

OLIVE FREE LIBRARY ADA STATEMENT

Requests for Accommodation & Complaints about Accessibility

The Olive Free Library seeks to make its services, facilities, and programs as accessible as possible to all visitors. The following steps have been developed in order to assist the Library in addressing concerns about accessibility.

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 or over the phone (845) 657-2482 or by email. These should be addressed to the Library Director who then makes every attempt to resolve the issue without further recourse.

Step Two If a resolution is not achieved by Step One, a complaint can be presented in writing by filling out the Accessibility Concerns Form. Assistance in completing this form is provided as needed. Completed forms will be reviewed by the Library Director and a formal response will be made to the concerned individual within ten business days of the date of original submission of the form. Formal responses will be made by a telephone call, followed by a letter confirming the telephone discussion, or directly by letter (non-print formats provided as needed). The Library Director will make every attempt to resolve the issue through this means.

Step Three If a resolution is not achieved by Step Two, the concerned individual can request that the complaint be presented to the Library Board of Trustees. The board president will place the matter 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 as it pertains to the Library. If a resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the Americans with Disabilities Act and related regulations.

A copy of this policy will be attached to the Accessibility Complaint Form.

Reviewed and amended by the Olive Free Library Board of Trustees, March 2021