

Americans with Disabilities Act Compliance Policy

Approved July 11, 2011

The Kinderhook Memorial Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. Although the building is handicapped accessible, there are areas, including the bathroom, which are not. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. To accommodate those with disabilities, the following services are offered:

- We will deliver materials to the curb outside the library for disabled patrons if coordinated prior to arrival
 - We welcome service animals in the library
 - We provide reference help and research inquiries via e-mail, mail, or phone
 - We coordinate the loan of Talking Books through an application process to New York State. The state will provide each user with a digital book player or cassette player to keep in their home on loan and will send requested books directly to the user. Also included is a postage paid envelope for easy return of the book
 - We coordinate the loan of Braille Books from the State Talking Book and Braille Library
 - We lend large print books through our own collection and other books may be requested from libraries in the Mid-Hudson Library System
 - We maintain a collection of books on CD and all cardholders have access to digital audiobooks available online through the library's website
 - We will hold children's story time outside on library grounds upon request if weather permits. We will also make efforts to find an accessible alternative location for the program if necessary
- People who wish to request accommodation or make a complaint about accessibility at the 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.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:

PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:

NAME _____

SIGNATURE _____

ADDRESS _____

PHONE _____ DATE _____

Please see the attached policy and procedure to find out how we will address your concern.

Send completed form to:
Library Director
Kinderhook Memorial Library
P. O. Box 293
Kinderhook, NY 12106