

Americans with Disabilities Act Policy – Schiller Park Public Library

The Schiller Park Public Library is committed to act in accordance with the Americans with Disabilities Act of 1990 (ADA) by providing policies, practices and procedures for nondiscrimination and accommodation to qualified individuals with disabilities.

The ADA does not require the Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Qualified individuals with disabilities may make requests for reasonable accommodation from the Schiller Park Public Library. The Library will make all reasonable modifications to policies, practices and programs to ensure that people with disabilities have an equal opportunity to enjoy all Library programs, services, and activities.

Any persons who require reasonable accommodation from the Library should contact the office of Valerie Marshall, Library Director as soon as possible but no later than 72 hours before the scheduled event.

Complaints that a Library program, service or activity is not accessible to persons with disabilities should be directed to:

Library Director

Schiller Park Public Library

4200 Old River Road

Schiller Park, IL 60176

847-678-0433

ksantucci@schillerparklibrary.org

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 accommodations and modifications.

Grievance Procedure under the Americans with Disabilities Act

The Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990. It 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. The Library's Personnel Policy governs employment-related complaints of disability discrimination.

The complaints should be in writing and contain information about the alleged discrimination such as name, address, phone number of complainant and location, date, and description of the problem. 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 his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Library Director

Schiller Park Public Library

4200 Old River Road

Schiller Park, IL 60176

Within 15 calendar days after receipt of the complaint, the Library Director or his/her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Library Director or his/her designee will respond in writing, and where appropriate, in format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Library and offer options for substantive resolution of the complaint.

If the response by the Library Director or his/her designee does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Schiller Park Library Board of Trustees or his/her designee. The appeal will be placed on the Library Board agenda as discussion/action item at the next regularly scheduled Library Board meeting.

Within 15 calendar days after the meeting, the Library Director or his/her designee will respond in writing, and, where appropriate, in a format accessible to the complainant, with a final resolution of the complaint.

All written complaints received by the Library Director or his/her designee, appeals to the Schiller Park Library Board of Trustees or his/her designee, and responses will be retained by the Library for at least three years.