

## Town of Hanna Library Board

### Provision of Service to Those Unable to Use Conventional Print Policy

1. A patron unable to use conventional print may also be known as a print-disabled patron. Print-disabled patrons include any patron who has a perceptual disability, defined in the *Copyright Act* as “a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, and includes such a disability resulting from:
  - (a) severe or total impairment of sight or hearing or the inability to focus or move one’s eyes,
  - (b) the inability to hold or manipulate a book, or
  - (c) an impairment relating to comprehension.”
2. The Town of Hanna Library Board believes patrons unable to use conventional print materials should still have full access to library services and programs. It is therefore essential that library services for print-disabled patrons be incorporated into all aspects of library service.
3. Services to print-disabled patrons shall be incorporated into library planning, including the Plan of Service. Every patron who is print-disabled has unique needs, and a broad range of print disabilities may be found in all communities. The Library Board shall plan its services to meet the needs of a broad range of print disabilities.
4. Services to print-disabled patrons shall be treated as essential core services during the budgeting process, and adequate funds shall be allotted to these services.
5. The Town of Hanna Library Board shall work with or use the resources of other local, regional, provincial, and national organizations to provide services to print-disabled patrons. Such organizations may include:
  - The regional library system
  - Public Library Services Branch
  - Local community services organizations (e.g. Alberta Health Services, schools, social services)
  - Regional or national organizations (e.g. CELA, CNIB, NNELS)
  - Other organizations as required
6. All staff members shall be trained on how to provide services to print-disabled patrons. While one or two staff members may take the lead in providing services to print-disabled patrons, they should not be the only ones who know how to provide these services.
7. The Town of Hanna Library Board shall endeavor to provide materials in a form appropriate to the patron, from whatever source is available. Forms may include:
  - Adaptive computer software
  - Talking books (e.g. Books on CD, DAISY books)

- Titles at a variety of reading levels for a variety of audiences (e.g. high/low titles)
  - Large print titles
  - Other adaptive technology
8. Library staff shall incorporate the needs of print-disabled patrons when planning library programs. Staff shall take whatever steps are reasonably possible to ensure print-disabled patrons are able to participate in all library programs, and shall regularly evaluate its programs to ensure they are being delivered effectively to those with print disabilities.
  9. The Library Board shall ensure that the library building is accessible to people with print-disabilities. It shall do this by consulting with print-disabled members of its community, as well as building codes and design standards (e.g. Barrier-free design). The Library Board shall budget for appropriate building renovations and upgrades when necessary, but may also consider smaller changes such as accessible desks and clear, glare-free, easy-to-read signage or tactile signage.
  10. The Library Board shall promote library services to persons with print disabilities through local media and partner organizations. Services can be promoted in standard and alternative formats, depending on the needs of the audience.

### **Procedures**

1. Resources from Public Library Services Branch, the National Network for Equitable Library Service (NNELS) and the Centre for Equitable Library Access (CELA) are available to support service to print-disabled patrons

### **References**

Libraries Regulation 7(2)(d)  
Copyright Act

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