



## **Patrons with Disabilities Policy**

The Round Lake Area Public Library complies with the Americans with Disabilities Act of 1990 (the "ADA") 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 or designee 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**

An appropriate ADA notice (such as the following) will be posted in the Library newsletter, on each event in the calendar, and in areas designated for display of event flyers in the Library Building. This notice will be presented in both English and Spanish.

*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 program or meeting at the Library should contact the Round Lake Area Public Library by telephone or in writing, no less than five (5) working days prior to the event.*



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

Advance requests for ADA assistance may be requested by e-mailing [accessibility@rlalibrary.org](mailto:accessibility@rlalibrary.org), by calling the Library Director, or (for programs) by contacting the program contact person. Forms for complaints under the ADA are available at the circulation service desk. All Library staff is available to provide ADA assistance and to assist a patron in filling out these forms, if needed.

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying/retrieving library materials, completing library forms, completing non-library forms to the degree able and allowed, etc.

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 effort to aid individuals with disabilities upon request and to help connect them to additional resources.

1. For the visually impaired, the Library attempts to select materials which are available in large print, audio materials, 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 on CD, Playaway, or digitally 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 and answers reference questions via text and email.
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. The library also has transport wheelchairs available for use within the library if requested.
4. For the mentally impaired, the Library attempts to select materials which are understood at appropriate levels of comprehension. DVDs, CDs, and audio materials are offered for those with reading difficulties. Youth-oriented materials are available in the same formats.



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5. For the manually impaired, the Library attempts to select formats other than print, such as DVDs, CDs, and audio materials. 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.

## **Service Animals**

In addition, the library acts as facilitator between the patron and services to the blind and physically handicapped and welcomes all service animals in the library. According to the ADA, a service animal can be either a dog or a miniature horse.

Service animals are not required to be certified or equipped with any identifying markers to be used within the library. There will be no charges or restrictions on the use of service animals within any public area of the library. No staff or board member or volunteer will discriminate against patrons or visitors with service animals or require information on any disability. Patrons or visitors with service animals may be asked what tasks the animal has been trained to provide and can be responsible for any behavior or clean up issue caused by the service animal.

A service animal must be under the control of its handler. Under the ADA, service animals must be harnessed, leashed, or tethered, unless the individual's disability prevents using these devices or these devices interfere with the service animal's safe, effective performance of tasks. In that case, the individual must maintain control of the animal through voice, signal, or other effective controls.

## **Meeting Room Users**

Groups using the meeting room and presenters are required to meet the requirements of the Americans with Disabilities Act. The Library offers the facility as a service to Community groups, but has no responsibility for the groups using the room.

## **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 audio material. 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. Within 15 calendar days 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.

Individuals may also file an administrative complaint with the U.S. Equal Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination or may file a lawsuit for injunctive relief and damages.

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, Washington, DC 20035-6118. Telephone: (202) 514-0301 (Voice) or (202) 514- 0381 (TDD).

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