

Americans with Disabilities Act Compliance Policy

Red Hook Public Library affirms its support of equitable access for persons with disabilities and complies with the Americans with Disabilities Act of 1990, Public Law 101-336 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local government entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local government services, programs or activities.

Accordingly, the Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. To accommodate those with disabilities, the following services are offered:

- We act as a facilitator between the patron and the New York Talking Book and Braille Library.
- We offer home delivery to patrons with disabilities which prevent them from coming to the library.
- We provide programs designed for patrons with intellectual and cognitive disabilities.
- We provide computers with screen magnifiers.
- We provide volunteer opportunities and grant-funded vocational opportunities.
- We welcome service animals in the library.

The following procedures have been developed in order to assist the Library in addressing concerns about accessibility.

Accessibility Requests or Complaints

People who wish to request accommodation or make a complaint about accessibility at Red Hook Public Library have access to a three-step procedure:

1. Step One: Requests for accommodation and/or complaints about accessibility can be presented in person or over the phone. These should be addressed to the Library Director who will attempt to resolve the issue without further recourse to this procedure.
2. Step Two: If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Complaint Form. A copy of Red Hook Public Library's Americans with Disabilities Act Compliance Policy will be attached to the Accessibility Complaint Form. Assistance in completing this form will be provided as needed. Completed forms are reviewed by the Library Director; a formal response is made to the library user within ten working days. The response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means. The Director will inform the Board of Trustees President of the complaint.
3. Step Three: If resolution is not achieved by Step Two, the concerned individual can present their complaint to the Board of Trustees. The Library Director will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Board meeting. The decision of the Library Board is final. If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

Reasonable Accommodation for Employment

Red Hook Public Library provides reasonable accommodations to applicants for employment and employees with disabilities. An accommodation is a change in work rules, facilities, or conditions which enable an individual with a disability to apply for a job, perform the essential functions of a job, and/or enjoy equal access to the benefits and privileges of employment.

Staff and prospective applicants seeking reasonable accommodation are asked to complete the Reasonable Accommodation Request Form.

Red Hook Public Library

Accessibility Complaint Form

The Red Hook Public Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can try to serve you better.

Date: _____

Name: _____

Address: _____

Email: _____

Phone _____

Please describe the nature of the problem you have encountered:

Please describe what we could do to provide better access:

Please see the attached policy and procedure to find out how we will address your concern.

Send completed form to:

Library Director Red Hook Public Library

7444 South Broadway

Red Hook, NY 12571

Red Hook Public Library
Reasonable Accommodation for Employment Request Form

Date: _____

Employee's Name: _____

Phone: _____

Email: _____

Job title: _____

Department: _____

Supervisor's name: _____

Describe the nature, extent and duration of your disability:

Describe the accommodations you believe are needed to enable you to perform the essential functions of this job:

We may request that you provide a letter from your physician attesting to the necessity of your accommodation.

Attach any supporting documentation that may be helpful in evaluating this request for accommodation.

Employee signature: _____

Date: _____