

UPPER MORELAND FREE PUBLIC LIBRARY

SERVICES FOR PERSONS WITH DISABILITIES

Revised:	09/12/2019
Next Review:	4 th Qtr 2022
Reviewed:	09/12/2019
Original:	11/13/2013

I. POLICY

- A. The purpose of this policy is to provide reasonable accommodations to the library facilities, services, and resources for persons with disabilities in compliance with the Americans with Disabilities Act (ADA, 1990) that requires libraries to be accessible to persons with disabilities.
- B. UMFPL will
 - 1. Ensure that persons with disabilities are treated in a nondiscriminatory manner.
 - 2. Keep all medical information confidential.
 - 3. Provide reasonable accommodations to persons with disabilities, except where such accommodation would create an undue hardship on the UMFPL.
 - 4. Permit service animals that are trained to provide assistance to an individual with a disability regardless of whether the animals have been licensed or certified by a state or local government.

II. DEFINITIONS

- A. A person with a disability is defined by the Americans with Disabilities Act (ADA) as an individual who has a physical or mental impairment that limits one or more major life activity.
- B. A reasonable accommodation is any change in the library's environment or in the way things are customarily done that enables persons with disabilities to access the library's facilities, services or resources, but no such change or modification is required if it would cause significant difficulty or expense for the library.
- C. The director serves as the ADA coordinator to review all complaints, written or oral, regarding ADA violations, and inform the trustees of such complaints and the action taken or recommended to remediate the situation.

III. RESPONSIBILITY

- A. The director is responsible for ensuring that persons with disabilities are granted access to library facilities and services within the library's ability to provide such accommodations.
- B. The director will comply with the ADA requirements allowing service animals assisting a person with a disability access to all patron areas of the library.
- C. The director will provide training opportunities for library employees and volunteers in order to sensitize them to issues affecting persons with disabilities and to teach

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effective techniques for providing services for persons with disabilities and for working with colleagues with disabilities.

- D. The director will ensure that the library complies with the ADA's requirement that both architectural barriers in the existing facility and communication barriers that are structural in nature be removed as long as such removal is readily achievable.
- E. If readily achievable and realistic, the director may provide persons with disabilities with special borrowing terms or services.
- F. The director will monitor areas where the library is not in compliance with the ADA or its amendments and bring such deficiencies to the attention of the board of trustees' facility committee chairperson.
- G. The director shall establish necessary procedures to comply with this policy.