

Our mission

The mission of Oshawa Public Libraries is to enrich the lives and potential of the people of Oshawa by connecting them to the world of information and each other.

Our commitment

- ° In fulfilling our mission, Oshawa Public Libraries strives at all times to provide its resources and services in a way that respects the dignity and independence of people with disabilities. We are committed to giving people with disabilities the same opportunity to access our resources and services, allowing them to benefit from the same services, in the same place and in a similar way as other customers.

[Accessible Services at the Library](#)

[Accessibility at our Branches](#)

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[Feedback Request Form](#) ([Word](#) or [PDF](#))

[Accessibility Links](#)

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We are committed to developing customer service procedures that respect and promote the dignity and independence of people with disabilities.

If you have any questions about accessible library service, please contact the Manager of Customer Services, 905-579-6111 ext. 5253.

° **Accessible Customer Service Procedures**

- [Respect for Service Animals and Support Persons Procedure](#)
- [Notification of Disruption of Service or Facility Access Procedure](#)
- [Feedback Process Procedure](#)

Feedback Request

- Oshawa Public Libraries Customer Comment Form ([Word](#) or [PDF](#) format)

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- Assistance is available from any Information Desk (call 905-579-6111 and ask Switchboard to connect you to your preferred branch)
- Extended book loans are available - ask at the Circulation Desk when checking out your items.
- Specialized collections available, such as:
- Children's Braille books - over 50 titles.
- Descriptive videos give an oral description of action included on the sound track – over 150 titles.
- DAISY audio books and CNIB talking books on cassette can be borrowed for registered users. Call Outreach at extension 5242 for more information.
- Large print books – over 7500 titles.
- Talking books on compact disc or cassette are available in a wide assortment of fiction and non-fiction. NEW!!! Talking books on compact disc in MP3 format.

Specialized Services Available

- [Homebound Services](#)
- [Visunet Canada Services](#)
- [Institution Deposit Collection Services](#)

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Our Homebound Service delivers library materials to homebound customers who have no other access to the Library. You let us know what you like to read or listen to and we will put together a different selection each month. Or a family member or friend designated by you can pick up and return your books.

We want to reach those who really need this special service, so some conditions do apply.

Call us at (905) 579-6111, ext. 5242 for details about how to arrange this service for yourself or another family member.

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Oshawa Public Libraries offers **Visunet Canada Services** for people who have difficulty reading print due to a visual, physical or learning disability. This service provides access to the CNIB Digital Library and the Children's Discovery Portal, Canada's largest collection of alternative format books and online resources. Some restrictions do apply.

Features Over:

- 90,000 titles in English and French
- Unabridged titles in DAISY (Digital Accessible Information System) format on CD
- Descriptive films and PBS television programs
- Daily newspapers available on-line and on CD
- Popular magazines available in DAISY format
- Braille & PrintBraille titles
- Braille Music and Music Instruction
- The CNIB Digital Library and the Children's Discovery Portal, featuring online digital and e-text titles

How does it work? Items requested from the CNIB library by eligible customers will be delivered and available for pick-up at any branch of the Oshawa Public Libraries. The loan period for these items is three (3) months.

Who qualifies for Visunet Canada service through the library? Anyone who is print disabled due to blindness, visual impairment, physical disability and/or learning disability in with the definition provided for "perceptual disability" in Section 32. (1) of the Canadian Copyright Act.

"Perceptual Disability" means a disability that prevents or inhibits a person from reading or hearing a literary, musical, dramatic or artistic work in its original format, including:

- 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
- c. an impairment relating to comprehension

How do I sign up?

Complete and submit the [Declaration Form](#) (available in [PDF](#) or [Word](#) format). You will then be contacted by a staff member who will provide further information and complete the registration with you.

Please submit the form at any branch, marking it as Attention: Homebound Services, McLaughlin Branch. You can also call to register, at 905-579-6111 ext. 5242.

