

AMERICANS WITH DISABILITIES ACT (ADA) POLICY

The library is committed to complying with the Americans with Disabilities Act (ADA) to ensure that individuals with disabilities do not encounter discrimination, including intentional exclusion, discriminatory effects, architectural barriers to access, and attitudinal or communication barriers. The library's policy is to maximize the full inclusion and integration of people with disabilities in all library programs and services.

GENERAL GUIDELINES

The library will take appropriate steps to (1) ensure that library communications with patrons and members of the public with disabilities are as effective as communications with others; (2) make reasonable accommodations in library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless such accommodation would fundamentally alter or impose an undue hardship on its operations; and (3) operate its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities. The library provides equal access to persons with disabilities, including those individuals who use service animals.

A full list of accommodations offered by the library can be found on the library's website and will be issued in an accessible format when requested.

ADA COMPLIANCE OFFICER

The library Executive Director or their designee is the library's ADA Compliance Officer. The ADA Compliance Officer may be contacted via telephone at 847-673-7774 or in writing to libdirector@skokieline library.info or the following address: Skokie Public Library, 5215 Oakton Street, Skokie, Illinois 60077.

METHOD OF NOTIFICATION

A copy of this policy is available at the library and is posted on the library's website. If a person with visual impairment or other disability asks for information about this policy or about the library's ADA compliance or services, staff will read this policy aloud to the person and/or provide other appropriate ADA services and accommodations.

SERVICE ANIMALS

The library welcomes all service animals in the library. According to the ADA, a service animal can be either a dog or a miniature horse. The handler of the service animal is responsible at all times for the animal's care and supervision.

Service animals are not required to be certified or equipped with any identifying markers to be brought into the library. There will be no charges or restrictions on service animals within any public area of the library. No staff, Board member, or volunteer will discriminate against patrons or visitors with service animals nor request information on any patron's or visitor's disability. Patrons or visitors with service animals may be asked what tasks the animal has been trained to provide. Service animal owners are responsible for the service animal's behavior and tidying library spaces needed because of the service animal.

The library can ask a patron or visitor to remove a service animal if (1) it presents a direct threat to the health or safety of others, (2) it is not housebroken, or (3) it is out of control. A service animal may be deemed out of control if it is not harnessed, leashed, or tethered (unless the device interferes with the service animal's work, or the individual's disability prevents use of the device), wanders away from the patron or visitor, or barks repeatedly in the library.

PROGRAMS AND SERVICES

The library is committed to compliance with the ADA by providing policies, practices, and procedures for nondiscrimination and accommodation to qualified individuals with disabilities. The library offers various accommodations for library programming, including, but not limited to:

- Hearing Loop Technology
- Closed captioning for movie screenings
- Wheelchair and walker accessible seating
- American Sign Language services (with advanced request)
- Digital copies of handouts (upon request and availability from the presenter)

More information about accommodations offered by the library can be found on the Accessibility page of the library website.

When applicable, all outside groups reserving library meeting rooms must make every appropriate effort to comply with the provisions of the Americans with Disabilities Act, which may require that a meeting or materials at a meeting be provided in an accessible format when requested.

Qualified individuals with disabilities may make requests for reasonable accommodation to programs from the 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. However, 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.

Any individuals who require a reasonable accommodation should contact the library at 847-673-7774 or tellus@skokielibrary.info as soon as possible, but no later than five (5) business days, before the scheduled event. The library will attempt to accommodate a late request, but such a late request may be denied due to an associated administrative burden.

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.

ADA GRIEVANCE PROCEDURE

This grievance procedure is established to meet the requirements of the 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, programs, or activities by the library.

Any complaint should be in writing and contain information about the alleged discrimination, such as name, address, phone number of the complainant and location, date, and description of the problem. Alternative means of filing complaints, such as personal interviews or an audio recording of the complaint, will be made available for persons with disabilities upon request, and the person receiving the complaint will document it in writing.

The complaint should be submitted by the grievant and/or their designee as soon as possible, but no later than 60 calendar days after the alleged violation to the Executive Director:

Executive Director
Skokie Public Library
5215 Oakton Street
Skokie, Illinois 60077
libdirector@skokielibrary.info

Within 15 calendar days after receipt of the complaint, the Executive Director or their designee will arrange to meet with the grievant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, the Executive Director or their designee will respond in writing, and where appropriate, in a format accessible to the grievant, such as large print or audio recording. The response will explain the position of the library and offer options for substantive resolution of the complaint.

If the response by the Executive Director or their designee does not satisfactorily resolve the issue, the grievant and/or their designee may appeal the decision in writing within 15 calendar days after receipt to the Board of Trustees. Alternative means of submitting an appeal will be made available for persons with disabilities upon request, and the person receiving the appeal will document it in writing. The Board President will appoint a committee of no more than two (2) members to meet with the grievant within 30 days, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.

At the next regular Board meeting, the committee will report its findings and recommendations to the Board. The Board will act upon these findings and recommendations. The Board will report its action to the grievant in writing or another appropriate format. The Board's action will conclude the library's grievance procedure.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

Nothing contained in this policy removes or diminishes an individual's ability to file a complaint or charge of discrimination with the U.S. Department of Justice (Civil Rights Division) or the Illinois Department of Human Rights. Individuals should refer directly to those agencies for additional information.

Adopted by the Skokie Public Library Board of Trustees, June 14, 2017; revised May 14, 2025.