

# PATTERSON LIBRARY

## AMERICANS WITH DISABILITIES ACT COMPLIANCE

The Patterson Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act (ADA). The library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who are covered by the ADA.

People who wish to request accommodation and/or complaints about accessibility at the Patterson Library have access to a three step procedure:

**Step One:** Requests for accommodation and/or complaints about accessibility can be presented in person, by mail, email, or over the phone. These should be addressed to the library director who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.

**Step Two:** If resolution is not achieved by Step One, a complaint can be presented in writing on an accessibility Concerns Form. Assistance in completing this form is provided as needed. Completed forms are reviewed by the library director; a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The library director will make every attempt to resolve the issue through this means.

**Step Three:** If resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the library board. The library director will have the matter placed on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled library board meeting. The decision of the library board is final for the library. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.