



ACCESSIBILITY POLICY

Policy #330 – Approved & Adopted 09/18/24

I. Americans with Disabilities Act

The Warrenville Public Library District (“the Library”) is committed to making its facilities accessible to and usable by all staff and visitors. This commitment is ongoing, proactive and intended to meet the needs of a diversity of individuals with disabilities in compliance with the Americans with Disabilities Act (“ADA”). In general, the ADA requires each program, service and activity offered by the Warrenville Public Library District be readily accessible to and usable by persons with disabilities, including those individuals who use service animals.

II. ADA Coordinator Contact Information

To request an ADA accommodation, contact the Library’s ADA Coordinator. A request for accommodation can also be submitted in writing. Request forms are available at each service desk and on the Library’s website. Staff will provide ADA assistance in filling out the forms, if needed. In lieu of the ADA Coordinator, the Executive Director may also be contacted.

ADA Coordinator

Warrenville Public Library District
28W751 Stafford Place
Warrenville IL 60555
ADA@warrenville.com
630/393-1171 x120

Executive Director

Warrenville Public Library District
28W751 Stafford Place
Warrenville IL 60555
director@warrenville.com
630/393-1171 x118

III. Accommodations

The Library is committed to promoting a positive and quality experience by providing reasonable accommodation for individuals with disabilities upon request. Any person needing reasonable accommodation for a disability to access the library’s services, programs, or activities under the ADA should contact the library’s ADA Coordinator, Executive Director or other available Library staff.

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying and retrieving Library materials, and completing Library forms. For accommodation to library programs, including ASL interpreters, closed captioning, transcripts, etc., staff should be contacted at least seven days prior to the event.

IV. Library Material

In order to assist persons with visual, hearing, mobility, intellectual or other disabilities, the Library provides materials in a variety of formats, including conventional print, large type, DVD, CD, Playaways, digital downloads, and streaming services. These materials are available within the Library’s own collection or through interlibrary loan services. When materials are not

available in all needed formats, the Library attempts to provide equivalent or similar items for use by persons with disabilities.

V. Meeting Room Users

Non-library groups using the Library's meeting room are required to follow the Americans with Disabilities Act and provide accommodations upon request to those attending that group's meeting.

VI. Service Animals

The Library welcomes services animals, and service animals are permitted in any area of the library where visitors are permitted. Trainers are also permitted to accompany service animals-in-training in the library.

Emotional support animals are not legally considered service animals. Service animals are legally defined as dogs or miniature horses that are individually trained to do work or perform tasks for people with disabilities. The work or task that the service animal has been trained to provide must be directly related to the person's disability.

In accordance with ADA, employees may not require identification or certification documents for the service animal and may not ask about the person's disability. Employees may only ask an individual who accesses the Library with a service animal the following two questions:

- (1) whether the animal is a service animal; and
- (2) what work or task the service animal has been trained to perform

Service animals must be harnessed, leashed or tethered, unless such devices interfere with the animal's work or the individual's disability prevents using such devices, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals or other effective means).

Staff will ask that a service animal be removed from the premises only if:

- (1) the animal is out of control and its handler does not take effective action to control it; or
- (2) the animal is not housebroken

When there is a legitimate reason to remove a service animal, staff will offer the person with the disability the opportunity to obtain Library materials or services without the animal's presence. Staff are not required to provide care, food or a special location for the animal.

VII. Grievances

Any person who believes they have been discriminated against by the Library because of their disability may file a written complaint with the Library's ADA Coordinator or Executive Director within 60 days of the alleged occurrence of discrimination. An ADA Complaint Form is available at each service desk and on the Library's website. The complaint should provide a detailed account including the date, location, persons involved, and other particulars, as well as the name, address, and telephone number of the person filing the claim and their proposed resolution to the matter. Upon request, the library will provide alternate means for filing a complaint, such as a personal interview or digital recording, to a person with a disability.

Grievances will be reviewed and responded to in writing or other appropriate format within 15 business days by the ADA Compliance Officer, Executive Director, or other designated Library representative, stating the Library's response to and proposed resolution of the complaint. This may include meeting with the person filing the complaint, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.

Within 15 business days after receipt of the Library's response, if the Library's proposed resolution is not acceptable to the person filing the complaint, that person may submit a written appeal of the matter to the Library Board. If necessary, the Board President may appoint a committee of no more than two Board members to meet with the person filing the appeal with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint. At the next regular Board meeting, the Board will take action regarding the complaint and will report its action to the person filing the appeal, in writing or other appropriate format. The decision of the Board of Library Trustees is final and will conclude the Library's grievance procedure.