

Claverack Free Library

Americans With Disabilities Act Compliance Policy

Approved: February 2018

The Claverack Free Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. Our library building, built in 1932, is currently not completely handicapped accessible. 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:

- We act as facilitator between the patron and Services to the Blind and Physically Handicapped
- Depending on volunteer availability, we offer home delivery to patrons with disabilities which prevent them from coming to the library
- We welcome service animals in the library

The following procedures have been developed in order to assist the Library in addressing concerns about accessibility. People who wish to request accommodation or make a complaint about accessibility at the Library have access to a three step procedure.

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 Library Director who then makes every attempt to provide accommodation and/or resolve the issue.

Step Two:

If resolution provided in Step One is not acceptable, a complaint can be presented in writing on an Accessibility Concerns Form. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director and a formal response will be made to the library user within ten working days of the date of original submission of the form. The formal response can be by letter or telephone call, followed by a letter confirming the telephone discussion. The Library Director will make every attempt to resolve the issue through this means.

Step Three:

If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda of the next regularly scheduled Library Board meeting so that the concerned individual can present his or her concern. The decision of the Library Board is final for the Library. If resolution is still not achieved, the concerned individual

may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

Claverack Free Library Accessibility Concern Form

The Claverack Free Library seeks to make its services, facilities, and programs as accessible as possible to every patron, including those with disabilities. If a disability prevents you from fully using our facility and/or participating in programs, we would like your ideas on how we can serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:

DATE: _____

NAME: _____

ADDRESS: _____

PHONE: _____