

**POLICY 902**  
**LIBRARY SERVICE AND THE AMERICANS WITH DISABILITIES ACT (ADA)**

The Lisle Library District (LLD) shall act in accordance with the Americans with Disabilities Act (ADA) of 1990 by providing policies, procedures, and accommodations to aim to meet the needs of patrons with a broad range of disabilities including sensory, learning, and mobility disabilities.

**A. Facilities**

The LLD strives to provide patrons a *Universal Design* experience. The LLD shall address structural and architectural barriers that prevent patrons from enjoying library programs, services, and activities.

1. Reasonable structural accommodations include: accessible parking, clear paths of travel to and throughout the facility, automatic doors, handrails, ramps, elevators, accessible public service desks, restrooms, and drinking fountains.
2. Signs shall be easily visible with appropriate font size, contrast, and finish. Braille may be used on specific signage.

**B. Meetings**

All LLD public meetings are subject to the requirements of the ADA. Correspondingly, outside groups who utilize the Library meeting rooms shall comply with the ADA (See LLD Policy 650/H).

1. Any person who has a disability requiring accommodations to participate in a public meeting shall contact the LLD during regular business hours, at least 48 hours before the meeting.
2. Requests for a qualified interpreter for an LLD-sponsored meeting require three working days advance notice.

**C. Collection**

Library materials shall be made available in a variety of formats such as large print, audio, and video.

1. The LLD collection shall contain materials with accurate and up-to-date information on disability issues and services for people with disabilities and their families.
2. The LLD provides assistive technology to aid in the use of the LLD collection and resources. Examples of such auxiliary devices include illuminated magnifiers, a low-vision reader, large print keyboards, trackball computer mouse, and high-definition monitors.

3. The LLD provides information about the Illinois Talking Book and Braille Service (TBBS) on its website. The TBBS acts as a liaison with the Library of Congress's National Library Service for the Blind and Print Disabled program. For more information on these programs, please visit [ilbph.org](http://ilbph.org).
4. The LLD website serves as the platform for digital resources and provides important information for the public. Websites are inherently dynamic and staff shall strive to maintain an accessible website with effective navigation, page arrangement, appropriate colors/contrasts, font size, links, and images.

#### **D. Partnerships**

The LLD shall work with local agencies and organizations to meet the needs of people within the community who have disabilities.

#### **E. Service Animals**

The LLD complies with the Service Animal Access Act (SAAC, 720 ILCS 5/48-8).

1. Service animals must be under the control of a handler.
2. If a service animal behaves unacceptably, staff may ask the patron and animal to leave the premises (See LLD Policy 610/12).

#### **F. Employment**

The LLD does not discriminate on the basis of disability in its hiring or employment practices and complies with the U.S. Equal Employment Opportunity Commission (EEOC) under Title I of the Americans with Disabilities Act (ADA) of 1990.

1. LLD staff are informed about accessibility issues, assistive technology, the needs of people with disabilities, and laws applicable to the rights of people with disabilities as they impact public services.
2. The LLD provides training opportunities in order to educate and sensitize staff to issues affecting people with disabilities and to teach effective techniques for providing services for these users.

#### **G. ADA Grievances**

Patrons who wish to file a complaint alleging discrimination on the basis of disability in the provision of Library services, activities, or programs shall inform the Library Director.

1. If possible, the complaint should be in writing and contain information about the alleged discrimination. Include name, address, phone number, email of complainant and location, date, and description of the issue. Accommodations shall be made if complaint cannot be made in writing.
2. Complaints should be submitted by the complainant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation.

3. The Director shall, to the best of her/his ability, address the complainant within 48 hours of receipt of the complaint. Should the complainant not be satisfied with the result of the Director communication, the complainant may choose to contact the LLD Board President.
4. The LLD shall make all reasonable accommodations to ensure that people with disabilities have an equal opportunity to enjoy library programs, services, and activities. The ADA does not require the Library to take any action that would fundamentally alter the nature of its services, activities, or programs, or impose an undue financial or administrative burden.

Adopted 03/17/21