



KENOSHA PUBLIC LIBRARY

AMERICANS WITH DISABILITIES ACT (ADA) TITLE II POLICY FOR PROGRAMS, ACTIVITIES, AND SERVICES TO THE PUBLIC

The Board of Trustees of the Kenosha Public Library adopts and makes public the following written policies.

I. PURPOSE

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. This policy outlines the provisions of Title II of the ADA, and the rights and obligations of citizens and the Kenosha Public Library under federal and state law.

II. POLICY

It is the policy of the Kenosha Public Library (KPL) to ensure that all citizens have an equal opportunity to participate in and receive the benefits of KPL services, programs, or activities. This will be done in the most integrated setting appropriate to the needs of the qualified individual with a disability. Only where it is absolutely necessary will KPL provide services, programs, or activities separately to persons with disabilities. No qualified individual with a disability shall, based on said disability, be screened out of a service, program or activity. Nor shall any individual be excluded from participation in or denied the benefits of these services, programs or activities, because of their disability.

KPL shall ensure that all programs and activities are accessible, but will not necessarily make each and every facility accessible, as long as all programs are accessible. There are several means by which KPL can make its programs readily accessible to and usable by disabled individuals, including:

- A. Redesigning equipment, websites, and forms
- B. Assigning services or programs to alternative, accessible buildings or locations
- C. Providing auxiliary aids or captioning
- D. Providing outreach services
- E. Making home visits and providing materials in braille or large print
- F. Altering existing facilities or building new facilities

KPL shall reasonably modify its policies, practices or procedures to avoid discrimination and to facilitate equal enjoyment and participation in the programs and services provided. However, modifications will not occur where a particular modification would fundamentally alter the nature of

the service, program or activity, create an undue financial/administrative burden, or result in a direct threat to the safety of the participant or others. Decisions about allowing a certain policy modification or denying a reasonable accommodation request for any of these reasons will be closely scrutinized and documented.

Kenosha Public Library will consider the implications of ADA Title II when engaging in partnerships, sponsorships, agreements, and contracts with outside groups and third parties. KPL will work cooperatively and actively with any outside group to help ensure any program or service is provided in adherence with the public entity obligations under ADA Title II.

III. PROCEDURES

REASONABLE ACCOMMODATION

If a reasonable accommodation is necessary to participate in a program or service provided by the Kenosha Public Library, please contact the designated ADA Coordinator with an **ADA Request for Accommodation Form (Appendix A)**.

The ADA Coordinator for Kenosha Public Library is:

Kristi Helmkamp, Assistant Director

khelmkamp@mykpl.info

262-564-6113

Southwest Library (7979 38th Ave)

GRIEVANCE PROCEDURE

If anyone utilizing KPL facilities, programs, services or activities believes they have been discriminated against on the basis of a disability in connection with access to any KPL facilities, programs, services or activities, they have the right to file a complaint.

- A. Complaints should be submitted to the ADA Coordinator, as listed above.
- B. A complaint should be filed in writing using the **ADA Grievance Form (Appendix B)**, contain the contact information of the person filing it, and briefly describe the alleged violation.
- C. A complaint should be filed no later than 60 calendar days after the alleged violation.
- D. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or their designee will meet with the complainant to discuss the complaint and possible resolutions.
- E. Within 15 calendar days of the meeting, the ADA Coordinator or their designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print, or an audio recording. The response will explain the position of the Kenosha Public Library and offer options for substantive resolution of the complaint.
- F. The ADA Coordinator maintains the files and records of all ADA complaints for at least three years.
- G. If the response by the ADA Coordinator or their designee does not satisfactorily resolve the issue, the complainant and/or their designee may appeal the decision within 15 calendar days after the receipt of the response to the Library Director or their designee.

- H. Within 15 calendar days after the receipt of the appeal, the Library Director or their designee will meet with the complainant to discuss the complaint and possible resolutions. Within 15 calendar days after the meeting, the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the complainant, such as large print or an audio recording, with a final resolution of the complaint.
- I. The right of an individual to a prompt and equitable resolution of the complaint filed with KPL shall not be impaired by the individual's pursuit of other remedies, such as the filing of an ADA complaint with the responsible federal department or agency.

APPENDIX A



**KENOSHA
PUBLIC LIBRARY**

Americans with Disabilities Act (ADA) Request for Accommodation

Requestor Information:

Requestor:		
Address:		
City:	State:	Zip Code:
Home Phone:	Cell Phone:	Email:

Accommodation Information:

Date and Time of requested accommodation:

Library Building at which you request accommodation:

<input type="checkbox"/> Southwest	<input type="checkbox"/> Northside	<input type="checkbox"/> Simmons	<input type="checkbox"/> Uptown
<input type="checkbox"/> KPL Kids at Uptown Lofts	<input type="checkbox"/> Bookmobile or Book Truck	<input type="checkbox"/> Other:	

Please describe your accommodation request (continue on the back, if needed):

[illegible]

Requestor's Signature:

Name: _____ Date: _____

Appendix B



KENOSHA
PUBLIC LIBRARY

Americans with Disabilities Act (ADA) Grievance Form

Complainant Information:

Complainant:		
Address:		
City:	State:	Zip Code:
Home Phone:	Cell Phone:	Email:

Grievance Information:

Date and Time of grievance:

Library Building at which the grievance was located:

<input type="checkbox"/> Southwest	<input type="checkbox"/> Northside	<input type="checkbox"/> Simmons	<input type="checkbox"/> Uptown
<input type="checkbox"/> KPL Kids at Uptown Lofts	<input type="checkbox"/> Bookmobile or Book Truck	<input type="checkbox"/> Other:	

Please describe the grievance (continue on the back, if needed):

--

Complainant's Signature:

Name: _____ Date: _____