

AMERICANS WITH DISABILITIES ACT POLICY

The Elmhurst Public Library complies with the Americans with Disabilities Act of 1990, as amended (the “ADA”) and offers alternative reasonable compliance to meet its requirements. Accordingly, the Library takes appropriate steps to ensure that Library communications with applicants, employees and members of the public with ADA disabilities are as effective as communications with others; makes 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 operates its services, programs and activities so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities. The Library provides equal access to persons with disabilities, including those individuals who use service animals.

ADA Compliance Officer

The Library Director or his/her designee is the Library’s ADA Compliance Officer. The ADA Compliance Officer may be contacted via telephone at: 630-279-8696 or via email at: reference@elmlib.org.

Implementation of this Policy is the responsibility of all Library staff.

Method of Notification

A copy of this Policy is included in the Library’s policy handbook and is posted on the Library’s website. If a person with visual impairment or other disability inquires about this Policy or about the Library’s ADA services, staff will offer to read the Policy and to provide appropriate ADA services.

Service Animals

The Library welcomes service animals, and service animals are permitted in any area of the Library where members of the public are permitted to go. Trainers are also permitted to accompany service animals in training in the Library. Service animals are defined as dogs that are individually trained to do work or perform tasks for people with disabilities. Examples of such work or tasks include guiding people who are blind, alerting people who are deaf, pulling a wheelchair, alerting and protecting a person who is having a seizure, reminding a person with mental illness to take prescribed medications, calming a person with Post Traumatic Stress Disorder during an anxiety attack or performing other duties. The work or task that the dog has been trained to provide must be directly related to the person’s disability.

The ADA has also defined a miniature horse as an animal that may serve as a service animal if it has been individually trained to do work or perform tasks for a person with a disability. To determine if a miniature horse can be accommodated in the Library, the Library will assess whether (1) the miniature horse is housebroken, (2) the miniature horse is under the owner’s control, (3) the Library can accommodate the miniature horse’s type, size and weight, and (4) the miniature horse’s presence will compromise legitimate safety requirements necessary for the safe operation of the Library.

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Some service animals may wear special collars, harnesses, vests or capes and some are licensed and certified and have identification papers. However, special identification and certification are not required by the ADA. Employees may only ask an individual who accesses the Library with a service animal the following two questions: (1) whether the animal is a service animal and (2) what work or task the service animal has been trained to perform. Employees may not require identification documents for the animal and may not ask about the person's disability.

A service animal may be removed from the premises only if (1) the animal is out of control and the handler does not take effective action to control it, or (2) the animal is not housebroken. Service animals must be harnessed, leashed, or tethered, unless such devices interfere with the animal's work or the individual's disability prevents using such devices, in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals, or other effective means).

When there is a legitimate reason to remove a service animal, staff will offer the person with the disability the opportunity to obtain Library materials or services without the animal's presence. Staff is not required to provide care, food or a special location for the animal.

Programming

All notices and advertising for Library-sponsored programming will contain an appropriate ADA notice (such as the following):

Any person needing an accommodation for a disability in order to access the benefits of the Library's services, programs, or activities under the Americans with Disabilities Act should contact the ADA Compliance Officer or any member of the Library staff. Any person needing an accommodation for a disability in order to attend a meeting at the Library should contact the Library Director by telephone at 630-279-8696, by email at reference@elmhurst.org or in writing, not less than five (5) working days prior to the meeting.

Accommodations to Persons with a Disability

Forms for requesting ADA assistance and for complaints under the ADA are available at the Information Desk, the Welcome Desk, and the Administrative Office. Library staff will provide ADA assistance and assist a patron in filling out the forms, if needed.

Staff will assist a patron with a disability in any reasonable way needed, including opening doors, carrying and retrieving Library materials, and completing Library forms.

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In addition, in order to assist persons with visual, hearing, mobility, intellectual, or other disabilities, the Library provides materials in a variety of formats: conventional print, large type,

DVD, CD, electronic download, streaming services. When materials are not available in all needed formats, the Library attempts to provide equivalent or similar items for use by persons with disabilities.

Meeting Room Users

Groups using the meeting 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

Any person who believes that the Library has discriminated against that person because of the person's disability may file a written complaint with the ADA Compliance Officer, within 60 days of the alleged occurrence of discrimination. The complaint will provide information about the alleged discrimination, including the date, location, persons involved, and other particulars. The complaint will include the name, address, and telephone number of the person filing the claim. The complaint will include the complaining person's proposed resolution of the matter.

Upon request, the Library will provide alternate means for filing a complaint, such as a personal interview or tape or digital recording, to a person with a disability.

Within 15 days after receipt of a complaint, the ADA Compliance Officer, Director, or other designated Library representative will meet with the person filing the complaint, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.

