

Americans with Disabilities Act Compliance Policy

Approved July 11, 2011

Revised and Approved October 13, 2021

Revised and Approved July 18, 2023

What the Library Does:

The Kinderhook Memorial Library (“the Library”) affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act and all related state laws and regulations. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities.

To that end it has, among other actions taken, provided accessible entrances to the Library on Hudson Street and Sylvester Street (including ramps and automatic doors), accessible restrooms and accessible computer work stations. It will endeavor to maintain and improve its facilities to ensure that they remain accessible to all and in compliance with the law.

Moreover, to accommodate those with disabilities, the Library will :

- Deliver materials to the curb outside the Library for disabled patrons if coordinated before arrival
- Welcome service dogs in the library
- Provide reference help and research inquiries via e-mail, mail, or phone
- Provide a Merlin Elite Pro electronic magnifier which offers magnification of any print material, and is also capable of text to speech functionality.

In addition, the Library:

- Maintains and provides a meeting room equipped with an audio induction loop for use with hearing aids or audio receivers with headphones
- Maintains a collection of decodable readers that are designed to assist early readers as well as those with learning disabilities
- Coordinates the loan of “Talking Books” through an application process to New York State which will provide each user with a digital book player or cassette player to keep at home on loan and will send requested books directly to the user (including a postage paid envelope for easy return of the book)
- Coordinates the loan of Braille Books from the State Talking Book and Braille Library

- Lends large print books through its own collection and such other books as may be requested from libraries in the Mid-Hudson Library System
- Maintains a collection of books on CD (all cardholders have access to digital audio books available online through the Library's website)

If the Library should hold events outside off of its grounds, it will make efforts to ensure that such events are held at an accessible location.

Requesting an Accommodation or Making a Complaint:

People who wish to request an 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 a Librarian who then will make every reasonable attempt to provide an accommodation and/or resolve the issue without further recourse to this procedure.

Step Two: If not resolved at Step One, a complaint can be presented in writing on an "Accessibility Concerns Form" (a copy of which is attached). Assistance in completing this form will be provided, as needed. The Library Director will review the completed form and will formally respond to the complainant within ten working days of the date of its submission. Such response can be by 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 not resolved at Step Two, the complainant can request that the complaint be presented to the Library Board. The Library Director will then place the matter on the Board agenda for the next regularly scheduled Library Board meeting. The decision of the Library Board is final. Any resolution under this procedure is without prejudice, unless otherwise provided by law, to whatever other courses of action the complainant may have pursuant to the American with Disabilities Act, New York State law and related regulations.

Accessibility Concerns Form

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