

Americans with Disabilities Act

The Irving Public Library complies with United States Americans with Disabilities Act (the "ADA"). The Library also complies with Texas state laws regarding ADA and supports the American Library Association policy regarding services to people with disabilities.

Accordingly, the Library will take appropriate steps to ensure that library communications with customers with disabilities are as effective as communications with others; make reasonable accommodations in library policies, practices and procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result; and operate its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

1. The Library Director, or designee, is the library's ADA Compliance Officer. The ADA Compliance Officer's telephone number is (972) 721-2628.
2. Implementing this policy is the responsibility of all library staff.
3. A copy of this policy shall be included with the library's other policies and shall also be posted on the Library's website.
4. If a person with visual impairment or other disability inquires about this policy or about the library's ADA services, staff shall offer to read the policy and to provide appropriate ADA services.
5. The following notice will be posted on the library's website:
Any person needing an accommodation for a disability in accordance with the Americans with Disabilities Act in order to access library meetings, services, programs, or activities should contact a member of the library staff by telephone (972) 721-2628 or in writing five working days prior to the event.
6. All library staff are available to provide ADA assistance and to assist a customer in the communication of an ADA request, if needed. Staff will assist a customer with a disability in any reasonable way needed, including opening doors, carrying or retrieving library materials, completing library forms, etc.
7. 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.
8. Groups using the program room and presenters are required to meet the requirements of the Americans with Disabilities Act. The library offers the facility as a service to community groups, but has no responsibility for the groups using the room.

Grievance Procedure

Persons who believe they have been discriminated against based on their disability should file a complaint with the Library Director. An ADA complaint should be submitted to the Library Director in writing and should contain information about the alleged discrimination, including the name, address and telephone number of the individual filing the claim, and also the location, date and description of the problem. The ADA complaint should be submitted to the Library Director as soon as possible, but not later than 60 calendar days after the alleged ADA violation.

Within 15 calendar days after receipt of the complaint, the Library Director or designee will meet with the individual to discuss the complaint and possible resolutions; and within 15 days after such meeting, the Library Director or designee will respond in writing, and where appropriate, in a format accessible to the individual, such as large print, Braille, or audiotape. The response will explain the position of the library and offer options for possible resolution of the complaint.

Individuals may also file an administrative complaint with the U.S. Equal Opportunities Commission (EEOC) within 180 days of the date of the alleged discrimination or may file a lawsuit for injunctive relief and damages.

Any or all of these methods may be pursued at the same time. Individuals are protected from retaliation or coercion when pursuing their rights or responsibilities under the ADA.

For Further Information

In accordance with Section 35.106 of the ADA's Title II Regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from the Library Director and also from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Telephone: (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

[See Also in the Appendix](#)

Rights and Responsibilities of Persons with Disabilities / Discrimination Prohibited

Library Services for People with Disabilities Policy 2001

Services to People with Disabilities, An Interpretation 2018

U.S. Department of Justice Civil Rights Division: Information and Technical Assistance on the Americans with Disabilities Act

U.S. Department of Justice Civil Rights Division – Service Animals

Commonly Asked Questions about Service Animals in Places of Business