

ADA Coordinator Procedure

In accordance with the requirements of title II of the Americans with Disabilities Act of 1990 ("ADA"), the Plainfield Area Public Library will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities.

Employment: Plainfield Area Public Library does not discriminate on the basis of disability in its hiring or employment practices and complies with all regulations promulgated by the U.S. Equal Employment Opportunity Commission under title I of the ADA. If you are an individual with a disability and need an accommodation as any part of the application process, please contact the Library at ahartley@papl.info.

Effective Communication: Plainfield Area Public Library will generally, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in Plainfield Area Public Library's programs, services, and activities, including qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments. More information is available on the Library's website:

<https://papl.info/services/accessibility/>

Modifications to Policies and Procedures: Plainfield Area Public Library will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its programs, services, and activities.

Requesting Service: Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a program, service, or activity of Plainfield Area Public Library, should complete an Accommodation Request Form as soon as possible. The form and additional information can be found on the Library's website:

<https://papl.info/services/accessibility-accommodation-request/>

The ADA does not require the Plainfield Area Public Library to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

Complaints that a program, service, or activity of Plainfield Area Public Library is not accessible to persons with disabilities should be directed to the Administration Services Manager, Aimee Hartley, serving as the Library's ADA Coordinator at ahartley@papl.info.

Grievance Procedure

This Grievance Procedure is established to meet the requirements of the Americans with Disabilities Act of 1990 ("ADA"). It may be used by anyone who wishes to file a complaint alleging discrimination on the basis of disability in the provision of services, activities, programs, or benefits by the Plainfield Area Public Library.

The complaint should be in writing and contain information about the alleged discrimination such as name, address, phone number of the complainant and location, date, and description of the problem.

The complaint should be submitted by the grievant and/or his/her designee as soon as possible but no later than 60 calendar days after the alleged violation to:

Aimee Hartley
Administration Services Manager, designated ADA Coordinator
ahartley@papl.info

Within 15 calendar days after receipt of the complaint, Aimee Hartley or her designee will meet with the complainant to discuss the complaint and the possible resolutions. Within 15 calendar days of the meeting, Aimee Hartley or her designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, Braille, or audio tape. The response will explain the position of the Plainfield Area Public Library and offer options for substantive resolution of the complaint.

If the response by the Library does not satisfactorily resolve the issue, the complainant and/or his/her designee may appeal the decision within 15 calendar days after receipt of the response to the Library Board of Trustees. The decision of the Board of Library Trustees is final.