Accessibility

North Vancouver City Library is committed to making our spaces, collections, services, and programs accessible to everyone. We work to remove barriers by offering inclusive spaces along with options like home delivery, alternate formats and assistive equipment and technology.

Accessibility feedback

We value your feedback. If you have comments about or recommendations on how to improve accessibility at the library, you can contact us by:

- Completing our accessibility feedback form;
- Emailing accessibility-feedback@nvcl.ca;
- Calling 604-998-3489 or 711 to access relay services such as TTY;
- Stopping by in person during open hours;
- Writing to: Accessibility, 120 14th St W., North Vancouver, BC, V7M 1N9.

While the library has some employees who speak languages other than English, we cannot guarantee they will be available at the time you call or stop by.

Explore below to learn how City Library makes accessibility a priority.

Accessibility Plan

- Full Accessibility Plan in PDF(249 KB)
- Full Accessibility Plan in HTML
- Accessibility Plan — Highlights

Home delivery services

Learn about home delivery for customers who are unable to visit us in person.

Accessible collections

Learn about materials in alternative formats, such as audiobooks or large print books.

Assistive equipment and technology

Learn about our accessibility kits and special keyboards.

Navigation and accessible spaces

Learn about wheelchair access, parking and accessible spaces at City Library.

Web accessibility

Learn how our website is designed to ensure accessibility.

Home delivery services

The library offers free home delivery of library materials to residents of the City of North Vancouver who are unable to come to the library due to a mobility challenge or a visual disability.

A mobility challenge, temporary or permanent, may be due to an illness, injury or disability that prevents you from visiting the library in person.

Deliveries are made every second Wednesday, between 1:30 – 4:30 p.m.

Register for home delivery

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Navigation and accessible spaces

Wheelchair access

The library's main entrance is wheelchair accessible.

Wheelchair access vehicles such as the HandyDART can drop customers off at the turnaround off Chesterfield Ave. at 14th St., or at the entrance in the alley between the library and Lonsdale Ave.

Public washrooms on the second and third floors can accommodate wheelchairs. The washroom on the first floor is accessible with a key. Please request the key at the Welcome Desk.

Most public computers are on counters that are within wheelchair height standards.

Parking

There is a parkade under the library, accessible off Chesterfield Ave. at 14th St. The cost is $1 per hour, plus a 25¢ fee. You can pay at one of the machines or with the Passport Parking app. The parkade zone is **70501**. Vehicles left after hours risk being locked in or towed at the owner's expense. For quick visits, there are four 15-minute free parking spots at the east end of the parkade on level 1.

The parkade has an elevator that brings you to the outdoor Plaza level, close to the library's main entrance.

Parking is managed by the City of North Vancouver. If you have questions about the library parkade, please call 604-983-7305.

Parkade hours

- Monday to Thursday: 6 a.m. – 9:30 p.m.
- Friday: 6 a.m. – 9 p.m.
- Saturday: 8 a.m. – 6 p.m.
- Sunday: 9 a.m. – 6 p.m.

Sensory-friendly space

On Sundays from 9 to 10 a.m., the library’s environment is modified by reducing the lighting levels and lowering noise to create a safe, calm and supportive environment for individuals with sensory sensitivities, including those who find bright, busy spaces overwhelming.

On Sundays from 9 a.m. to 4 p.m., the 1st-floor program room is set up as a sensory-friendly space, with low lighting, a white-noise machine and sensory-friendly tools and furniture for individuals who need a low-stimulation space to self-regulate. Please book the space at any staff desk or by calling 604-998-3450.

Please note, due to this summer's Tween Zone construction, the sensory-friendly space will be in the Collaboratory on the 2nd floor, from 9 a.m. to 12 p.m.

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Assistive equipment

Accessible keyboard & mouse

Our accessibility kits include a keyboard with large, high-contrast keys, a wrist-rest and a large trackball mouse. The kit is available at the 3rd floor desk and is designed to make it easier for people with visual and mobility challenges to use the library's public computers.

Print magnification

We have a *Merlin HD Ultra* print magnifying machine on the 3rd floor, which can be used to magnify print items.

There are also hand-held magnifying glasses available at the 2nd and 3rd floor desks.

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Accessible collections

Large print books

The library has a collection of large print books in genres like mysteries and westerns. This collection is regularly updated to provide the latest and most popular titles.

Talking books

Talking books, our accessible audiobook collection, is available for people with visual, physical or cognitive disabilities.

In addition to our own collection, we can also arrange to borrow material from CELA, NNELS and from libraries across the Lower Mainland.

DAISY players

A DAISY (Digital Accessible Information System) player has large, tactile buttons for playing MP3s and commercial audio CDs. Email accessible-services@nvcl.ca if you'd like to request a DAISY player.

SMPL Music LiftPlayer

The SMPL Music LiftPlayer is a music player for users with dementia or Alzheimer's Disease. It has been designed to be as easy as possible to operate. Read more about the SMPL Music LiftPlayer.

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CELA

The Centre for Equitable Library Access (CELA) provides access to many books and other materials to Canadians with print disabilities. Explore CELA.

NNELS books

The National Network for Equitable Library Service (NNELS) provides access to more than 50,000 downloadable items for people with print disabilities. Items are available in English and French.

Books are available in multiple formats, including:

- Human-narrated MP3 and DAISY audiobooks;
- EPUB;
- DOC;
- PDF;

- BRF.

Website accessibility

The website is designed to WCAG 2.0 and ARIA accessibility guidelines. Site visitors can change website settings for:

- Contrast;
- Text size;
- Text spacing;
- Cursor visibility;
- Line height;
- And much more.

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