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The Oshawa Public Libraries offer on-site collections at nursing homes in Oshawa to assist our senior citizens living in these locations, and in Group Homes to provide materials to children and teens.

Nursing Home Collections

These collections are composed of Large Print and Audio-Book materials. They are rotated at least 2 (two) times a year.

Group Home Collections

These collections are composed of materials for children and teens, such as graphic novels, picture books and chapter books.

Interested in this programme? Please contact us at 905-579-6111 ext. 5242.

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- [McLaughlin Branch](#)
- [Jess Hann Branch](#)
- [Legends Centre Branch](#)
- [Northview Branch](#)

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Physical Accessibility

There is a wheelchair accessible parking space on Bagot Street, with another spot available on the west side of the library (Lot 50) and on the west side of City Hall. There is metered parking during the day, but free after 6:00pm and on weekends. Individuals who hold an Accessible Parking Permit do not need to put money in the meter as long as the Permit is clearly displayed on the dashboard. [Click here to view information concerning disabled person parking and parking permits \(from City of Oshawa By-law 79-99\).](#)

A ramp leads up to the automatic doors at the main entrance of the Library on Bagot Street.

There are wheelchair accessible counters available at the Circulation Desks and Information Desks in the branch.

There is a wheelchair accessible elevator service to all floors. The auditorium on the ground floor is only accessible from a ramp on Bagot Street.

The wheelchair accessible washroom is located on the main floor opposite the elevator. There are washrooms off the auditorium on the ground floor as well but they are small and may not accommodate all mobility aids.

Service animals are welcome.

Adaptive technology

McLaughlin Branch provides an adaptive computer station with a touch screen monitor, a big key keyboard and a trackball mouse. This station provides access to the following assistive software:

Kurzweil 1000 – software that can convert scanned text from hard copy materials (books or other documents) to speech. Ideal for low vision and dyslexia. A scanner and headphones are available for use.

WindowEyes – software that acts as a screen reader to convert text to speech. This is ideal for improved Internet access to individuals who are blind or have low vision.

JAWS – another screen reading software that converts text to speech. This is the most popular software for individuals who are blind.

ZoomText Magnifier/Screen Reader – software that provides advanced text magnification and can convert text to speech, for ease of Internet browsing to individuals with low vision.

Wireless Internet access is available.

A Closed Circuit Television (CCTV) that provides magnification of hard copy material is available to all customers.

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Physical Accessibility

The Jess Hann Branch is wheelchair accessible with automatic front doors.

The wheelchair accessible washrooms are located at the back of the branch on the West side.

There are wheelchair accessible counters available at the Circulation and Information Desks.

Internet workstations are wheelchair accessible but may not accommodate all mobility aids.

Wireless Internet access is available.

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Physical Accessibility

The Legends Centre Branch is wheelchair accessible with automatic front doors.

The wheelchair accessible washroom is located at near the Librarian's Office on the North Wall.

There are wheelchair accessible counters available at the Circulation and Information Desks.

Internet workstations are wheelchair accessible but may not accommodate all mobility aids.

Wireless Internet access is available.

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Physical Accessibility

The Northview Branch is wheelchair accessible with automatic front doors.

The wheelchair accessible washrooms are located at the front of the branch.

There is a wheelchair accessible counter available at the Circulation Desk.

Internet workstations are wheelchair accessible but may not accommodate all mobility aids.

Wireless Internet access is available.

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Policies [Policies]

- We are committed to developing customer service policies that respect and promote the dignity and independence of people with disabilities.

If you have any questions about accessible library service, please contact the Manager of Customer Services, 905-579-6111 ext. 5253. Accessible Customer Service Policies

- [Customer Service Policy on Providing Resources and Services to People with Disabilities](#)
- Respect for Service Animals and Support Persons Policy
- Notification for Disruption of Service or Facility Access Policy
- Feedback Process Policy

- Accessibility for Ontarians with Disabilities
- City of Oshawa Assistance & Accessibility Programs
- CNIB – Vision Health, Vision Hope