

NSLD Americans with Disabilities Policy

Introduction: The North Suburban Public Library District complies with the Americans with Disabilities Act of 1990 (the "ADA"). Accordingly, the library will take appropriate steps to make reasonable accommodations in library policies, practices and procedures to avoid discrimination on the basis of disability.

Compliance Officer:

The Library Director, or designee, is the library's ADA Compliance Officer.

The ADA Compliance Officer's telephone number is: (815) 633-4247 x18.

Implementing this policy is the responsibility of all library staff.

Method of Notification:

The following NSLD ADA procedures notice is posted on the library's Community Bulletin Board 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, should contact a member of the library staff by telephone at 815-633-4247 x12 or in writing five working business days prior to the event.

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:

The North Suburban Library District makes every effort to offer the same services to patrons with disabilities as to all other segments of the population.

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.

Accommodations to persons with a disability:

The library does make every reasonable effort to provide assistance to individuals with disabilities upon request.

All library staff is available to assist patrons in the communication of an ADA request, if needed.

Staff will assist patrons with a disability in any reasonable way needed to use library services, including opening doors, carrying, retrieving library materials, completing library forms, etc.

In addition to above mentioned services, the North Suburban Library District acts as facilitator between the patron and the National Library Service for the Blind and Physically Handicapped, offers home delivery to NSLD Cardholders with disabilities which prevent them from coming to the library, and welcomes well-behaved service animals in the library.

Program room users:

The library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

Service Animals: NSLD welcomes well-behaved service animals in the library with the following conditions:

Service animals that are dogs must be kept on a leash or harness.

Service animals must remain by owner's side and under owner's control at all times.

If a service animal's behavior poses a direct threat to the health or safety of others, or causes a disturbance, it may not stay in the library.

Animals, other than service animals assisting persons with disabilities, are not permitted inside library facilities or within 10 feet of any door.

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 Board of Library Trustees 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 audiotape. 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 satisfy the individual who filed the complaint, that 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 Board of Library Trustees, 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 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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