



# ZION-BENTON PUBLIC LIBRARY

## **Americans with Disabilities Act Policy**

The Zion-Benton Public Library District complies with of 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. The ADA Compliance Officer's telephone number is: (847) 872-4680, ext. 110.

Implementing this policy is the responsibility of all library staff.

If a person with a 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

The following notice will be posted on library's communications and on the library's website:

Any person needing an accommodation for a disability in accordance with the Americans with Disabilities Act in order to access library meetings, services, programs, or activities of should contact a member of the library staff by telephone at 847-872-4680 or in writing five working days prior to the meeting.

### Accommodations to persons with a disability

All library staff are available to provide ADA assistance and to assist a member in the communication of an ADA request, if needed.



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Staff will assist a member with a disability in any reasonable way needed, including opening doors, carrying, retrieving library materials, completing library forms, 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 provide assistance to individuals with disabilities upon request.

## **AMERICANS WITH DISABILITIES ACT GRIEVANCE PROCEDURE**

With respect to the Americans with Disabilities Act, all complaints regarding access or discrimination shall be submitted in writing to the Library Director for resolution as soon as possible, but no later than 60 days after the alleged ADA violation. A decision by the Library Director shall be rendered within fifteen (15) working days from receipt of the complaint. A record of all complaints and action taken thereon shall be maintained. The Library Board will be notified of the complaint during the next scheduled board meeting.

An aggrieved party may appeal the Library Director's decision to the Library Board of Trustees by filing a written appeal with the Secretary of the Board. Such appeal must be filed within ten (10) working days of the date of the Library Director's decision.

Upon receipt of such written appeal, the President of the Board shall designate a hearing date within thirty (30) days of the date such appeal is filed. The appeal shall be heard in an open, public meeting. The Board may adjourn the hearing from time to time, call for additional information or take such other action as will permit the Board to reach a decision on the issue presented. Within ten (10) days of the date such hearing is terminated, the Board shall file its decision with the Secretary, and send a copy of the decision to the aggrieved



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party. The decision of the Library Board shall be final. A record of action taken on the appeal shall be maintained as part of the records or minutes of the Library Board.

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).

Adopted 1/28/92, Revised and approved 2/27/2024