

Topic: Accessible Customer Service Standards

6.2 Appendix B – Notice and Provision of Documents in Accessible Formats Procedure

Board Motion Number:	21.054
Date of Original Board Motion Number:	December 21, 2009
Date of Current Issue:	May 25, 2021
Date of Next Review:	2025
Attachments:	Accessible Information Request Form

Signature of Board Chairperson (and Date):

Purpose:

The purpose of this procedure is to provide instructions regarding how the Library will provide notice of the availability of documents and the manner and format by which documents will be provided related to the Accessible Customer Service Policy and Procedures. Printed and electronic materials may be made available in multiple formats as needed and/or upon request only.

Accessible Formats

When providing a document to a person with a disability, the Library will provide the document, or the information contained in the document, in a format that takes the person's disability into account.

Providing Notice of Availability of Accessible Documents

The North Kawartha Public Library will notify the public and other third parties regarding the availability of accessible customer service documents on the website www.northkawarthalibrary.com. The notice will:

1. Indicate that the document is available in accessible formats;
2. Provide a link to an electronic, plain-text version of the document; and,
3. Explain how to request alternate formats.

Requests for Accessible Customer Service Documents

Documents(s) related to the Accessible Customer Service Policy and Procedures will be available to the public at www.northkawarthalibrary.com or by attending the Library.

Anyone can request a copy of the Library's accessible customer service documents. Requests can be made in person to any staff. Requests submitted by telephone, website, e-mail, facsimile, or in writing will be directed to the CEO/Librarian.

When staff receives a request for an accessible customer service document the staff member will:

1. Ask the person if they would like the document in an accessible format. If so, ask the person's preferred format; and
2. If the document can be readily produced in the requested format, provide the person with the document as soon as is reasonably possible and confirm that the format is acceptable; or
3. If the document cannot be readily produced in the requested format, contact the Township Clerk's Department to address the request. Staff will provide the Township Clerk's Department with the customer's name and preferred contact information. The Clerk's Department will consult with the person with a disability to determine an alternate format that is acceptable. When the person receives the document, the Clerk's Department will confirm that the format is acceptable.

The Clerk's Department will make every reasonable effort to ensure that requests for accessible customer service documents do not take significantly longer than requests for the same documents in standard print.

Accessible Information Request Form

Thank you for visiting the North Kawartha Public Library. We value all of our customers and strive to meet everyone's needs.

Name: _____

Address: _____

Contact Number: _____ Email: _____

Please state the name of the document(s) that you wish to be made accessible and the format: (if possible attach document to the form).

Name of Document(s)

Format Requested

Please note that the turnover time varies for each format.

Thank you.

Please submit this form to:

The North Kawartha Public Library
175 Burleigh St., P.O. Box 335
Apsley, ON K0L 1A0
(705) 656-4333
Fax (705) 656-2538

<http://www.northkawarthalibrary.com>