

## **Americans with Disabilities Act Policy**

### **General Guidelines**

The Harrisburg Public Library District (HPLD) complies with the Americans with Disabilities Act of 1990, as amended (the “ADA”) and offers alternative reasonable compliance to meet its requirements. Accordingly, the library takes appropriate steps to ensure that library communications with applicants, employees and members of the public with ADA disabilities are as effective as communications with others and makes reasonable accommodations in library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result. The library provides equal access to persons with disabilities, including those individuals who use service animals.

### **ADA Compliance Officer**

The library director is the library’s ADA compliance officer. The ADA compliance officer may be contacted via telephone at: (618) 253-7455 or via email at: [kgulley@harrisburglibrary.org](mailto:kgulley@harrisburglibrary.org)

Implementation of this policy is the responsibility of all library staff.

### **Method of Notification**

A copy of this policy is included in the library’s policy handbook and is posted on the library’s website. If a person with visual impairment or other disability inquires about this policy or about the library’s ADA services, staff will offer to read the policy and to provide appropriate ADA services.

### **Service Animals**

The library welcomes service animals, and service animals are permitted in any area of the library where members of the public are permitted to go. Trainers are also permitted to accompany service animals in training in the library. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder during an anxiety attack or performing other duties. The work or task that the dog has been trained to provide must be directly related to the person’s disability

Some service animals may wear special collars, harnesses, vests or capes and some are licensed and certified and have identification papers. However, special identification and certification are not required by the ADA. Employees may only ask an individual who accesses the library with a service animal the following two questions: (1) whether the animal is a service animal and (2) what work or task the service animal has been trained to perform. Employees may not require

identification documents for the animal and may not ask about the person's disability. A service animal may be removed from the premises only if (1) the animal is out of control and the handler does not take effective action to control it, (2) the animal is not housebroken or (3) the animal is infested with parasites. Service animals must be harnessed, leashed, or tethered, unless such devices interfere with the animal's work or the individual's disability prevents using such devices, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

When there is a legitimate reason to remove a service animal, the staff will offer the patron the opportunity to obtain library materials or services without the animal's presence. Staff is not required to provide care, food or a special location for the animal.

### **Accommodations to Persons with a Disability**

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying and retrieving library materials, and completing library forms.

In addition, in order to assist persons with visual, hearing, mobility, intellectual, or other disabilities, the library provides materials in a variety of formats: conventional print, large type, DVD, CD, and electronic download. When materials are not available in all needed formats, the library attempts to provide equivalent or similar items for use by persons with disabilities.

The HPLD can also assist with applications for the Illinois State Library Talking Book and Braille Service.