

Millbrook Library

Americans with Disabilities Act Compliance Policy

The Millbrook Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. Our library building is wheelchair accessible via the ramp at the Library's Friendly Lane entrance. Interior access to both floors is possible by using the elevator located just inside the door of the Friendly Lane entrance.

The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those with disabilities. To accommodate those with disabilities, the following services are offered:

- Home delivery to patrons with disabilities which prevent them from coming to the Library;
- ZoomText software which is installed on one of our public computers. This software allows a computer's display to be magnified for easier viewing.
- We also can assist our patrons in the ordering of talking books and listening devices from the New York State Talking Book & Braille Library.
- The Library welcomes service animals.

People who wish to request accommodations or make a complaint about accessibility at the Library can do so through the following process:

Step 1: Requests for accommodation and/or complaints about accessibility can be presented in person or over the phone. These should be addressed to the Library Director who will make every attempt to resolve the issue.

Step 2: If resolution is not achieved by Step 1, a complaint can be presented in writing on an Accessibility Concern Form. Assistance in completing this form is provided, as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter (non-print formats provided as needed). The Library Director will make every attempt to resolve the issue through this means.

Step 3 If resolution is not achieved by Step 2, the concerned individual can request that the complaint be presented to the Library Board. The Library Director will place the matter on the agenda so that the individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final for the Library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the Americans with Disabilities Act and related regulations.

Approved by the Millbrook Library Board of Trustees on March 22, 2016.

Millbrook Library Accessibility Concern Form

The Millbrook Library seeks to make its services, facilities, and programs as accessible as possible to every patron, including those with disabilities. If a disability prevents you from fully using our facility and/or participating in programs, we would like your ideas on how we can serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:

DATE: _____

NAME: _____

ADDRESS: _____

PHONE: _____