



GLENCOE PUBLIC LIBRARY

AMERICANS WITH DISABILITIES ACT POLICY

General

The Glencoe Public Library (Library) is committed to full compliance with the Americans with Disabilities Act of 1990 (ADA) and will not discriminate against qualified individuals with disabilities on the basis of disability in the Library's services, programs, or activities.

Accommodations

Qualified individuals with disabilities may make requests for reasonable accommodations from the Library. The Library will make reasonable modifications in policies, practices, or procedures when the modifications are necessary to avoid discrimination on the basis of disability, unless making the modifications would fundamentally alter the nature of a service, program, or activity. The Library will not place a surcharge on a particular individual with disability or any group of individuals with disabilities to cover the cost of providing any services or reasonable accommodations and modifications

Concerns that a library program, service or activity is not accessible to qualified individuals with disabilities should be addressed to the Executive Director.

Discrimination

The Library will not willingly participate in any contractual arrangement which would subject any qualified applicants, staff or patrons with disabilities to discrimination prohibited by the ADA. The Library will not willingly participate in any activities that interfere with any qualified individual exercising the rights protected under the ADA.

Grievance

This grievance procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Library.

A complaint shall be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem or incident. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted by the grievant and/or their designee as soon as possible but no later than 60 calendar days after the alleged violation to:



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Executive Director
Glencoe Public Library
320 Park Avenue
Glencoe, Illinois 60022

Adopted	November 16, 2016
Reviewed	
Revised	July 17, 2019; July 20, 2022