

## Accessibility Policy

### Introduction

In order to ensure equitable access of the Walter E. Olson Memorial Library (“OML” or “the Library”) patrons and staff, the Board of Trustees has adopted the following policy regarding accessibility. This policy was developed with reference to [the Americans with Disabilities Act](#) (the “ADA”) and [the Library Services for People with Disabilities Policy](#) administered by the Association of Specialized and Cooperative Library Agencies (ASCLA), a division of the American Library Association. The Library fully complies with the ADA and provides accommodations on request for physical access, communication, and/or other needs that ensure our services, materials, programming, and employment are available to people with disabilities.

### Policy

The Library accepts as a core value the importance of equitable service to all members of our service community. OML is committed to minimizing barriers to participation and access in all area of Library service, programming, and employment (see [Employee Handbook](#)). OML strives to maximize opportunities for all patrons and 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 through the following:

#### User Services

- An [Animal Policy](#) that welcomes service animals.
- Availability of a wheelchair and two walkers for in-library use.
- Multi-format collections including large print, closed captioned, and audio formats.
- Access to remote services such as an online catalog and web presence, Mail-a-Book services, access to the Wisconsin Talking Book and Braille Library, National Library Service for the Blind and Print Disabled, phone and email patron services, and Ask a Librarian virtual reference service.
- System delivery and interlibrary loan sharing arrangements that provide access to an expanded collection of materials and formats.
- Adaptive sizing on public computers and magnifiers for print materials.
- **Library staff are always available to assist any patron with all areas of library service.**

#### Facilities

- Handicap parking.
- Automatic doors on the east entrance to the Library.
- Physically accessible seating, meeting, and public computer stations.
- Accessible and single stall restrooms.

- All new construction or remodeling projects will be carried out in line with best practices for accessibility and universal design.

### Accommodations Requests

Despite the library's best efforts, not all library materials may be available in accessible formats, not all areas of the library are available to individuals with disabilities, and not every library program, service and activity can be made accessible to every disabled person without fundamentally altering the nature of the service, activity or program. However, the library does make every reasonable effort to provide assistance to individuals with disabilities upon request.

Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to access Library programs and/or services should contact the Library Director as soon as possible, but no later than five working days before the scheduled event. The Library Director can be reached in person, by phone at 715-479-8070, or by email at [director@olsonlibrary.org](mailto:director@olsonlibrary.org).

All notices and advertising for Library-sponsored programming and/or meetings will contain an appropriate ADA notice, such as:

*Any person needing an accommodation for a disability in order to access Library meetings, services, programs, or activities should contact the Library in person, by phone at 715-479-8070, by email at [director@olsonlibrary.org](mailto:director@olsonlibrary.org).*

### Violation of this Policy

Concerns that a program, service, or activity of OML is not accessible to persons with disabilities should be submitted in writing to the Library Director. Upon request, the Library will provide alternate means for filing a complaint, such as a personal interview or tape or digital recording. Complaints will include the name, address, and telephone number of the person filing the claim, as well as the date, location, persons involved, and proposed resolution of the matter.

The Library Director will forward the complaint to the Board of Trustees, to be discussed at the next regular Board meeting as an agenda item. Within 15 days after the meeting, a Library representative will respond to the person filing the complaint, in writing or other appropriate format, stating the Library's response to the complaint and proposed resolution.