



WESTMONT PUBLIC LIBRARY

428 N Cass Ave, Westmont, IL 60559
630 869 6150
westmontlibrary.org

Providing the community with the keys to lifelong learning.

Accessibility Policy

Americans with Disabilities Act

The Westmont Public Library complies with the Americans with Disabilities Act (ADA) and offers reasonable accommodations to meet its requirements. The Library takes appropriate steps to ensure that Library communications with individuals with ADA disabilities are as effective as communications with others; makes reasonable accommodations in Library policies, practices, and procedures unless fundamental alteration in a Library program or service would result; and operates its services and programs so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

Service Animals

Service animals are permitted in any area of the Library where members of the public are permitted to go. Service animals are defined as dogs and miniature horses that are individually trained to do work or perform tasks for people with disabilities. The work or task that the animal has been trained to provide must be directly related to the person's disability.

Special identification and certification of service animals are not required by the ADA. Staff may not require identification documents for the animal and may not ask about the person's disability. Staff 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).

A service animal may be removed from the premises only if: (1) the animal is out of control and the 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 is not required to provide care, food, or a special location for the animal.

Animals whose sole functions are to provide comfort or emotional support do not qualify as service animals under ADA.

Collections

The Library provides materials in a variety of formats. When materials are not available in all needed formats, the Library attempts to provide equivalent or similar items for use by patrons with disabilities.

Library Programs and Meetings

All newsletters and the Library website will contain an appropriate ADA notice such as the following:

Any person needing a reasonable accommodation under the Americans with Disabilities Act in order to access the benefits of the Library's services or programs should contact the Assistant Director at 630 869 6171 or via email at accessibility@westmontlibrary.org, not less than five (5) business days prior to the program.

All notices for Library Board meetings will contain an appropriate ADA notice such as the following:

Any person needing a reasonable accommodation under the Americans with Disabilities Act in order to participate in the meeting should contact the Library Director at 630 869 6170 or via email at accessibility@westmontlibrary.org, not less than five (5) business days prior to the meeting.

External Meeting Room Users

Outside groups and presenters using the meeting room 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.

eAccessibility

The Library promotes and provides equal access to digital content for all users, including individuals with disabilities, by meeting the digital accessibility standards as defined by the Web Content Accessibility Guidelines (WCAG) 2.1 level AA for websites and web-based applications and digital services. The Library will adhere to any updates made to the standards.

Grievances

Despite the Library's best efforts, not all Library materials may be available in accessible formats and not every Library program and service can be made accessible to every disabled person without fundamentally altering the nature of the program or service. However, the Library makes every reasonable effort to provide assistance to individuals with disabilities upon request.

Any person who believes that the Library has discriminated against a person because of the person's disability may file a written complaint with the Library Director within sixty (60) days of the alleged occurrence of discrimination. Forms for requesting ADA assistance and for filing complaints under the ADA are available on the Library's website and at service desks. Library staff are available to assist a patron in filling out the form, if needed. 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/email address 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.

Within fifteen (15) business days of receiving the complaint, the Library Director or other designated Library representative will respond to the person filing the complaint and, where appropriate, in a format accessible to the complainant, stating the Library's response to and proposed resolution of the complaint. If unsatisfied with the response, concerns can be presented to the Library Board. The decision of the Library Board is final and it will conclude the library's grievance procedure. Within fifteen (15) business days after receipt of the Library 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. The Library Board will review the issue at their next regularly scheduled meeting unless timing prohibits it from being added to the agenda, in which case it will be reviewed at the following meeting. Within thirty (30) calendar days after the Board meeting, the Library Board will respond in

writing and, where appropriate, in a format accessible to the complainant, with a possible final resolution to the problem.

Individuals may also file an administrative complaint with the United States Equal Employment Opportunity Commission (EEOC) within 180 days 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.

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 Disability Rights Section, Civil Rights Division, U.S. Department of Justice, 950 Pennsylvania Avenue, Washington, D.C. 20530. Telephone: 800.514.0301 (voice) or 800.514.0383 (TDD).