

Otonabee-South Monaghan Public Library

Multi-Year Accessibility Plan 2026–2030

Statement of Commitment

The Otonabee-South Monaghan Public Library is committed to providing equitable, inclusive, and accessible services, collections, programs, spaces, and employment opportunities for all members of the community.

The Library will identify, remove, and prevent barriers to accessibility and will comply with the Accessibility for Ontarians with Disabilities Act (AODA), the Integrated Accessibility Standards Regulation (IASR), and the Ontario Human Rights Code. The Library will strive to provide services in a manner that respects the dignity, independence, integration, and equal opportunity of persons with disabilities.

Purpose

The Otonabee-South Monaghan Public Library is committed to identifying, preventing, and removing barriers to access for patrons, staff, volunteers, and community members.

The Plan supports:

- Accessibility for Ontarians with Disabilities Act (AODA)
- Integrated Accessibility Standards Regulation (IASR)
- OSM Public Library Accessibility Policy OP-13
- OSM Public Library Collection Development Policy OP-04
- OSM Township Accessibility Current Accessibility Services

Current Accessibility Services:

- Provides accessible supports and adaptive equipment where available
- Permits service animals and support persons
- Offers accessible formats upon request
- Maintains accessible website content
- Provides assistive technology where available
- Access digital, audio, and large-print collections
- Provides AODA training for staff and volunteers
- Maintains an accessibility feedback process

1. General Requirements

Goal

Maintain compliance with AODA and promote accessibility across all Library operations.

Action	Timeline
Review Accessibility Policy OP-13	Annually
Review Accessibility Plan and update progress	Annually
Complete provincial accessibility reporting requirements	As required
Include accessibility considerations in procurement decisions	Ongoing
Seek feedback from patrons, staff, and community members, including persons with disabilities, when reviewing accessibility services	Ongoing
Publish accessibility information on the Library website	Ongoing
Provide accessibility and AODA training for Library Board members as required upon appointment.	Ongoing

Success Indicators

- Board members receive accessibility training as required
- Training records are maintained for staff, volunteers, and Board members

2. Customer Service Standards

Goal

Provide accessible, welcoming, and inclusive service for all patrons.

Action	Timeline
Continue AODA customer service training for staff and volunteers	Ongoing
Maintain procedures supporting service animals and support persons	Ongoing
Maintain accessible feedback process	Ongoing
Post notices of service disruptions affecting accessibility	Ongoing
Evaluate customer service barriers identified through patron feedback	Annually

Success Indicators

- Accessibility information available online
- Staff training records maintained
- All accessibility concerns tracked and resolved when possible

3. Information and Communication Standards

Goal

Ensure Library information is accessible and available in alternative formats.

Action	Timeline
Provide documents in accessible formats upon request	Where feasible
Review website for WCAG compliance	Annually
Use plain language where possible in public communications	Ongoing
Consider accessibility when creating or updating online forms and web content	Ongoing
Review emergency information for accessibility	Annually

Success Indicators

- Website accessibility maintained
- Accessible document requests fulfilled promptly
- Public awareness of alternative formats increases

4. Accessible Collections

Goal

Develop collections that meet diverse accessibility needs.

Aligned with Collection Development Policy OP-04.

Action	Timeline
Continue purchasing large print materials	Ongoing
Continue to develop digital audiobook collections as budget and demand permit	Ongoing
Promote accessible eBook and e-Audiobook platforms	Ongoing
Maintain access to CELA services	Ongoing
Include accessibility considerations in collection selection and evaluation	Ongoing
Include Indigenous, diverse, and accessible materials when appropriate and available	Ongoing

Success Indicators

- Increased use of accessible collections
- Annual review of accessible-format collections
- Patron awareness of accessible resources

5. Programs and Services

Goal

Ensure Library programming is inclusive and accessible.

Action	Timeline
Include accessibility information in program promotion	Ongoing
Provide accommodations when requested	Ongoing
Review program spaces for accessibility barriers	Annually
Explore sensory-friendly programming opportunities	By 2028

Consider virtual or hybrid program options where feasible and supported by community demand and available resources	Ongoing
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Success Indicators

- Accessible accommodations provided when requested
- Increased participation by individuals with disabilities

6. Employment Standards

Goal

Provide accessible employment and volunteer opportunities.

