

Accessibility Policy and Requests for Accommodation

Policy 4.3

The Hyde Park Free Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those with disabilities.

I. The main floor of the Library and the Annex are accessible via wheelchair ramps; the ground floor of the Library, which houses the Children's Room, is not wheelchair-accessible.

II. Patrons who wish to request accommodation of a disability or to express concerns about accessibility at the Library may avail themselves of the following procedure:

Step One: Requests for accommodations and concerns about accessibility may be conveyed in person or by telephone. The Library Director will make every attempt to resolve the issue without further recourse to this procedure.

Step Two: If resolution is not achieved by Step One, a patron may make a request or present a concern in writing on the attached Accessibility Concerns form, Form #8. Completed forms will be reviewed by the Library Director, and a formal response made to the patron within ten working days of the submission of the form.

Step Three: If resolution is not achieved by Step Two, the patron may present any pending request to the Library Board at its next scheduled meeting. The Library Board will issue its decision within ten days of that meeting. If the patron is not satisfied with this decision, he or she may wish to pursue other courses of action, as described in the federal Americans with Disabilities Act and related regulations.

III. A copy of this policy will be attached to the Accessibility Concerns and Request for Accommodations form.

Approved: September 28, 2010