Within 15 days after the meeting, the ADA Compliance Officer, Director, or other designated 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 of the complaint.

Within 15 days after receipt of the Library's response, if the Library's proposed resolution is not acceptable to the person filing the complaint, that person may submit a written appeal of the matter to the Library Board. The Board President will appoint a committee of no more than two Board members to meet with the person filing the appeal within 15 days, with the purpose of receiving any additional information and seeking a mutually acceptable resolution of the complaint.

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At the next regular Board meeting, the committee will report its findings and recommendations to the Board. The Board will take action upon these findings and recommendations. The Board will report its action to the person filing the appeal, in writing or other appropriate format. The Board's action will conclude the Library's grievance procedure.

Individuals may also file an administrative complaint with the U.S. Equal Employment Opportunity Commission (EEOC) within 180 days 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 ADA Compliance Officer and also from the Disability Rights Section, Civil Rights Division, U.S. Department of Justice, 950 Pennsylvania Avenue, Washington, DC 20530. Telephone: (800) 514-0301 (Voice) or (800) 514-0383 (TDD).

EMERGENCY CLOSINGS

The Elmhurst Public Library is a public service organization and will make every reasonable effort to remain open during posted hours. Should a special situation develop which would, in the opinion of the Library Director, endanger the safety of the patrons or staff, the Director has the authority to close. The Director also has the authority to close the building due to outages that affect the normal operations of the building (i.e. electrical outages or heating and cooling problems.)

If the Director is unavailable, the decision rests with the Assistant Director and then with the staff member designated as the person-in-charge. In the event of any closing the Board President should be notified.

If the Library is closed for unusual circumstances lasting for a week or less, employees will receive compensation for the time they would normally have been scheduled to work. If the closure lasts for more than one week, the Director and the Board will evaluate whether staff will be compensated. Considerations may include but are not limited to: the length of the closure, the level of service still provided, and the fiscal strength of the organization.

(NOTE: Employees will not receive compensation for emergency closings if the closings occur on their normally scheduled day off, during vacation or illness.)

HOURS OF SERVICE AND HOLIDAYS

The Library will operate on the following schedule and observe the holidays listed below:

9:00 a.m. - 9:00 p.m.	Monday-Friday (The Library will close at 5:00 p.m. on New Year's Eve.)
9:00 a.m. - 5:00 p.m.	Saturday
1:00 p.m. - 5:00 p.m.	Sunday (except for Easter Sunday, when the Library will be closed)

The Library will be closed in observance of the following holidays.

New Years Day	January 1
Memorial Day	Last Monday in May
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Christmas Eve	December 24
Christmas Day	December 25
Staff Institute Day	Date will be determined by staff and Board will vote to approve.

When a holiday occurs on Sunday, the Library will be closed on both Sunday and the following Monday.

Library Administration may adjust hours for special circumstances or due to an emergency.

LIBRARY BORROWING POLICY

I. LIBRARY CARDS

Eligibility Requirements:

The following persons are eligible for an Elmhurst Public Library card, which provides full borrowing privileges at the Elmhurst Public Library and reciprocal borrowing privileges at cooperating Illinois libraries:

- 1) **Residents** of the City of Elmhurst. **An official photo ID** ~~Two forms of identification~~ with proof of residency is required at the time of application. Post office boxes are not acceptable as mailing addresses without proof of residency.
- 2) **Elmhurst University Students living on campus.** These students will be issued an Elmhurst Public Library card valid for one semester. This card entitles these students to full borrowing privileges at the Elmhurst Public Library, and the Elmhurst University Library will be responsible for all losses incurred by these students. (Note: Students who do not live on campus may register their home public library card with EPL for reciprocal borrowing privileges.)
- 3) **Elmhurst Businesses and Non-Profit Organizations** that are located in incorporated Elmhurst are issued a specialized local use only card designed to support the local businesses that are part of this dynamic community. Elmhurst Business cardholders are extended many of the privileges of Elmhurst residents. An authorized agent of the business must **apply for the library card** ~~submit the request for a card on business letterhead, and may be asked to provide further~~ **provide** information to verify that their Business is in Elmhurst. The business or non-profit corporation is responsible for any Library item charges that accrue on the account. The card must be renewed annually.
- 4) Any **nonresident**, who as an individual, partner, principal stockholder or joint owner of **taxable property** within Elmhurst. This non-resident privilege shall be extended to only one person (the first applicant) for each parcel of taxable property. Personal identification and presentation of a current tax bill receipt are required at the time of application. These cards are valid for one year.
- 5) **Nonresident staff members** of the Elmhurst Public Library may be issued a library card. These cards are valid as long as the person is employed at the library.
- 6) **Nonresidents Living in Unincorporated Areas of Elmhurst Community Unit School District 205.** Under the provisions of state law, the Elmhurst Public Library Board of Trustees has approved issuing library cards to nonresidents living in unincorporated areas of Elmhurst Community Unit School District 205 for a fee. This fee will be determined using the Tax Bill Methods (23 Ad. Code 3050.60(b)) established by the Illinois State Library. In the case of rental property, the fee will be 20% of the monthly rent. This nonresident fee entitles the individual

and any immediate family members living at the same address to a library card with full borrowing privileges, including reciprocal borrowing, valid for one year.

