



Americans with Disabilities Act (ADA) Policy

In accordance with the requirement of Title II of the American with Disabilities Act of 1990, the library will not discriminate against qualified individuals with disabilities based on disability in the library's services, programs, or activities.

The Library Director is the library's ADA Compliance Office. Implementing this Policy is the responsibility of all library staff.

EMPLOYMENT

The library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under Title I of the Americans with Disabilities Act of 1990.

EFFECTIVE COMMUNICATION

The library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the library's programs, services, and activities.

MODIFICATIONS TO POLICIES & PROCEDURES

The library is committed to act in accordance with the ADA by providing policies, practices, and procedures for nondiscrimination and accommodation to qualified individuals with disabilities.

Qualified individuals with disabilities may make requests for reasonable accommodations from the library. The library will make all reasonable modifications to policies, practices, and programs to ensure that people with disabilities have an equal opportunity to enjoy all library programs, services, and activities. However, the ADA does not require the library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Any persons who require reasonable accommodation should contact the library as soon as possible but no later than 72 hours before the scheduled event.

The library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing any services or reasonable accommodations and modifications.

SERVICE ANIMALS

In addition, the library acts as a facilitator between the patron and services to the blind and physically handicapped and welcomes all service animals in the library. According to Illinois law and the ADA, a service animal can be either a dog or a miniature horse.

Service animals are not required to be certified or equipped with any identifying markers to be allowed in the library. There will be no charges or restrictions on the use of service animals within any public area of the library. Patrons or visitors can be held responsible for any behavior or clean up issued caused by the service animal.

Staff, trustees, and volunteers will not discriminate against patrons or visitors with service animals or require information on any disability. Patrons and visitors with service animals may be asked the two following questions:

- Is the dog a service animal because of a disability?
- What work or task has the dog been trained to perform?

ADA GRIEVANCE PROCEDURE

The Grievance Procedure is to be used by anyone who wishes to file a complaint alleging discrimination based on disability in the provision of services, activities, programs, or benefits by the library. The library's Employee Handbook governs employment-related complaints of disability discrimination.

The complaint may be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the occurrence. Alternative means of filing complaints, such as library staff filing it on behalf of the complainant, personal interview, or a recording, will be accepted for persons with disabilities.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Jenna Diedrich
Library Director
601 S Bench Street
Galena, IL 61036
diedrichj@galenalibrary.org

Within 15 calendar days after receipt of the complaint, the Library Director or their designee will arrange to meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Library Director or their designee, will respond in writing, and where appropriate, in format accessible to the complainant. The response will explain the position of the library and offer options for substantive resolution of the complaint.

If the response of the Library Director or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision with 15 calendar days after receipt of the response to the Board of Trustees.

Within 15 calendar days after receipt of the appeal, the Board of Trustees will meet with the complaint to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Board of Trustees will respond in writing, and, where appropriate in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Library Director or their designee, appeals to the Board of Trustees, and responses from these two offices will be retained by the library in accordance with the Local Records Act [50 ILCS 2015/1 et seq.].