

MOUNT VERNON CITY LIBRARY

11. AMERICANS WITH DISABILITY ACT COMPLIANCE POLICY

11.01 PURPOSE

Mount Vernon City Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act (ADA). The Library seeks to make its services, facilities, and programs as accessible as possible to all members of the public, including those who have disabilities. The Library complies with the City of Mount Vernon ADA policies and procedures.

11.02 SERVICES OFFERED

11.02.010 Staff are available to assist with manually locating and retrieving materials, as well as helping with computer searches.

11.02.020 The Library provides resources and referrals. See appendix.

11.02.030 Assistive equipment is provided, such as videophone and magnifying glasses, for persons with disabilities.

11.02.040 The Library provides materials in several formats such as large print, audio and visual media.

11.04 FACILITIES

The library building, constructed in 1954, is currently not completely handicapped accessible. The Library strives to keep all aisles at the required width, but there are areas where customers may require staff assistance to access them.

11.06 PROGRAMS

The Library will make every effort to provide assistance or accommodation so that people of all abilities may attend programs.

11.08 REQUESTING ACCOMMODATIONS

People who wish to request accommodation or make a complaint about accessibility at the Library may follow this procedure.

11.08.010 Requests for accommodation

Requests for accommodation and/or complaints about accessibility can be presented in person, by mail, email, or over the phone. These should be addressed to the Library Director or Librarian-in-Charge, who then makes every attempt to provide accommodation and/or resolve the issue.

11.08.020 Complaints

If resolution is not achieved by verbal request, a complaint may be presented in writing on an Accessibility Concerns Form. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response may be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.

11.08.030 Appeals

If resolution is not achieved, the concerned individual may request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. If resolution still is not achieved after the decision of the Library Board, the concerned individual may wish to present his or her grievance to the Mayor's Executive Assistant or pursue other courses of action as described in the American with Disabilities Act and related regulations.

Approved by the Board of Trustees September 2, 2010

ADA Appendix

Washington Relay for phone calls with hearing impaired persons
1-800-833-6384.

Washington Talking Book & Braille Library
2021 9th Avenue, Seattle, WA 98121-2783
Phone: 206-615-0400 or 800-542-0866 or (TTY) 206-615-0418
Email: wtbbl@sos.wa.gov
Website: <http://www.wtbbl.org/>

**Mount Vernon City Library
Accessibility Concerns Form**

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:

NAME _____

SIGNATURE _____

ADDRESS _____

PHONE _____

EMAIL _____

DATE _____

Please see the attached policy and procedure to find out how we will address your concern.

Send completed form to:

Library Director

Mount Vernon City Library

315 Snoqualmie Street

Mount Vernon, WA 98273