

**ADA ACCOMODATIONS**  
**IN THE**  
**NORTHWEST REGIONAL LIBRARY**

**Policy**

The Northwest Regional Library makes services, facilities, programs and accomodations accessible to all citizens, including those who have disabilities. Individuals with disabilities who wish to discuss their access to library service or place a complaint concerning access have their concerns addressed with as positive a result as possible, subject to the available resources of the library and its governing body.

**Procedures**

Individuals with disabilities who wish to discuss their access to library service or place a complaint concerning access may:

Present the grievance or complaint to the Branch Librarian who will make every attempt to resolve the issue.

Present the grievance or complaint in writing on an ADA Concerns Form. This will be reviewed within three days by the Library Director or Library Supervisor and a formal response will be made within five days of receipt of the form.

If the individual is not satisfied with the response of the Library Director or Library Supervisor, he or she can request the request be presented to the Board of Trustees. The Board will review and discuss the concern and suggest recommended courses of action for resolution. The Library user is notified in writing of the Board's recommendations.

Adopted September 17, 1998