

165 / General Policies

Americans with Disabilities Act

The Villa Park Public Library complies with 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. Implementing this policy is the responsibility of all library staff.

Method of Notification

A copy of this policy shall be included with the library's other policies and shall be posted on the library's website.

If a person with visual impairment or other disability inquiries 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 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 630-834-1164 or in writing five days prior to the event.

Accommodations to Persons with a Disability

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

Staff will assist an individual with a disability in any reasonable way needed, including opening doors, carrying and 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.

Program Room Users

Groups using program rooms and presenters are required to meet the requirements of the *Americans with Disabilities Act*. The library offers the facility as a service to community groups but has no responsibility for the groups using the room.

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. It also should contain the location, date, and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, and not later than 60 calendar days after the alleged ADA violation.

Within 15 days after receipt of the complaint, the Library Director or designee will meet with the individual to discuss the complaint and possible resolutions. 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 Library Board of Trustees within 15 calendar days after the individual's receipt of the library's response. Within 15 calendar days after receipt of the appeal, the Library Trustees and the Library Director or designee will meet with the individual to discuss the problem and possible resolutions. Within 15 days of this meeting, the Library Trustees or the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the complainant, with a possible final resolution to the problem.

Individuals with disabilities may also file an administrative complaint with the U.S. Equal Opportunities Commission (the 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 with disabilities 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, D.C. 20035-6118.

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