
Sumner Public Library

American's with Disabilities Act (ADA) Compliance Policy

POLICY STATEMENT

The Sumner Public Library is committed to providing equitable access for persons with disabilities to library facilities and services in compliance with Section 504 of the Rehabilitation Act of 1973, applicable state and local statutes, and the Americans with Disabilities Act of 1990 (ADA). The ADA is the Civil Rights law affecting more Americans than any other.

The goal of the Compliance Policy is to provide a physically and educationally accessible environment that ensures an individual is viewed on the basis of ability, not disability through providing reasonable accommodations, in a confidential manner, in partnership with patrons and staff.

Implementation of this policy is the responsibility of all library staff

Accordingly, the Sumner Public Library WILL:

- Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communications with others.
- Make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in the operations of the library, and affiliated programs, would arise as a result,
- Operate its programs so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

WHO IS COVERED UNDER THE AMERICANS WITH DISABILITIES ACT?

Section 504 of the Rehabilitation Act of 1973 prohibits discrimination on the basis of disability in all programs or activities that receive Federal financial assistance, including public libraries.

Section 504 states:

“No otherwise qualified individual with a disability in the United States, as defined in section 7(20), shall solely by reason of his or her disability, be excluded from the participation in, be denied the benefits of, or be subjected to discrimination under any program or activity receiving Federal financial assistance.”

An “individual with a disability” is someone with a physical or mental impairment that substantially limits one or more major life activities, or having a record of such an impairment, or being regarded as

having such an impairment. Disabilities covered by legislation include hearing impairments, learning disabilities, psychiatric disorders, speech impairments, mobility impairments, and visual impairments.

WHAT IS A REASONABLE ACCOMMODATION?

There are three kinds of accommodations that are not considered reasonable:

1. It is not a reasonable accommodation if making the accommodation or allowing participation poses a direct threat to the health or safety of others
2. It is not a reasonable accommodation if making the accommodation requires making a substantial change in the manner in which the service is provided; and
3. It is not a reasonable accommodation if it poses an undue financial or administrative burden on the City, Library, or its employees.

Generally, an accommodation is considered reasonable if it does not clearly fall under one of the three categories detailed above.

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.

HOW TO REQUEST A REASONABLE ACCOMMODATION

Persons who need an accommodation in order to receive the full benefit of a Sumner Public Library service, program, or activity should complete a "Reasonable Accommodation Request Form" Forms can be obtained at the circulation desk or by contacting the Library Director directly at Sumner Public Library 206 North Railroad Street, Sumner, IA 50674, (563) 578-3324. Library staff is available to assist patrons in the communication of an ADA request or completing the forms, if needed.

UNIVERSAL ACCOMMODATIONS

Beyond individualized accommodations; the Library is also committed to proactively providing perpetually available accommodations for patrons covered under ADA. Selection of library materials and programming content is prioritized with this goal in mind. Where available, reasonable, and cost effective, materials are purchased in formats suited to maximize usage by all our patrons.

Staff are always available to assist a patron with a disability in any reasonable way needed, including opening doors, carrying, retrieving library materials, completing library forms, etc.

Impairment specific accommodations universally available to our disabled patrons currently include:

-  **For the visually impaired:** Select materials are available in large print and audio formats.

- **For the audibly impaired:** Select materials, which, while normally available on CD, are also available in print. The Library also selects, when available, DVDs that are closed-captioned.
- **For the mobility impaired:** Upon request, 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.
- **For the mentally impaired:** The Library attempts to select materials at appropriate levels of comprehension. DVDs and CDs are offered for those with reading difficulties.
- **For the verbally impaired:** Staff will utilize various methods of communication including writing, pictures, and adapting oral communication styles to most effectively facilitate communicate with the patron.

POLICY NOTIFICATION

A copy of this Policy will be included with the Library's other policies. Notice of the Library's ADA services and of this Policy can also be obtained at the circulation desk.

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

DISCRIMINATION GRIEVANCE PROCEDURES

Persons who believe they are being discriminated against based on their disability should file an ADA Disability Grievance with the Sumner Public Library. The complaint should be submitted in writing to the Library Director on the applicable form (available at the circulation desk or by contacting the Library Director). The information requested on the complaint form includes the name, address, and telephone of the individual filing the claim, the disability and limitations requiring an accommodation, the names of all parties involved, the location, date and detailed narrative description of the alleged discrimination.

The ADA complaint should be submitted to the Library Director as soon as possible, but no later than 60 calendar days after the alleged ADA violation. ADA complaints will be brought to the attention of the Library Board of Directors before the next regular meeting following receipt of a completed complaint form.

Within 15 calendar days of receipt, the Library Director or designee will schedule a meeting with the complainant to discuss the alleged discrimination and possible resolutions; and within 15 days after such meeting, the Library Director or designee will respond in detailing the libraries position and options for resolution. The response will be in writing, or where appropriate, an alternative format accessible to the individual.

The complainant may appeal the decision to the Library Board if it is deemed unacceptable. In the case of appeals, both the Library Board and the Library Director will meet with the individual to discuss the allegation(s) and explore additional options to resolve the problem. A respond rendering a final

resolution of the problem will be sent in writing (and, where appropriate, in a format accessible to the complainant) within 15 days of this meeting.

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 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).

Adopted September 18, 2014
Reviewed October 18, 2017

Sumner Public Library

American's with Disabilities Act (ADA)
Accommodation Request

To request assistance in completing this form please contact the Library Administrator at (563) 578-3324.

APPLICANT INFORMATION

NAME: _____
ADDRESS: _____
PHONE: _____ EMAIL: _____

ACCOMMODATION REQUEST

What service, program or activity does this request concern?

Date (if applicable): _____

What accommodation(s) is requested?

_____ **Applicant Signature**

_____ **Date**

Submit the completed form to: Sumner Public Library
206 North Railroad Street
Sumner, Iowa 50674

Sumner Public Library

American's with Disabilities Act (ADA) Discrimination Complaint Form

To request assistance in completing this form please contact the Library Director at (563) 578-3324.

COMPLAINANT INFORMATION

NAME: _____
ADDRESS: _____
PHONE: _____ EMAIL: _____

DESCRIPTION OF THE DISCRIMINATORY OFFENSE

Location the Offense Took Place:

Date of the Event: _____ Approximate Time of Day: _____

Provide a detailed account of the alleged discriminatory offense and any background information relevant to the claim. Please include the names, addresses and phone numbers of the involved parties and any witnesses, if known. Additional sheets may be attached as necessary.

What remedy or accommodation are you seeking in regards to this matter?

_____ **Complainant Signature**

_____ **Date**

Submit the completed form to: Sumner Public Library
206 North Railroad Street
Sumner, Iowa 50674