



POLICY

Policy Type: Library Services **Policy Number:** 03-08
Policy Title: Accessible Customer Service

Introduction:

St. Thomas Public Library is committed to the independence and integration of persons with disabilities and all who live, learn, work, play and invest in our community.

Commitment:

1. St. Thomas Public Library will make every reasonable effort to ensure that services and programs are accessible by:
 - a) encouraging the use of personal assistive devices to access our services and programs;
 - b) encouraging the inclusion and access of support persons accompanying people with disabilities;
 - c) waiving fees for support persons assisting users and when fees are required providing advance notification;
 - d) permitting service animals to assist users and provide alternative accommodation when an animal is disallowed under the law;
 - e) Ensuring that aisles and doorways provide clear access for wheelchairs and other assistive devices.

2. The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:
 - a) reasonable notification of all interruptions that especially relate to the provision of services and program for people with disabilities;
 - b) the Accessible Customer Service Policy and, upon request, making it available in alternative formats;
 - c) information on the provision of customer service for people with disabilities and accessible services and programs.

3. The library provides training on how to provide customer service to people with disabilities, to:
 - a) those who participate in developing policies and procedures on the provision of service to the public,
 - b) every person who deals with the public on behalf of the library.

Services and Materials:

Home Library Service

St. Thomas residents who are permanently homebound are eligible to receive free library delivery service. This service is administered by Library staff with delivery provided by dedicated volunteers on a monthly basis.

Audio Books

Fiction and nonfiction recorded books on CD are available for loan.

Large Print Books

Large print books are available for patrons to borrow. This collection includes a variety of titles. Titles not owned by the library may be available through interlibrary loan.

Magnifier

A Clearview 500 magnifier is available for customers to enlarge and view print items such as books, letters, and magazines.

Accessibility Station

A computer workstation with adaptive technology is available.

Microfilm Reader

The microfilm reader has enlargement capabilities for the microfilm being viewed.

Accessible Parking

Two accessible parking spaces for properly identified vehicles are located closest to the bottom of the ramp on the south east corner of the building.

Elevators

An accessible ramp provides access to the main entrance of the building, into the first floor which has Circulation Services, Adult Collections, and the Information Desk.

The elevator provides access to the lower level Children's and Teens' area, and the Local History and Administration areas on the second level.

Restrooms

An accessible family washroom is located on each level.

Related Documents:

- Policy # 03-07 Accessibility Policy – St. Thomas Public Library Policy
- Policy # 03-07-1 Corporate Accessibility Policy – City of St. Thomas Policy
- Policy # 03-09 Accessibility Standards for Customer Service – City of St. Thomas Policy
- Accessibility for Ontarians with Disabilities Act, 2005. S.O. c.11
- Accessibility Standards for Customer Service, Ontario Regulation 429/07
- Integrated Accessibility Standards, Ontario Regulation 191/11

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