

## **Parlin-Ingersoll Public Library Patrons with Disabilities Policy**

The Parlin-Ingersoll Public Library complies with the Americans with Disabilities Act of 1990 (the "ADA") and the Americans with Disabilities Act Amendments Act of 2008 (ADAAA) and offers alternative reasonable compliance to meet its requirements. Accordingly, the Library will take appropriate steps to ensure that Library communications with applicants, participants, and members of the public with ADA disabilities are as effective as communications with others; make reasonable accommodations in Library policies, practices, and procedures when necessary to avoid discrimination on the basis of disability unless a fundamental alteration in a Library program would result; and operate its services, programs, and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

The Library Director is the library's ADA Compliance Officer. Implementing this Policy is the responsibility of all library staff.

### **Method of Notification**

A copy of this Policy shall be included with the Library's other policies. Notices of the availability of the Library's ADA services and of this Policy shall also be displayed at the circulation desk.

If a person with visual impairment or other disability inquires about this Policy or about the Library's ADA services, staff shall offer to read the policy and to provide appropriate ADA services.

### **Programming**

All notices and advertising for Library-sponsored programming shall contain an appropriate ADA notice (such as the following):

*Any person needing an accommodation for a disability in order to access the benefits of the Library's services, programs, or activities under the Americans with Disabilities Act should contact the programming staff. Any person needing an accommodation for a disability in order to attend a meeting at the Library should contact the Parlin-Ingersoll Public Library by telephone or in writing, not less than five (5) working days prior to the meeting. Unfortunately, unless a request is received 5 or more working days prior to the meeting, the library cannot guarantee accommodation.*

### **Accommodations to Persons with a Disability**

The Accessibility Concerns Form is available at the circulation service desk. All Library staff is available to provide ADA assistance and to assist a patron in filling out the forms upon reasonable request.

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying/retrieving library materials, completing library forms, etc. upon reasonable request.

Despite the Library's best efforts, not all library materials may be available in accessible formats, not all areas of the Library are available to individuals with disabilities, and not every Library program, service and activity can be made accessible to every disabled person without fundamentally altering the nature of the service, activity, or program. However, the Library does make every reasonable accommodation available to provide assistance to individuals with disabilities upon request.

1. For the visually impaired, the Library attempts to select materials which are available in large print, audio, or media kits. Staff is available to assist such patrons at the computerized catalog.

2. For the audibly impaired the Library attempts to select materials which, while normally available in audio, are also available in print. The Library selects, when available, DVDs that are closed-captioned. The Library accepts phone calls through a hearing-assist operator.
3. For the mobility impaired, the staff reaches and retrieves any and all materials which are inaccessible to wheelchair users or others with mobility impairments. Clear, readable signage indicates access routes. Staff will not touch or move wheelchairs without permission from the patron. If requested, staff holds doors open for wheelchair users.
4. For the mentally impaired, the Library attempts to select materials which are understood at appropriate levels of comprehension. DVDs, CDs, and audios are offered for those with reading difficulties. Youth-oriented materials are available in the same formats.
5. For the manually impaired, the Library attempts to select formats other than print, such as DVDs, CDs, and audios. Staff is available to retrieve any material which may not be accessible to patrons. Staff is also available to assist at the computerized catalog.
6. For library patrons who are verbally disabled, staff is available to communicate via writing.

### **Grievance Procedure**

Persons who believe they have been discriminated against based on their disability should file a complaint with the Library Director. An ADA complaint should be submitted to the Library Director in writing and should contain information about the alleged discrimination, including the name, address, and telephone number of the individual filing the claim, and also the location, date, and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

ADA complaints will be brought to the attention of the Library Board before its next regular meeting following receipt of a completed complaint form.

Within 15 calendar days after receipt of the complaint, the Library Director or designee will meet with the individual to discuss the complaint and possible resolutions; and within 15 days after such meeting, the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the individual, such as large print, Braille, or audios. The response will explain the position of the Library and offer options for possible resolution of the complaint.

If the response of the Library Director or designee does not satisfactorily resolve the problem, the individual may appeal the decision to the Board of Library Trustees within 15 calendar days after the individual's receipt of the response. At the next regular board meeting after receipt of the appeal, the Library Trustees and the Library Director or designee will meet with the individual to discuss the problem and possible resolutions, and within 15 days after the meeting will respond in writing (and, where appropriate, in a format accessible to the complainant), with a possible final resolution of the problem.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

**For further information**

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Library Director and also from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, 950 Pennsylvania Avenue, NW, 4CON, 9<sup>th</sup> Floor, Washington, DC 20530  
Telephone: 1-800-514-0301 (Voice) or 1-800-514-0383 (TDD).

## Parlin-Ingersoll Public Library Accessibility Concerns Form

The Parlin-Ingersoll Public Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can try to serve you better.

**Please describe the nature of the problem encountered:**

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**Please describe what we could do to provide better access:**

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*Please use the back of this form if you need more space.*

DATE \_\_\_\_\_

NAME \_\_\_\_\_

ADDRESS \_\_\_\_\_

PHONE \_\_\_\_\_ E-MAIL \_\_\_\_\_