

**FOUNTAINDALE PUBLIC LIBRARY
REQUESTS FOR ACCOMMODATION & CONCERNS ABOUT ACCESSIBILITY POLICY**

The Fountaindale Public Library District seeks to make its services, facilities, and programs as accessible as possible to the Fountaindale community, including those who have disabilities. The following procedure has been developed in order to assist the Library in addressing concerns about accessibility. Accessibility is governed by the policy established by the Library Board of Trustees and any applicable rules or regulations adopted by the Library. The Board of Trustees may modify, amend or supplement this policy, as it deems necessary and appropriate.

Individuals who wish to request accommodation or make a concern known about accessibility at the Fountaindale Public Library have access to a three step procedure:

Step One: Requests for accommodation and/or concerns about accessibility can be presented in person, over the phone, or in writing. These should be addressed to the Library's ADA Liaison who then makes every attempt to resolve the issue without further recourse to this procedure.

Step Two: If resolution is not achieved by Step One, a concern can be presented in writing on an Accessibility Concerns Form. Assistance in completing this form is provided, as needed. Completed forms are reviewed by the Deputy Director; a response is made to the library user within ten working days of the date of original submission of the form. The response can be over the phone, followed by a response in writing confirming the telephone discussion, or directly in writing (other formats provided as needed). The Deputy Director will make every attempt to resolve the issue through this means.

Step Three: If resolution is not achieved by Step Two, the individual can request that the concern be presented to the Executive Director. The decision of the Executive Director is final for the Library.

A copy of this policy will be included with the Accessibility Concern Form.

APPROVED JUNE 19, 2014

FOUNTAINDALE PUBLIC LIBRARY

ACCESSIBILITY CONCERN FORM

The Fountainsdale Public Library seeks to make its services, facilities, and programs as accessible as possible to the Fountainsdale community, including those who have disabilities. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can try to 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: _____

Email: _____

Please see the included policy to find out how we will address your concern.