

## ADA Policy

1. The Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act (see <http://www.ada.gov/smbusgd.pdf>, section titled “Existing Facilities”). The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. To accommodate those with disabilities, the following services are offered:
  - a. We act as facilitator between the patron and Services to the Blind and Physically Disabled
  - b. We offer home delivery to patrons with disabilities which prevent them from coming to the library
  - c. We welcome service animals in the library
  
2. People who wish to request accommodation or make a complaint about accessibility at the Library have access to a three step procedure. The following procedures have been developed in order to assist the Library in addressing concerns about accessibility:
  - a. **Step One:** Requests for accommodation and/or complaints about accessibility can be presented in person, by mail, email, or over the phone. These should be addressed to the Director who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.
  - b. **Step Two:** If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Concerns Form (**see appendix**). Assistance in completing this form is provided as needed. Completed forms are reviewed by the Director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Director will make every attempt to resolve the issue through this means.
  - c. **Step Three:** If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Board. The Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Board is final for the Library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.