



WHITBY PUBLIC LIBRARY

doorway to discovery

Policy Type:	Public		
Policy Title:	Accessible Customer Service Policy		
Authority/Created:	CEO	November 18, 2009	Date Revised:

The Whitby Public Library is committed to the independence and integration of persons with disabilities and all who use the services, programs and resources of the library. All aspects of customer service will be delivered in accordance with the following key principles:

Dignity: Service is provided in a respectful manner consistent with the needs of the individual.

Independence: Services for persons with disabilities shall support their independence while respecting their right to safety and personal privacy.

Equity/Equality of Outcome: Service outcome is the same for persons with disabilities as for persons without disabilities.

Integrated: Services allow people with disabilities to fully benefit from the same services, in the same place and in the same or similar way as other customers.

The library encourages the use of personal assistive devices to access its services and programs, including but not limited to mobility devices, visual aids and recording devices. Depending on location the library makes available different assistive devices such as wheelchairs, screen readers and CCTV readers. The library also offers book selection and delivery services to patrons who are unable to access the library due to a disability. All library staff at all locations are trained in accessible customer service and are available to help patrons who require assistance in accessing library services.

The Whitby Public Library will also ensure that its services and programs are accessible by encouraging the inclusion of support person accompanying people with disabilities and waiving any library program fees for such supports persons. Service animals are permitted on all library premises except where prohibited by law. If a service animal is disallowed in any area according to the law, alternate arrangements will be made.

The library will provide reasonable notification of any service interruptions, particularly those that relate to the provision of services and programs for people with disabilities.

This policy will be available on the library website and copies will be made available at all customer service desks. Alternate formats will be made available upon request. Feedback on accessible customer service can be made in person, by telephone, mail, fax or email. The library will respond in the format that is preferred by the patron requesting information.