

SERVICE TO PATRONS WITH DISABILITIES

1. The City of Saratoga Springs Public Library (“Library”) complies with the City of Saratoga Springs (“City”) policies regarding the provision of services to citizens with disabilities as required by Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (“ADA”).

The Library makes reasonable accommodations to provide services to citizens with disabilities in accordance with the requirements of the ADA.

The intent of these guidelines is to establish procedures to facilitate the provision of library services to citizens with disabilities in accordance with the principles of reasonable accommodation and within the scope of the Library’s mission, goals, and resources.

2. **GUIDELINES.** It is the intent of the Library to comply with the provisions of the ADA. As a result, the Library wishes to establish procedures to facilitate the provision of library services to citizens with disabilities in accordance with the principle of reasonable accommodation and within the scope of the Library’s mission, goals, and resources. Pursuant to the ADA, no individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of the services, programs, or activities of the Library, or be subjected to discrimination by the Library. These guidelines will assist Library employees and volunteers to comply with the ADA.

A person is considered to be disabled for the purposes of this policy if the person has: (A) a physical or mental impairment that substantially limits one or more of the person's major life activities; (B) a prior record of such an impairment; or (C) is regarded as having such an impairment.

3. **PROCEDURES.** The following procedures are established in fulfillment of this requirement. They are intended to be applied by all staff members and volunteers in carrying out the public services of the Library. Staff members or volunteers uncertain about how to apply the procedures in a particular situation should, if feasible, consult the Library Director, who should consult with the City Attorney or Human Resources if feasible.

- A. **General Services.** Individual patrons with a disability may require assistance in order to utilize the services of the Library. Cases in which such assistance may be required include, but are not limited to: sight-impaired patrons requiring assistance in reading terminal screens or reading reference materials, patrons in wheelchairs requiring assistance in retrieving books from high shelves, patrons with arthritis requiring assistance in using a keyboard. In these and similar cases, the staff member or volunteer will:

- (1) Evaluate the type of assistance needed and provide it with as much thoroughness as possible. For example, the solution may require the Library to purchase an assistive device or to refer the patron to

another agency, such as the Library for the Blind at the Utah State Library.

- (2) In cases in which a significant amount of staff or volunteer time is required to meet the request for assistance, and neither the library staff nor volunteer is able to commit the time to provide the service under the circumstances, the library staff will attempt to arrange a designated time when the service can be rendered. Extensive reading from reference materials may be such a case. In situations in which it is possible, patrons requiring extensive assistance can be encouraged to contact the staff to make arrangements before coming to the Library.
- (3) In all cases, the Library is not required to provide an accommodation that would cause the Library undue burden such as imposing an undue financial or administrative burden on the Library or result in a fundamental alteration in the nature of a service, program, or activity. Due to the small size of the Library, hardship could likely exist due to the lack of resources of the Library. Also, hardship may occur if the patron is unwilling or unable to share in the costs of making the accommodation. The Library employee or volunteer should always consult with the Director, who should consult with the City Attorney and/or Human Resources, prior to making a determination that the accommodation will not be provided because it causes an undue hardship on the Library.
- (4) Per the ADA, it is not required that patrons specifically request a reasonable accommodation where it is apparent that the patron is a person with a disability and the Library employee or volunteer is aware that such person is being excluded from participation or being denied the benefits of the services, programs, or activities of the Library without a reasonable accommodation. In such a case, the reasonable accommodation should be made. Library employees and volunteers should consult with the Director, who should consult with the City Attorney and/or Human Resources, in making such determination.

- B. Programs. Individuals with a disability may require certain reasonable accommodations in order to participate in a library-sponsored program. Cases in which such accommodations may be desired include, but are not limited to a sign language interpreter for the hearing impaired, magnifying devices to make overhead projections clear for the visually impaired, or special assistance for a physically impaired child to participate in a hands-on program activity.

Any patron who is deemed to be a person with a disability who is interested in attending a program and notifies the Library of the accommodation one week before the scheduled program should be provided reasonable

accommodations in accordance with these guidelines. The Library Director will investigate feasibility and cost and other considerations herein. The Library will notify the patron of its findings, and will make appropriate arrangements if the accommodation is judged to be reasonable and not an undue hardship.

4. APPEALS. A patron who believes that a reasonable accommodation was not or is not being made in order to afford an individual with a disability a reasonable accommodation should contact the Library Board. The final decision regarding accommodations rests with the Library Board after consulting with Human Resources or the City Attorney. A patron wishing to receive a formal reply must submit a written request to the Library Board. The Library Board will respond in writing within five workdays.

Adopted: June 14, 2016

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