

November 25, 2022

Mr. John Bishop
[REDACTED]

Dear Mr. Bishop,

RE: Delegation Submission of September 20, 2022

Thank you for the submission you provided to the RPL Board of Directors for their meeting on September 27, 2022.

We thank you for voicing your concern regarding our Outreach space. RPL is committed to supporting people with diverse abilities, and through our Outreach services we continue to offer the same level of service, collections, programs as we did pre-pandemic.

The former Outreach Services space had limitations – because it contained several staff workstations, it was only open on weekdays when those staff were present.

In 2019, we began improving this service model, initially by moving assistive devices and accessible collections outside of the Outreach room where they can now be accessed anytime the library is open. A phone survey following that change, conducted by Outreach staff with customers who used Outreach services at Central, revealed that 93% of respondents were happy or very happy with the current services.

RPL's Outreach services, technologies, collections, and program offerings remain the same, but now with increased access as they are available during all open hours of Central Library's regular operations. The staff who formerly worked in the Outreach room have been relocated to new work areas and continue to deliver high quality services to many customers who use home library services.

Our Outreach Services Librarian continues to support system-wide accessibility services and consulted with the local CNIB in the process of relocating collections and devices outside of the Outreach space. Relocation included moving some collections and devices to select Branches. Central Library has a CNIB beacon, which works with the BlindSquare app using GPS technology to help people with low vision to navigate spaces. Information about Central Library is regularly updated on BlindSquare with location of services, collections, and spaces for users of the app.



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We will continue to consult with customers who use Outreach Services, and with accessibility organizations, to ensure we are offering high quality services.

Mr. Bishop, I hope I have adequately responded to your concerns and questions. If you have more questions, let me know.

Sincerely,

A handwritten signature in blue ink, appearing to read 'Jeff Barber', followed by a colon.

Jeff Barber
Library Director & CEO, Regina Public Library