



APPROVED/REVIEWED: February 12, 2024

PROCEDURE: Response to notification of website accessibility barrier

West Chester Public Library (WCPL) strives to maintain an accessible website, wcpubliclibrary.org, in accordance with Website Content Accessibility Guidelines (WCAG) 2.1, level AA. To assist users and staff in reporting and responding to barriers on the website WCPL has put the following in place.

From Accessibility statement on <https://wcpubliclibrary.org/accessibility> (note that the please contact us link directs the user back to wcpubliclibrary.org/contact):

If you use assistive technology (such as a Braille reader, a screen reader, or TTY) and the format of any material on this website interferes with your ability to access information, [please contact us](#). To enable us to respond in a manner most helpful to you, please indicate the nature of your accessibility problem, the preferred format in which to receive the material, the web address of the requested material, and your contact information. Users who need accessibility assistance can also contact us by phone through the Federal Information Relay Service at 1-800-877-8339 for TTY/Voice communication.

The Director or designee will respond to any time-sensitive accessibility issue with a sense of urgency. WCPL response to a caller or correspondent notifying WCPL of an accessibility issue on a wcpubliclibrary.org page will depend on the means of notification and time-sensitivity of the issue:

1. By telephone or TTY service –
 - a. Staff will strive to provide the information needed during the call, or, if the issue is more complex, take the caller’s information for a call-back by the Director or designee within 2 working days.
 - b. Staff will notify the Director or designee of the call with caller information and the barrier caller notified staff about.
 - c. Director or designee will notify caller of any remediation WCPL may undertake regarding the barrier.
2. By email - Staff will acknowledge receipt of the notice, and
 - a. If requested or needed, provide the information correspondent needs in a format accessible to the correspondent within 2 working days, or upon receipt of the email depending on the time sensitivity of the requested information.
 - b. Staff will notify the Director or designee of the call with caller information and the barrier caller notified staff about.
 - c. Director or designee will notify caller of any remediation WCPL may undertake regarding the barrier.

“Working days” means any day the Library is open to the public according to the schedule posted on the Library’s website.