

RIVERDALE PUBLIC LIBRARY DISTRICT

AMERICANS WITH DISABILITIES ACT (ADA) POLICY

Policy Statement

The Riverdale Public Library District welcomes individuals with disabilities and is committed to full compliance with the Americans with Disabilities Act (ADA) of 1990. The Library strives to ensure that its services, programs, and activities are readily accessible to and usable by all patrons.

The Library prohibits discrimination on the basis of disability, including exclusion, segregation, unequal treatment, and barriers to access—whether physical, communicative, or attitudinal. The Library is committed to maximizing the inclusion and integration of individuals with disabilities in all aspects of service.

This policy is available at the Library and on the Library's website. Upon request, the Library will provide this policy in an accessible format, including reading it aloud or providing alternative formats as needed.

General Guidelines

In accordance with the ADA, the Library will take appropriate steps to:

- Ensure communication with individuals with disabilities is as effective as communication with others.
- Provide reasonable modifications to policies, practices, and procedures when necessary to avoid discrimination, unless doing so would fundamentally alter the nature of services or impose an undue administrative or financial burden.
- Operate programs, services, and activities so they are accessible when viewed in their entirety.
- Provide equal access to individuals with disabilities, including those who use service animals.

ADA Compliance Officer

The Library Director or their designee serves as the ADA Compliance Officer.

Individuals seeking accommodations, submitting requests, or filing complaints can contact the ADA Compliance Officer via telephone: 708-841-3311 ext. 237, email: bourner@rpld.org, or in person at the library: 208 W. 144th Street Riverdale, IL 60827.

Service Animals

Service animals are welcome in the Library in accordance with the ADA.

A service animal is defined as a dog or miniature horse trained to perform tasks for an individual with a disability. The handler is responsible for the care, supervision, and control of the service animal at all times. Service animals are not required to be certified or wear identification, but

staff may ask whether the animal is required because of a disability and what tasks it has been trained to perform. Staff will not inquire about the nature of the disability.

A service animal may be removed if it:

1. Is out of control and the handler does not take effective action
 - A service animal may be considered out of control if it is not harnessed, leashed, or tethered (unless such devices interfere with the animal's work or the individual's disability prevents their use), wanders away from its handler, or engages in repeated disruptive behavior such as persistent barking within the library.
2. Is not housebroken
3. Poses a direct threat to the health or safety of others
4. Causes a significant disruption to Library operations

Handlers are responsible for cleaning up after their service animals.

Programs and Services

The Library is committed to providing equal access to all programs and services. Reasonable accommodations may include:

1. Closed captioning for audiovisual materials
2. Accessible seating for individuals using mobility devices
3. American Sign Language (ASL) interpretation (with advance notice)
4. Alternative or digital formats of printed materials (upon request and if available)

Requests for accommodations should be made as early as possible, preferably at least five (5) business days before a scheduled program. While the Library will attempt to fulfill late requests, accommodations cannot be guaranteed without sufficient notice.

The Library will not impose a surcharge on individuals with disabilities to cover the cost of accommodations.

In accordance with the Americans with Disabilities Act (ADA), external organizations utilizing library meeting spaces must exert appropriate efforts to ensure compliance with accessibility standards. This obligation may necessitate providing meetings or materials in accessible formats upon request.

Qualified individuals with disabilities are entitled to request reasonable accommodations for library programs. The library is committed to making necessary modifications to its policies, practices, and programs to guarantee equitable access to all services and activities for individuals with disabilities. However, the ADA does not obligate the library to undertake actions that would fundamentally alter the core nature of its programs or services or impose excessive financial or administrative burdens.

ADA Grievance Procedure

This procedure is available to individuals who believe they have been subjected to discrimination on the basis of disability in the provision of Library services, programs, or activities.

Filing a Complaint

Complaints should be submitted as soon as possible, but no later than sixty (60) calendar days after the alleged violation to the Library Director.

Complaints should include:

- Name and contact information of the complainant
- Description of the issue, including date and location

Alternative methods of filing complaints (such as verbal or recorded submissions) will be made available upon request, and the person receiving the complaint will document it in writing.

Complaints should be directed to the ADA Compliance Officer. See page 1.

Response and Resolution

Within fifteen (15) calendar days of receiving a complaint, the Library Director or their designee will contact the complainant to arrange a meeting to discuss the issue and possible resolutions.

Within fifteen (15) calendar days following that discussion, the Library will provide a written response, and where appropriate, in a format accessible to the grievant (such as large print or audio recording), outlining its position and any proposed resolution.

Appeals

If the response does not satisfactorily address the grievance, the grievant or their designee may submit a formal written appeal to the Board of Trustees within 15 calendar days of receiving the decision. Accommodations for alternative submission methods will be provided for individuals with disabilities upon request, and the person receiving the complaint will document it in writing.

The Board President will appoint a committee comprising no more than two members to convene with the grievant within 30 days to gather additional information and pursue a mutually agreeable resolution to the complaint. During the subsequent regular Board meeting, the committee will present its findings and recommendations to the Board for consideration. The Board will act upon the committee's input and report its action to the grievant in writing or through another suitable format. This action will represent the conclusion of the library's grievance process.

Non-Retaliation

The Library prohibits retaliation or coercion against any individual exercising their rights under the ADA.

Nothing in this policy limits an individual's right to file a complaint with external agencies, including the U.S. Department of Justice or the Illinois Department of Human Rights. Refer directly to those agencies for more information.