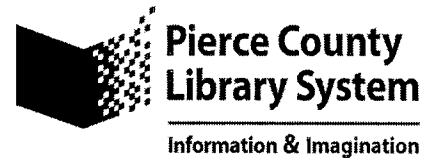


M E M O



Date: February 28, 2011

To: Chairman J.J. McCament and members of the Board of Trustees

From: Georgia Lomax, Deputy Director

Subject: Board Policy – Access to Library Services for Persons with Disabilities

The Americans with Disabilities Act requires institutions to monitor their compliance with the ADA on an ongoing basis, to establish a grievance procedure for resolving complaints and to designate a responsible employee to coordinate its efforts, among other actions.

Attached is a draft Board Policy for your discussion and consideration for approval.

For your information, the draft Administrative Policy and Grievance Process is also included. The Administrative Policy will be approved by the Executive Director following the Board's decision on the Board Policy.

Board Policy -- **DRAFT**

Access to Library Services for Persons with Disabilities

Policy Statement

The Pierce County Library District complies with the Americans with Disabilities Act.

Policy

Pierce County Library is committed to serving all residents of its community. In accordance with Federal and State law, the Library monitors its compliance with Title II of the Americans with Disabilities Act of 1990 to ensure the Library and its programs are accessible to and usable by individuals with disabilities.

The Library offers reasonable accommodations to persons with disabilities.

The Library provides a grievance procedure to ensure that if an individual believes he or she has been denied access to Library services or has been otherwise discriminated against because of a disability, the issue can be resolved as promptly and harmoniously as possible.

The Library designates the Human Resources Director as its ADA Coordinator, to coordinate its efforts to comply with and carry out its ADA responsibilities.

Related Policies/Procedures

Access to Library Services for Persons with Disabilities: Grievance Process

Equal Employment Opportunity Policy

Adopted by the Pierce County Library Board of Trustees XXXXXX

Administrative Policy

Access to Library Services under the Americans With Disabilities Act -- **DRAFT**

Grievance Process

Policy Statement

Pierce County Library strives to meet the letter and spirit of Federal and State laws ensuring accessibility of library services and facilities to persons with disabilities.

The Library seeks to resolve the concerns of individuals who believe they have been denied access to Library services or have been otherwise discriminated against because of a disability as promptly and harmoniously as possible.

Library staff is always willing to meet with individuals who have accessibility concerns in order to attempt to resolve the concerns prior to use of the Grievance Procedure.

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990.

ADA Coordinator

The Human Resources Director is the Library's designated ADA Coordinator:

Holly Gorski
3005 112 Street East
Tacoma, WA 98446
253-548-3354
hgorski@piercecountylibrary.org

Eligibility

This procedure may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services by the Pierce County Library. This policy shall also apply to any person with a disability who has concerns regarding their access to the Library's services. The Library's Equal Employment Opportunity Policy governs employment-related complaints of disability discrimination.

An individual's right to a prompt resolution of a complaint will not be impaired by his/her pursuit of other remedies such as filing a complaint with an appropriate State or Federal agency. The use of this grievance process is not a prerequisite to the pursuit of other remedies.

Procedure

The Library encourages individuals with concerns to request an informal meeting with the ADA Coordinator, Holly Gorski, prior to submitting a complaint. She can be reached at:

hgorski@piercecountylibrary.org, 253-548-3354, or the address below

Complaint Submission

Submit the complaint, in writing, to the Library's ADA Coordinator:

Holly Gorski, ADA Coordinator
Human Resources Department
Pierce County Library System
3005 112th Street East
Tacoma, WA 98446

Or by email to: hgorski@piercecountylibrary.org

Please include the name, address, phone number of complainant and location, date and a description of the problem and the remedy sought, as well as any person(s) involved or witnesses to the problem.

Alternative means of filing complaints, such as personal interviews or tape recording, are available for persons with disabilities upon request.

The complaint should be submitted within 60 calendar days of the alleged violation.

The ADA Coordinator or designee will acknowledge, in writing, receipt of the complaint within 7 calendar days.

Investigation

An investigation will be conducted by the ADA Coordinator or designee following receipt of the grievance. The investigation may include meeting with the complainant to better understand the situation and possible resolution.

Timeline

To ensure complaints are processed in a timely manner, the following deadlines will be followed whenever possible. Extensions may be requested.

1. The ADA Coordinator or designee will acknowledge receipt of the complaint within 7 calendar days.
2. The ADA Coordinator or designee will investigate the complaint and respond in writing, or when appropriate a format accessible to the complainant, within 45 calendar days of receipt of the complaint. In some cases, access to witnesses or information may require a longer period of time to investigate and respond. If more time is necessary, notification will be made of the amended response date. The response will explain the position of the Library and offer options for resolution of the complaint.

3. If the response does not satisfactorily resolve the issue, the complainant should direct the ADA Coordinator to refer the complaint to the Executive Director.
4. The Executive Director or designee will investigate the complaint and render a decision with a final resolution in writing, or a format accessible to the complainant, within 30 calendar days after receipt of the written complaint. The decision of the Executive Director is final.

Retention

All written complaints received by the ADA Coordinator, appeals to the Executive Director or designee, and responses from these offices will be retained by the Library for at least three years.

These documents are public records and accessible upon request.

Related Policies/Procedures

Access to Library Services under the Americans with Disabilities Act Policy

Equal Employment Opportunity Policy

Adopted by XXXXX