Action	Timeline
Include accommodation statements in job postings	Ongoing
Provide recruitment accommodations upon request	Ongoing
Maintain accessible onboarding practices	Ongoing
Review workplace accommodation procedures	Annually
Ensure accessibility training for new staff and volunteers	Ongoing

Success Indicators

- Accessible recruitment process maintained
- Staff awareness of accommodation procedures

7. Library Spaces and Technology

Goal

Improve physical and technological accessibility.

Action	Timeline
Review accessibility of public service areas	Annually
Maintain available accessibility features on public computers and review opportunities for future accessibility improvements as resources permit	Ongoing
Assess signage for readability and accessibility	By 2027
Consider accessibility and mobility requirements when making changes to furniture layouts shelving	Ongoing
Consider accessibility improvements during renovations, facility projects, and equipment replacement initiatives where feasible	Ongoing

Success Indicators

- Reduced physical barriers
- Continued access to assistive technology
- Improved wayfinding for patrons

Monitoring and Reporting

The CEO will:

- Monitor implementation of the Accessibility Plan
- Report annually to the Library Board
- Coordinating required accessibility training
- Maintain compliance documentation
- Review accessibility feedback
- Review the Multi-Year Accessibility Plan at least once every five years and update as required

An annual status updates will be posted on the Library website.

Feedback

The Otonabee-South Monaghan Public Library welcomes feedback regarding accessibility barriers, services, programs, collections, facilities, and communications.

Feedback may be submitted:

- In person
- By telephone
- By email
- Through the Library website
- In alternate formats upon request

The Library will review feedback and use it to reduce barriers wherever possible.

Measuring Success of Accessibility Goals. (Key Performance Indicators (KPIs))

Customer Service

Indicator	Target
Accessibility complaints acknowledged	Within 5 business days
Accessibility complaints reviewed and addressed <u>in a timely manner</u>	
Accessibility feedback reviewed annually and used to improve services.	Annually
Staff trained in AODA	100%

Information and Communication

Indicator	Target
Requests for accessible formats fulfilled	Where feasible
Website accessibility review completed	Annually
Public documents made available in accessible formats upon request where feasible	Upon Request
Service disruption notices posted appropriately	100%

These support the communication and customer service commitments in OP-13 policy.

Collections

Indicator	Target
Accessible-format materials considered as part of annual collection development activities	
Large print circulation	Usage monitored annually
e-Audiobook usage	Usage monitored and promoted where appropriate
CELA registrations	CELA service promoted to eligible patrons

The Collection Development Policy already commits to providing materials in accessible and alternative formats.

Programs

Indicator	Target
Programs reviewed for accessibility	100%
Accommodation requests accommodated	100% where feasible
Accessibility information included in promotions	100%
Inclusive programming opportunities explored and offered where feasible	Where feasible

Facilities and Technology

Indicator	Target
Accessibility review of facilities completed	Every 3 years
Accessibility barriers identified and addressed as resources permit	Ongoing
Assistive technology review	Annually
Signage review	Every 2 years

Staff Involvement in Accessibility Planning

This is often overlooked but is essential because frontline staff frequently identify barriers before management does.

Accessibility Topic at Staff Meetings

Include a standing agenda item:

"Accessibility Improvements and Feedback"

Staff can discuss:

- Patron requests
- Technology needs
- Building concerns
- Program accessibility issues

Employee Training Targets

Training	Frequency
AODA & Customer Service	Upon hire and refresher training as required
Accessible communications	Every 3 years
Website accessibility	As needed
Inclusive programming practices	Every 3 years

Success target: Accessibility training provided to all staff, volunteers, and Board members as required by legislation.

Annual Accessibility Budget and Resource Planning

The Library recognizes that accessibility improvements require ongoing planning and will consider accessibility needs during annual operating and capital budget discussions, taking into account available financial resources and operational priorities.

Action:

Assess opportunities to improve accessibility equipment, technology, services, and facilities at all Library branches as funding and resources permit.

Potential Funding Sources:

Annual library budget, municipal capital funding, accessibility grants, community partnerships, and donations.

Procurement

Accessibility criteria will be considered when purchasing:

- Furniture
- Technology
- Software
- Website services
- Self-service equipment
- Public-facing resources

This aligns with both OP-13 Accessibility in the Library and Township accessibility requirements.

Related Documents:

OSMPL Collection Development Policy OP-04

OSMPL Accessibility in the Library Policy OP-13

OSMPL Accessibility and Staff Policy HR-12

Township of Otonabee-South Monaghan Accessibility Plan

Integrated Accessibility Standards (IASR) Ontario Reg 191/11

Ontario Human Rights Code

Accessibility for Ontarians with Disabilities Act 2005