

7 PATRON & LIBRARY USE POLICIES

7.1 AMERICANS WITH DISABILITIES ACT COMPLIANCE

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Effective: June 19, 2019

Revisions:

Review: June 2022

7.1.1 ADA Compliance Statement

The Hudson Area Public Library complies with of the Americans with Disabilities Act of 1990 (the “ADA”) and offers alternative reasonable compliance to meet its requirements. The Library will take appropriate steps to ensure that library communications with applicants, participants, and members of the public with ADA disabilities are as effective as communications with others; will make reasonable accommodations in library policies, practices and procedures whenever necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result; and operate its services, programs and activities so that when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

The Library Director, or designee, is the Library’s ADA Compliance Officer. The ADA Compliance Officer’s telephone number is 715-386-3101.

Implementing this policy is the responsibility of all library staff.

Method of Notification: A copy of this policy shall be included with the Library’s other policies and shall be posted on the Library’s community bulletin board and on the Library’s website.

If a person with visual impairment or other disability inquiries about this policy or about the library’s ADA services, staff shall offer to read the policy and to provide appropriate ADA services.

Programming

Any person needing an accommodation for a disability in accordance with the Americans with Disabilities Act in order to access library meetings, services, programs, or activities of should contact a member of the library staff by telephone at 715-386-3101 or in writing five working days prior to the meeting.

Accommodations to persons with a disability

All library staff are available to provide ADA assistance and to assist a member in the communication of an ADA request, if needed.

Staff will assist a member with a disability in any reasonable way needed, including opening doors, carrying, retrieving library materials, completing library forms, etc.

Despite the library's best efforts, not all library materials may be available in accessible formats, not all areas of the library are available to individuals with disabilities, and not every library program, service and activity can be made accessible to every disabled person without fundamentally altering the nature of the service, activity or program. However, the library does make every reasonable effort to provide assistance to individuals with disabilities upon request.

Meeting room users

Groups using the program room and presenters are required to meet the requirements of the Americans with Disabilities Act. The library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

Grievance Procedure

Persons who believe they have been discriminated against based on their disability should file a complaint with the Library Director. An ADA complaint should be submitted to the Library Director in writing and should contain information about the alleged discrimination, including the name, address and telephone number of the individual filing the claim, and also the location, date and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

ADA complaints will be brought to the attention of the Library Board before its next regular meeting following receipt of a completed complaint form.

Within 15 calendar days after receipt of the complaint, the Library Director or designee will meet with the individual to discuss the complaint and possible resolutions; and within 15 days after such meeting, the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the individual, such as large print, Braille, or audiotape. The response will explain the position of the library and offer options for possible resolution of the complaint.

If the response of the Library Director or designee does not satisfy the individual who filed the complaint, that individual may appeal the decision to the Board of Library Trustees within 15 calendar days after the individual's receipt of the response. Within 15 calendar days after receipt of the appeal, the Library Trustees, the Library Director or designee will meet with the individual to discuss the problem and possible resolutions, and within 15 days after the meeting will respond in writing (and, where appropriate, in a format accessible to the complainant), with a possible final resolution the problem.

Individuals may also file an administrative complaint with the U.S. Equal Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination, or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

For further information

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Library Director and / or from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Telephone: (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

7.1.2 Service Animals

The Hudson Area Public Library recognizes that service animals assist people with disabilities; therefore, all service animals (including those in training) are welcome at the library. In conformance with the federal Americans with Disabilities Act (ADA), library employees may only ask two questions: (1) Is this service animal required because of a disability and, (2) What work or tasks is the animal trained to perform?

Animals, other than service animals, are not permitted in the Library, unless as a part of a program authorized by the Library Director.

Per U.S. Department of Justice, a service animal is defined as follows: "Service animal means any dog or miniature horse that is individually trained (including those in training per Wisconsin's Equal Rights Statute) to do work or perform tasks for the benefit of an individual with a disability, including a physical, sensory, psychiatric, intellectual, or other mental disability. Other species of animals, whether wild or domestic, trained or untrained, are not service animals for the purposes of this definition. The work or tasks performed by a service animal must be directly related to the handler's disability."

The library will require service animals to meet reasonable behavior rules, and will require service animals to be licensed and vaccinated. Dogs must wear a current rabies vaccination tags.

The patron is responsible for the care and supervision of the service animal at all times. The patron will be asked to remove the service animal if:

- the animal is unruly, disruptive, or exhibits aggressive behavior;
- the animal does not meet the definition of a valid service animal as defined above;
- the animal is not harnessed, leashed, or tethered, unless the handler is unable to do so because of a disability;
- the animal is not bathroom trained;
- the animal is unclean;
- the animal is ill;
- the animal's owner does not clean up after the animal.

If the service animal is removed, the handler shall be allowed to return to the Library without the service animal.

If a patron is allergic to animals, then staff should make every effort to keep the animal and the allergic person separated, as much as possible.

If other patrons complain, staff should state that the library is in compliance with the ADA.