

# Library Services for Persons with Disabilities

The Sherrard Public Library District is committed to complying with the Americans with Disabilities Act (ADA) to ensure that persons with disabilities do not encounter discrimination and have an equal opportunity to benefit from Library programs, services and activities. Accordingly, the Library will take reasonable steps to ensure that:

- Library communications with applicants, participants, and members of the public with disabilities are as effective as communication with others;
- Requests for reasonable accommodations to Library policies, practices, and procedures are considered with the goal of avoiding discrimination or disparate opportunities; and
- Library services, programs, and activities are accessible to people with disabilities.

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

## Method of Notification

A copy of this Policy shall be including 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 a visual impairment or other disability which limits their ability to review this Policy asks about the Library's ADA services, staff shall offer to read the policy and to provide appropriate ADA services under the supervision of the ADA Compliance Officer.

## Accommodations for People with Disabilities

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

Adults with disabilities who are unable to reasonably care for themselves in an emergency situation; cannot fully understand or comply with the Library's patron conduct policies; or have mental or physical impairments which require assistance beyond typical services provided by Library staff must be accompanied by a parent, guardian, or caregiver at all times while participating in Library services or programs.

Despite the Library's best efforts, not all library materials may be available in accessible formats, not all areas of the Library are accessible to people with disabilities, and not every Library program, service, or activity can be modified to give access to people with disabilities without fundamentally altering the nature of the service, activity, or program. However, the Library will make every reasonable effort to provide assistance to people with disabilities upon request.

The ADA Compliance Officer is responsible for determining whether a request for accommodations will be granted based on the nature of the program, service, or activity involved and whether granting the request would pose an undue hardship or fundamentally alter the nature of the service, activity, or program.

## Grievance Procedure

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

## Retaliation Absolutely Prohibited

The Library will not coerce, intimidate, threaten, harass, or interfere with any individual exercising his or her rights under the ADA, or because the individual aided or encouraged any other individual in the exercise of his or her rights granted or protected by the ADA.