

## **Mount Prospect Public Library Americans with Disabilities Act Notice**

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Mount Prospect Public Library will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

**Employment:** Mount Prospect Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA.

**Effective Communication:** Mount Prospect Public Library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in the Mount Prospect Public Library programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.

**Modifications to Policies and Procedures:** Mount Prospect Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities. For example, individuals with service animals are welcomed in Mount Prospect Public Library even where pets are generally prohibited. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Mount Prospect Public Library, should contact the office of Administration, Deputy Director for Public Service as soon as possible but no later than one week before the scheduled event.

The ADA does not require the Mount Prospect Public Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden. Complaints that a program, service, or activity of Mount Prospect Public Library is not accessible to persons with disabilities should be directed to Deputy Director for Public Service.

Mount Prospect Public 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 auxiliary aids/services or reasonable modifications of policy, such as retrieving items from locations that are open to the public but are not accessible to persons who use wheelchairs.

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**Grievance Procedure under the Americans with Disabilities Act**

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). 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 Mount Prospect Public Library. Mount Prospect Public Library's Personnel Policy governs employment-related complaints of disability discrimination.

The complaint 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 tape 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:

Catherine Deane  
Deputy Director for Public Service  
ADA Coordinator  
Mount Prospect Public Library  
10 S. Emerson Street  
Mount Prospect IL 60056  
847-253-5675

Within 15 calendar days after receipt of the complaint, Deputy 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, Deputy Director for Public Service or [his/her] designee will respond in writing, and when appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Mount Prospect Public Library and offer options for substantive resolution of the complaint.

If the response by the Deputy Director for Public Service 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 Executive Director or [his/her] designee.

Within 15 calendar days after receipt of the appeal, the Executive Director or [his/her] designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Executive Director or

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[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 Deputy Director for Public Service or [his/her] designee, appeals to the Executive Director and responses from these two offices will be retained by the Mount Prospect Public Library for at least three years.