



**REPORT TO THE LIBRARY BOARD**  
**MEETING DATE: Wednesday, October 15, 2008**

Session:	Public Session
Subject:	London Public Library Accessibility Plan for 2009
Prepared By:	Susanna Hubbard Krimmer, Margaret Mitchell
Presented By:	Margaret Mitchell
Purpose of Report:	For Receipt and Information Only <input checked="" type="checkbox"/>

**Recommendation:**

It is recommended that this report be received by the Library Board.

**ISSUE/OPPORTUNITY**

London Public Library (LPL) has a responsibility to provide universal access to library services and facilities. Enabling accessibility for people with disabilities is critical to the library's mandate. As stated in the **LPL Service Excellence Model**: "Library Service is relevant, inclusive and responsive for all. Each member of the community has an equal right to public library and information services. Service is accessible to all people regardless of age, race, gender, religion, nationality, language, ability, social status, economic status or educational attainment."

**BACKGROUND**

The **Accessibility for Ontarians with Disabilities Act**, 2005 (AODA) became law on June 13, 2005 and is comprised of five "Standard Development Areas": Customer Service, Information and Communications, Employment, Built Environment and Transportation. The "Accessibility Standards for Customer Service" have been adopted (Ontario Regulation 429/07). These regulations come into force on January 1, 2008 with compliance dates of January 1, 2010 for all public sector organizations in the Province of Ontario. LPL is working to ensure total compliance with all requirements of the legislation.

In November 2007, in support of the legislation and the LPL Vision, Mission and Service Excellence Model, the Library Board instituted its policy: **Accessibility for Library Users with Disabilities**. This policy was developed to ensure that all library facilities, services and resources are accessible to library customers with disabilities. The policy is based on the following principles:

- Library services will be provided in a manner that respects the dignity and independence of persons with disabilities;
- When communicating with a person with a disability, we shall do so in a manner that takes into account and is sensitive to the person's disability.
- Persons with disabilities will be given an opportunity equal to that given to others to obtain, use and benefit library services.

- The provision of library services to persons with disabilities and others will be integrated into our overall service model.
- Library facilities will meet the City of London accessibility requirements for the design and construction of new facilities and the retrofit, alteration or addition to existing library facilities.

## **UPDATE**

The legislation requires that the council of every municipality shall prepare an accessibility plan each year that addresses the identification, removal and prevention of barriers to persons with disabilities in its by-laws, policies, programs, practices and services. LPL participates in the annual **City of London Accessibility Plan**, developed by Civic Administration in partnership with the members of the City of London Accessibility Advisory Committee. The attached appendix is LPL's submission to the city plan. It identifies library activities under way with regards to the implementation of the **Ontarians with Disabilities Act** and the LPL's policy: **Accessibility for Library Users with Disabilities**.