



POLICY PURPOSE

The North Perth Public Library (NPPL) strives to create accessible spaces for all patrons to use comfortably and fulfil information needs. Changes to resources, spaces, and documents are evaluated through an accessibility lens.

The purpose of this policy is to ensure that in partnership with the Municipality of North Perth the Library meets, and aims to exceed, all standards set out by the provincial government, particularly the *Accessibility for Ontarians with Disabilities Act (AODA) 2005* and its regulations and provides accessible library services.

KEY POINTS SUMMARY

- The NPPL strives to exceed provincial standards set out in the AODA and Accessibility Standards for Customer Service.
- NPPL works alongside The Municipality of North Perth and the County of Perth to continuously improve accessibility, to set goals, and to maintain training levels.
- NPPL welcomes feedback and opportunities to improve accessibility and works towards implementing suggestions quickly.

DEFINITIONS

- A “**Barrier**” is anything that prevents a person with a disability from fully participating in all aspects of society because of their disability
- “**Accessible formats**” may include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats. Also referred as “alternate formats.”

- **“Assistive devices”** are any products, equipment or technological aids that enable a person with a disability to do everyday tasks such as screen readers, recording devices, magnifiers, etc.
- **“Service Animal”** means any animal that is individually trained to do work or perform tasks for the benefit of an individual with a disability.
- **“Support Person”** is a person who accompanies the individual with a disability to assist with communication, mobility, person care or medical needs or with access to goods or services.

POLICY DETAILS

Organizational Commitment

The NPPL is committed to equitable library access and establishes policies and procedures that respect the dignity and independence of individuals with disabilities, seen or unseen.

The Library is committed to meeting and exceeding accessibility needs of our community. The Library will make every effort to meet accessibility in a timely manner when areas of improvement are identified.

Responsibilities

- The Library complies with the obligations for “large designated public sector organization” as set out in the AODA regulations.
- The Board ensures that the NPPL complies with the spirit, principles, and intent of the AODA and designates the Chief Executive Officer (CEO) as the individual accountable for the organization’s compliance with legislation.
- The CEO will ensure that policies and procedures comply with the AODA and any regulations made under the AODA.

The Accessibility Plan

The North Perth Public Library is incorporated within the *County of Perth Joint Accessibility Plan*, which outlines Perth County’s strategy to prevent and remove

barriers. The plan is posted on the [Municipality of North Perth's website](#) and will be provided in alternative formats upon request.

1.0 Policies and Procedures

The Library's policies incorporate practices which support accessibility. In accordance with the *Integrated Accessibility Standards Regulation (IASR)*, accessibility will be addressed in four main areas:

1.1 Employment

As per *HR-01 Human Resources*, the North Perth Public Library adopts the *Municipality of North Perth Human Resources Policy Manual*. These policies address training on the *AODA* regulations and the *Ontario Human Rights Code*, accommodation for job applications and accommodations plans.

1.2 Procurement

The North Perth Public Library adopts the *Municipality of North Perth Procurement Policy By-Law 150-2017*, which includes accessibility criteria for procuring or acquiring goods and services.

1.3 Collections

OP-01 Collection Development Policy addresses the availability of material in accessible formats and/or arranging for the provision of access to accessible materials where they exist.

1.4 Programming

The programming policy will address the development and delivery of library programs to provide reasonable accommodation for accessibility needs.

2.0 Customer Service

The NPPL is committed to the independence and integration of individuals with disabilities and in the context of customer service will commit to the following:

2.1 Assistive Devices

The Library will encourage the use of personal assistive devices to access library services and programs.

The Library will provide at least one computer workstation equipped with assistive technology and a range of accessibility features. Library Staff will be trained in their use and will support their use by others.

2.2 Service Animals

Individuals with disabilities are permitted to be accompanied by their service animals and to keep those animals with them in areas that are open to the public to access library services and programs. Service animals must be supervised by their owners and kept in control when in the library spaces.

If it is not readily apparent that the animal is a service animal or guide, Library staff may ask the person for confirmation of the animal's status.

2.3 Support Persons

The Library will encourage the inclusion of support persons accompanying individuals with disabilities when accessing library services and programs.

The Library will allow support persons to attend at no charge where an admission fee is required when assisting a person with a disability to obtain or use Library services or programs.

2.4 Communications

In accordance with the *Accessibility Standards for Customer Service (O. Reg. 429/07)*, the NPPL adopts the Municipality of North Perth's *Corporate Accessibility Policy and Procedures*, which contains *Appendix F – Accessibility Guidelines for Communicating with Customers with Disabilities*

The library will make every effort to communicate with users in a manner that enables the use of services and programs by providing:

- Policies in alternative formats upon request,
- Alt text for images used in social media and public documents to be compatible with screen readers
- Reasonable notification of all interruptions that especially relate to the provision of services and program for individuals with disabilities such as the Library's lift.
- Opportunities for offering feedback about the way the library provides services to individuals with disabilities

The Library will provide a website with content that will meet or exceed World Wide Web Consortium's (W3C) most recently adopted Web Content Accessibility Guidelines (WCAG).

2.5 Training

The Library will provide training on AODA legislation and all mandatory, province-wide standards, and best practices for its board members, staff and volunteers. The Library will keep records related to the completed training.

RELATED DOCUMENTS

- NPPL HR-01 Human Resources Policy
- NPPL OP-01 Collection Development Policy
- [Accessibility for Ontarians with Disabilities Act, 2005](#)
- [County of Perth Joint Accessibility Plan](#)
- Municipality of North Perth's Corporate Accessibility Policy and Procedures
- [Municipality of North Perth's Procurement Policy By-Law 150-2017](#)
- [Web Content Accessibility Guidelines 2.0](#)

SCOPE:

This policy applies and affects the NPPL Board, staff, third parties, patrons, and volunteers.

Approved by the Library Board: June 13, 2023, April 14, 2026

Reviewed: March 12, 2024, October 2025, March 2026

Revised: Replaced OP-09: Meeting the Requirements of the AODA 2018, June 2021, October 2025, March 2026