

# Accessibility

City Library supports community members who need help accessing library services and materials. Librarians can help you find materials in alternative formats, such as audiobooks or large-print books, or help with basic tech troubleshooting, like setting up email on your smartphone or tablet.

## We can help you:

- Find or access a large print book;
- Use Zoom, Skype or other video conferencing software;
- Set up your email on a smartphone or tablet;
- Download ebooks and audiobooks;
- Manage your digital photos;
- Access social media.

## Quick links

[Accessibility plan](#)

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[View library floor plan\(1 MB\)](#)

## 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](#)

## Wheelchair access

The library's main entrance is wheelchair accessible.

Wheelchair access vehicles such as the [HandyDART](#) can drop customers off from the 14th Street access via Chesterfield, or by the shipping entrance in the back alley behind the shops on Lonsdale.

Public washrooms on the second and third floor can accommodate wheelchairs. There is also a limited access washroom on the first floor that wheelchair customers can use by request at the Welcome Desk.

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

In emergencies where elevators cannot be used, there is an evacuation chair that staff can use to move wheelchair customers down the stairs.

## Parking

Pay parking is accessible under the library via 14th Street from Chesterfield Avenue. If you're just making a quick stop, there are four 15-minute free spots available at the east end of the parkade on Level 1.

Read about [free and pay parking on City streets near the library](#).

Parking and parking guidelines are managed by the City of North Vancouver. If you have questions about parking in the library parkade, please call [604-983-7305](tel:604-983-7305).

## **Parkade hours**

- Monday to Friday: 6 a.m. – 9:30 p.m.
- Weekends: 8 a.m. – 6 p.m.
- Overnight parking is not permitted, and violators may be towed.

## **Accessibility kit**

Borrow an accessibility kit at the third floor info desk to improve your experience on a public computer.

## **Accessible keyboard**

Featured in our accessibility kit, an oversized, high-contrast keyboard and a large trackball mouse are available for use in the library. These items are designed for people with visual and mobility challenges to better use one of the library's public computers.

## **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. The library has a [selection of these players available](#).

## 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

City Library's website is designed to meet the diverse needs of our customers and site visitors.

The website is designed to WCAG 2.0 and ARIA guidelines to ensure website accessibility.

Site visitors can change website settings for things like:

- Contrast
- Text size

- Text spacing
- Cursor visibility
- Line height
- And much more...

Read about our [technology help & digital skills programs](#), or visit one of the information desks in the library.

## **Contact us for additional information about our accessible collections**

[604-998-3450](tel:604-998-3450)

[info@nvcl.ca](mailto:info@nvcl.ca)

120 14th Street West, North Vancouver, BC, V7M 1N9