



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 ensuring that qualified individuals with disabilities have equal access to all services, programs, or activities.

Modifications

Qualified individuals with disabilities may make requests for reasonable modifications from the Library. Any such request should be directed to the Library's ADA Compliance Officer, who at this time is the Executive Director or his/her/their designee. 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, impose an undue financial or administrative burden that cannot be mitigated, or pose a direct threat to the health or safety of others that cannot be mitigated. The Library will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the cost of providing any services or reasonable modifications. The use of service animals, with certain exceptions, is a permitted modification. For details, please consult the Library's Service Animal Policy.

Grievance

Persons alleging non-compliance with this policy or the ADA may submit a complaint to the Library.

A complaint shall be in writing and include the complainant's name, address, phone number, as well as the location, date, and description of the alleged non-compliance. 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.

A complaint shall be submitted to the ADA Compliance Officer no later than 30 days after the alleged non-compliance. The ADA Compliance Officer will investigate the complaint, work cooperatively with the complainant to resolve the complaint, and issue a written response within 15 days after the submission of the complaint.

Adopted	November 16, 2016
Reviewed	
Revised	July 17, 2019; July 20, 2022; July 16, 2025