



Planning and Policy Manual

Abstract

This document includes the long range plan, technology plan, bylaws of the Saratoga Springs Public Library Advisory Board, and policies which govern Library operations.

Saratoga Springs Public Library

library@saratogasprings-ut.gov
www.saratogasprings-ut.gov/library

XII: Customer Behavior, Service, and Expectations

Service to Customers with a Disability

The Library complies with the policies of the City regarding the provision of services to citizens with disabilities as required by Section 504 of the Rehabilitation Act of 1973 and the ADA.

It is the intent of the Library to comply with the provisions of the ADA. As a result, the Library wishes to establish guidelines to facilitate the provision of Library services to citizens with disabilities in accordance with the principle of reasonable accommodation and within the scope of the Library's mission, goals, and resources.

Pursuant to the ADA, no individual with a disability shall, by reason of such disability, be excluded from participation in or be denied the benefits of services, programs, or activities of the Library, or be subjected to discrimination by the Library. These guidelines will assist the Library to comply with the ADA.

A person is considered to be disabled for the purposes of this policy if a person has: (a) a physical or mental impairment that substantially limits 1 (one) or more of the person's major life activities; (b) a prior record of such an impairment; or (c) is regarded as having such an impairment. The Library will only require documentation of a customer's disability as allowed by Title II of the ADA.

Service Guidelines

The following guidelines are established in fulfillment of this requirement. They are intended to be applied by all employees in carrying out the public services of the Library. Employees uncertain about how to apply the guidelines in a particular situation should, if feasible, consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department.

1. General Services. The following is a list of examples that includes, but is not limited to, account registration, assistance with third-party applications, computer use, and research assistance.

Individual customers with a disability may require assistance in order to utilize the services of the Library. Cases in which such assistance may be required include, but are not limited to: customers with visual impairment requiring assistance in reading terminal screens or reading reference materials, customers in wheelchairs requiring assistance in retrieving items from high shelves, customers with arthritis requiring assistance in using a keyboard, or customers registering for a Library card needing assistance with the tablet or application. In these and similar cases, the Library employees will:

- a. Evaluate the type of assistance needed and provide it with as much thoroughness as possible. For example, the solution may require the Library to purchase an assistive device, to assist the customer with filling out a form or using a device, or to refer the customer to another agency, such as the Library for the Blind at the Utah State Library.
 - b. For cases in which a significant amount of employee time is required to meet the request for assistance, and the Library employees are not able to commit the time to provide the service under the circumstances, the employee will attempt to arrange a designated time when the service can be rendered. Extending reading from reference materials may be such a case. For situations in which it is possible, customers requiring extensive assistance can be encouraged to contact the Library to make arrangements before coming into the Library.
 - c. In all cases, the Library is not required to provide an accommodation that would cause the Library undue burden such as imposing an undue financial or administrative burden on the Library or resulting in a fundamental alteration in the nature of a service. Hardship could likely exist due to the lack of resources of the Library.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, prior to making a determination that the accommodation will not be provided because it causes an undue hardship on the Library.
 - d. Per the ADA, it is not required that customers specifically request a reasonable accommodation where it is apparent that the customer is a person with a disability and the Library employees are aware that such person is being excluded from participation or being denied the benefits of services of the Library without a reasonable accommodation. In such a case, the reasonable accommodation should be made.
 - i. The Library employees should always consult with the Library Director, or designee, who should consult with the City Attorney's Office and/or HR Department, in making such determination.
2. Events, Programs, Activities, and Public Meetings. Examples of these include, but are not limited to, story time, tutoring, Board meetings, book clubs, or other events offered by the Library or in partnership with the Library.

Individuals with a disability may require certain reasonable accommodations in order to participate in a Library-sponsored program or public meeting. Cases in which such accommodations may be desired include, but are not limited to, a sign language interpreter for the hearing impaired, magnified devices to make overhead projections clear for the visually impaired, or special assistance for a physically impaired minor to participate in a hands-on activity.

Any customer who is deemed to be a person with a disability that is interested in attending a program and notifies the Library of the accommodation 1 (one) week before the scheduled program or 72 hours before a public meeting, should be provided

reasonable accommodations in accordance with these guidelines. The Library Director, or designee, will investigate feasibility, cost, and other considerations herein. The Library will notify the customer of its findings, and will make appropriate arrangements if the accommodation is judged to be reasonable and not an undue hardship.

Requests for Accommodation

The Library Director establishes the following procedures to facilitate the efficient and effective handling of requests for accommodation.

1. Customers who wish for an accommodation should request one by filling out the “Request for Accommodation” form on the website www.saratogasprings-ut.gov/library, by emailing library@saratogasprings-ut.gov, or calling the Library directly with details of their request.
 - a. Customers should be prepared to provide their name, address, phone number, email address, and Library card number (if applicable).
2. Requests should be made no later than 1 week before a scheduled program or 72 hours before a public meeting.
3. The Library Director, or designee, will work with the City Attorney’s Office and/or HR Department to determine if the Library can reasonably accommodate this request.