



## **Americans with Disabilities Act**

Adopted February 27, 2020 by the North Richland Hills Library Board

### ***Statement of Policy***

The North Richland Hills Library is committed to serving the needs of patrons with disabilities. The Library complies with the United States Americans with Disabilities Act that prohibits discrimination on the basis of disability. The Library also complies with Texas state laws, City of North Richland Hills policies, and supports the American Library Association's Library Services for People with Disabilities Policy.

This policy will help ensure participation of patrons with disabilities in services, events, classes, and employment to which the Library will provide reasonable accommodations.

### ***Accommodations Provided***

The following accommodations are always offered:

- Staff assistance with opening doors, retrieving and carrying materials, completing forms, or similar accommodations
- Extended renewals by phone or email within Circulation Fees & Lost Materials Policy guidelines
- Accessible collections including large print books, audiobooks, and participation in the Texas State Library and Archives Talking Books program
- Accessible facilities including electronic doors, an elevator, wide aisles, and accessible furniture and seating
- Telephone and email assistance

Additional provision of some reasonable accommodations may be made on a case-by-case basis depending upon the patron's needs. Despite the Library's best efforts, not all library materials may be available in accessible formats and not every library service, class, or event can be made accessible to every disabled person without fundamentally altering the nature of the service, class, or event. However, the Library does make every reasonable effort to provide assistance to individuals with disabilities upon request.

### ***How to Request Reasonable Accommodation***

Individuals who need an accommodation in order to receive the benefits of a library service, class, event, or employment opportunity should contact the Library at 817-427-6800.

### ***ADA Grievance Process***

Complaints concerning discrimination on the basis of disability by the North Richland Hills Library may be sent to the Director of Library Services. An ADA complaint should be submitted in writing or via email and should contain information about the alleged discrimination including the name, address, and telephone number of the individual filing the claim, and also the location, date, and description of the concern. The ADA complaint should be submitted to the Director of Library Services as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

The Director of Library Services will contact the complainant within 15 calendar days after receipt of the complaint to discuss the complaint and will respond in writing or via email within 15 days of the discussion.

Individuals may also file an administrative complaint with the U.S. Equal Employment Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination or may file a lawsuit for injunctive relief and damages.

Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

***For Further Information***

In accordance with Section 35.106 of the ADA's Title II regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from this local government and from the U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Ave. NW, Disabilities Rights Section – NYAV, Washington, DC 20530 (800) 514-0301 (Voice) or (800) 514-0383 (TTY)

***References***

The Americans with Disabilities Act Title II Regulations  
[https://www.ada.gov/regs2010/titleII\\_2010/titleII\\_2010\\_regulations.htm](https://www.ada.gov/regs2010/titleII_2010/titleII_2010_regulations.htm)

The American Library Association's Library Services for People with Disabilities  
<http://www.ala.org/ascla/resources/libraryservices>