Waterloo Public Library Multi-Year Accessibility Plan (Policy 3-4a)

Reference: Policy 3-3 Legal - Accessibility; Policy 3-4 Legal - Accessible Customer Service Plan

AODA Topic	Description	Year
Accessibility Policies	Update Procurement Policy	2013
	Update Customer Service Policy	2013
	Update Accessibility Policy	2013
Access to Materials	Browsealoud (no longer in use - 2015)	2013
	Zoomtext	2013
	JAWS (no longer in use - 2015)	2013
	FM Assisted Listening Devices	2013
Training	Provide training to all staff and volunteers on Customer Services Standard and library particular AODA requirements. Ongoing, this training will be provided to all new hires within the first 3 months of hire.	2013
Multi-Year Accessibility Plan	Posted on website and paper copies available	2013
Self-Service Kiosks	Kiosks are accessible and will continue to be procured to ensure accessibility	2013
Feedback	Large print feedback forms. Allow feedback via email, phone, in print. Management will respond within 5 days.	2013

Outreach	Reaching out to CNIB, Hearing Impaired, etc. to communicate what WPL has to offer.	2014
Accessible Websites and Web Content	Documents being converted to accessible format – conform to WCAG and can be used with JAWS	2014
	Implement Children's accessibility tools (i.e. jelly bean switches)	2014
	Review Children's "games computers" and replace with ipads for greater accessibility	2014
Materials & Resources Available	Register WPL with the Centre for Equitable Library Access (CELA). Begin offering CELA registration to Waterloo residents with print disabilities.	2014
	Accessible collections: CD audiobooks, Large print books, e-books, e-audiobooks	Existing
	Introduce CELA Daisy book deposit collections	2015
	Digitization of Waterloo Chronicle available on website and Our Ontario to ensure broadest accessibility	2018
Resources Accessible	Optical Recognition Scanner	2015
	Investigate Kurzweil camera reading technology and text-to-speech software	2015
Building	Re-work McCormick Library counter to create height adjustable accessible section	2015
	Install	2018
Training	Provide training on requirements of Information and Communication Standard through online webinar or workshops. Will provide training on	2015

Policy 3-4a Legal - Accessible Customer Service Plan - Multi Year Accessibility Plan

	relevant accessibility software as it is installed and updated on our machines	
Accessible Website	Completely accessible WPL website	Sept, 2016
Building	Re-design the Circulation Area in the Main Library. Make memberships area more accessible, more terminals, check out kiosks, etc.	2017

Document Record:

September 2013	Initial Release
March 2017	Reviewed
June 2019	Reviewed

Policy 3-4a Legal - Accessible Customer Service Plan - Multi Year Accessibility Plan