

SPRINGDALE PUBLIC LIBRARY			
Policies and Procedures			
AMERICANS WITH DISABILITIES ACT COMPLIANCE			
Affects: All Functions	Effective Date: April 8, 2002	Review Date: April 8, 2002	Number
Signature: Name: Title: Board President			

A. Policy

The Springdale Public Library adheres to the Americans with Disabilities Act of 1990 that assures equal access to employment opportunities and access to all library facilities, activities, and programs.

B. Procedure

In the event that any individual perceives an act of discrimination in the policies or provision of services, activities, or programs offered by the Springdale Public Library, a complaint should be expressed in writing and contain information about the alleged discrimination, such as date and description of the problem. Grievances may be submitted by e-mail, mail, or hand delivery. Other alternative means of filing complaints, such as personal interviews or tape recording of the complaint, will be made available for persons with disabilities upon request.

The complaint should be submitted to the Library Director who will acknowledge receipt of the complaint and begin an informal investigation. Every attempt will be made to find a satisfactory resolution. If the response by the Library Director is not satisfactory, the complainant may appeal the decision to the Springdale Public Library Board.

The Library Board may hear the appeal at a regularly scheduled meeting or at a special Board meeting called for this purpose. The Board's decision will be communicated to the complainant in writing or other appropriate format.

The individual's right to a prompt and equitable resolution of complaint will not be impaired by his/her pursuit of other remedies such as filing a complaint with the U.S. Department of Justice or other appropriate state or federal agencies, or a lawsuit in state or federal court. The use of this grievance process is not a prerequisite for the pursuit of other remedies.

C. Applicability

This policy applies to all situations in which a member of the public perceives discrimination.

D. Responsibility

Responsibility is with the Library Director.

E. Appendices