

POLICY 902 ACCESSIBILITY

The Lisle Library District (LLD) is committed to providing a welcoming and inclusive environment for all patrons. The LLD complies with the Americans with Disabilities Act (ADA) by providing policies, procedures, and reasonable accommodations seeking to meet the needs of patrons with disabilities. As laws and accessibility standards evolve, the LLD aims to update, enhance, and employ new methods to increase accessibility throughout the facility as well as via digital means.

A. Facilities

The LLD strives to provide patrons a Universal Design¹ experience. The LLD shall address barriers that may prevent patrons from enjoying Library programs, services, and resources.

1. Reasonable 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. Other appropriate wayfinding methods may be introduced to assist patrons with visual impairment.

B. Meetings & Programs

All LLD public meetings and programs are subject to the requirements of the ADA. LLD Board and Committee meetings shall comply with the Open Meetings Act (OMA). Correspondingly, outside groups who utilize the Library meeting rooms shall comply with the ADA (See LLD Policy 650).

1. Any person who has a disability requiring accommodations to participate in an LLD Board or Committee meeting shall make arrangements at least 48 hours before the meeting. Patrons should contact LLD Administration by phone or email the Library Director.
2. Any person who has a disability requiring accommodations to participate in a public program shall make arrangements at least five business days in advance before the program. Patrons should contact LLD Administration by phone or email the Library Director.
3. The LLD shall regularly explore program options that serve patrons with disabilities.

¹ universaldesign.org | "Universal design is design that is usable by all people, to the greatest extent possible, without the need for adaptation or specialized design."

C. Collection

The LLD provides materials in a variety of formats such as large print, audio, video, and digital collections.

1. Collections 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.
4. The LLD website lislelibrary.org serves as the platform for digital resources and provides important information for the public. The LLD shall comply with the digital accessibility standards as defined by the Web Content Accessibility Guidelines (WCAG) 2.1 level AA (ADA) for websites and web-based applications.

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). Service animals are allowed in any area of the Library where members of the public are permitted to go. Service animals are defined as animals that are individually trained to do work or perform tasks for people with disabilities.

1. Special identification on the animal (tag or vest) or specific certification is not required by the ADA.
2. Service animals must be harnessed, leashed, or tethered.
3. Service animals may not be left unattended in the facility or on LLD property at any time.
4. A service animal and handler may be asked to leave the premises if the animal is out of control and the handler does not take effective action to control it, or if the animal is not housebroken. Uncontrolled barking, jumping on people, or running away from the handler, are other examples of unacceptable service animal behavior.
5. LLD staff are not required to provide care, food, or a special location for a service animal.

6. An animal whose sole function is to provide comfort or emotional support does not qualify as service animal under ADA.

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).

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 resources. The ADA does not require the Library to take any action that would fundamentally alter the nature of its services, resources, or programs, or impose an undue financial or administrative burden.