Charlie drives up to their local library to find out that there are only two accessible parking spaces in the lot. They are quite narrow for accessible parking spaces, a van wouldn’t be able to fit, and neither has an accessible aisle so a wheelchair could exit the vehicle on either side. Luckily, Charlie’s favourite spot is available, the one where they can exit their vehicle from the driver’s side. Depending on the day, Charlie either uses a wheelchair or a walker for their mobility device. This visit, Charlie is using their wheelchair. Charlie takes a long ramp into the library past the doors towards the stairs to activate the door opener.

Once inside the library, Charlie enjoyed the universal height check out kiosks where they checked out a pre-loaded tablet of books from a friendly staff member who recommended an author would be visiting who wrote similar books to the one they were checking out.

Once home, Charlie looked through the events on their library’s website for the author’s reading. There was no mention of accessibility or information about who to contact for any accommodation or accessible formats a participant might need. Charlie thought they would ask the staff on their next visit to the library to ensure there would be room for their mobility device.

Charlie reached for the borrowed tablet to settle into a new book to find out the tablet quickly turned off. They plugged it in, left it for an hour, and came back for the battery to last for a couple minutes before turning off again. Charlie calls the library to let them know about the tablet, and inquire if there are any suggestions to help it stay charged. They are transferred to 4 different library staff before being told that the device’s battery must have reached its end of life and it would need to be brought in and exchanged.

Charlie returned to the library the next week, this time using their walker. After exchanging the tablet for a new one, Charlie went to look at some young adult fantasy titles. Charlie loves that at their library no one judges them for the materials they take out. Charlie noticed that shelving had been moved around a little bit creating wider aisles. They noted that two people using mobility devices could likely be in the aisle, and turn around, at the same time! How exciting! The book Charlie wanted to read was on the very bottom shelf. This would be easier to reach in their wheelchair, but with their walker they would need to lay on the floor. This was extremely uncomfortable and painful for Charlie. Charlie wondered if since the shelves had been moved to create more space, the library would consider only using the shelves that were easy to reach both standing and seated. This visit to the library was a bit of a mixed bag.