processes to monitor and evaluate accessibility initiatives for effectiveness and continuous improvement.

Multi-Year Accessibility Plan

The 2025-2029 MYAP provides a structured, system-wide approach to creating an inclusive model of accessibility at the Library. It ensures continued AODA and IASR compliance while advancing our organizational commitment to universal access.

These initiatives are organized under the IASR categories: General, Information and Communication Standards, Employment Standards, Design of Public Spaces Standards and Customer Service Standards.

Initiatives:

General

- Review the Accessibility Policy and strengthen statements specific to Information and Communication, Employment and Training, and Design of Public Spaces.
- Establish a documented process to monitor and report on MYAP progress.
- Document system-wide standards, guidelines, and training on accessibility at Self-Service kiosks.

Customer Service Standards

- Implement a regular audit process for accessibility supports at all branches; identify gaps and address improvements promptly.
- Create a checklist for staff to review service desks, program spaces, meeting rooms and accommodation tools for accessibility.
- Purchase assistive devices and technologies to enable access to library goods, services, and facilities for people with disabilities.

- Develop a framework to integrate inclusion into the design of programs and services.

Information and Communications

- Assess and update the Library's website to present accessibility supports, feedback options and accommodation resources inclusively, and ensuring simplified access to standard services.
- Strengthen accessibility feedback and accommodation request process, distinguishing it from other feedback systems.
- Create a centralized directory of accessibility policies, procedures, resources and services for staff reference.
- Ensure all corporate communications, documents, and forms are available in accessible formats.
- Enhance the procedure for Service Disruption Notices to apply consistently to all locations.
- Include a notice in all policies that accessible formats are available upon request and establish a clear process for fulfillment.

Employment & Training

- Enriched Training:
    - Have all mandatory training resources on the Library's Learning Management System (LMS) available in video, audio, and closed-captioned formats.
    - Add library-specific and system-specific accessibility modules to the LMS.
    - Provide ongoing training to staff and management on the duty to accommodate, the difference between accessibility and inclusion, and the principles of inclusive service design.
    - Ensure Board Members have appropriate AODA training and document completion.
- Enhanced Employment Processes:
    - Ensure all Human Resources forms are AODA compliant and available in accessible format.
    - Strengthen accessibility and accommodation practices in recruiting and onboarding.
    - Update Modified Work Program documents and procedures to align with accessibility legislation and explicitly include disability-related accommodations.
    - Document standards and guidelines for accessible professional development activities.
    - Incorporate accessibility and individualized workplace emergency response information into fire drills.

Procurement

- Increase staff knowledge of accessibility when purchasing goods and services, following the Library's Procurement of Goods & Service Policy.
- Ensure all software purchases include accessibility features whenever possible.

Design of Public Spaces

- Review all existing facilities and prioritize needed accessibility upgrades.
- Develop resources to guide staff on accessible layout of public spaces and meeting rooms.
- Ensure all new projects meet or exceed AODA requirements.

Continuous Improvement

- Conduct public consultations on accessibility at the Library.
- Include a notice in all feedback mechanisms that accessible formats and communication supports are available upon request.
- Introduce a system for departments to provide responses and evidence of accessibility initiatives to support monitoring and reporting.

IMPLEMENTATION

- Assign Accessibility Officer to monitor MYAP progress and report to management.
- Develop an operational framework for each initiative including timelines, responsible parties, and accountability measures.

IMPACT

This plan demonstrates the Library's commitment to accessibility and inclusion and ensuring equitable access to our resources and services. It reflects our values of strong community relationships, digital empowerment, and anti-racism/anti-oppression through the lens of exceptional customer service.