District 205 students who live in unincorporated Elmhurst or in surrounding unincorporated areas who participate in the Federal Free or Reduced-Price School Meal Program may apply for a card free of charge.

Reciprocal Borrowers and Work Perks Borrowers:

Patrons with valid library cards from other Illinois communities are eligible to register their cards with the Elmhurst Public Library and receive reciprocal borrowing privileges. Reciprocal borrowing privileges are determined by the lending library. The Work Perks program is available to reciprocal borrowers who work in the city of Elmhurst and includes special privileges beyond normal reciprocal borrowing.

Responsibility for Checked Out Materials

All Elmhurst Public Library cardholders and reciprocal borrowers are bound by the rules and regulations established by the Board of Trustees. An Elmhurst cardholder accepts full responsibility for all materials checked out on that card. Though there is no minimum age requirement to receive a library card, a child below high school age who applies for a library card must have the application signed by a parent or guardian who agrees to take financial responsibility for lost, damaged or overdue materials. Parents or guardians are responsible for determining the suitability of library materials for their children.

Lost/Stolen Cards

When an Elmhurst Public Library cardholder reports a library card stolen, that person will not be held responsible for any items checked out on that card after that date.

II. LOAN POLICY

Items are borrowed for specific amounts of time at the discretion of the Library Director. Certain collections may only be exclusively available to Elmhurst Library cardholders. Information on loan periods and limitations for specific items are available at the Circulation desk and on the Library's website. Parents are responsible for determining whether their children under the age of 17 may check out "R" rated motion pictures and whether those under the age of 18 may check out motion pictures with a rating of "NC17." Video/console games with an "M" (Mature) rating will not be checked out to children under the age of 17.

III. ADDITIONAL POLICIES

Lost or Damaged Items

Patrons reporting lost material will be required to pay the cost of the item as listed in the computer or the average retail price for that type of material. In addition to paying for the

material, individuals losing catalogued Library material may also be responsible for paying a processing fee to cover the costs associated with removing the item from the collection and preparing a replacement. Fees will be set by Administrative staff based on average processing costs.

Rather than paying for lost Elmhurst Public Library materials, individuals may have the option of purchasing a new replacement copy for the Library. The processing fee may also apply. This does not apply to lost or damaged items obtained through LINKin or Interlibrary Loan. When material has been damaged beyond repair, and the replacement cost has been paid, ownership of the material may revert to the patron on request.

REFUNDS

No refunds will be issued for lost materials that have been paid for by a patron. Once an item has been paid for by a patron, ownership of the material reverts to the patron.

Material Recovery

Borrowing privileges are suspended when material becomes two weeks overdue.

Reinstatement of borrowing privileges occurs when the individual returns the overdue material or when the price of the item along with the processing fee is paid in full.

Accounts with \$50 or more in billed materials will be referred to a collection agency. A \$10 non-refundable service fee will be added to the account.

Claims Returned

When a person informs the Library that material has been returned that the Library has no record of receiving, the individual will be held responsible for the material until it is returned or until the full price of the material along with the processing fee has been paid. The Library will assist individuals in these cases by searching the shelves for the material and notifying them of the results of the search.

Maximum Checkouts

Elmhurst Cardholders may check out up to 100 items on their card Reciprocal Borrowers may checkout up to 30 items, 10 of which may be AV material.

Service Animals in the Library Policy

The Elmhurst Public Library restricts bringing a pet (a domesticated animal kept for companionship) or any other animal into the building, with the exception of qualified service animals as defined by the Americans with Disabilities Act (ADA). A qualified service animal is defined as a dog (any breed) or a miniature horse that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the service animal must be directly related to the person's disability. Service animals in training are not considered service animals under the ADA and are not permitted in the Library.

The ADA does not consider animals whose sole function is to provide comfort or emotional support to be qualified service animals. Therefore, comfort and emotional support animals are not allowed in the Library unless they have been scheduled, by staff, for a Library sponsored program or event.

Procedures:

- Supervision and care of the service animal resides solely with the owner which includes toileting, feeding, grooming, and veterinary care. Service animals must be harnessed, leashed or tethered, unless those devices interfere with the service animal's work or if it is prevented by the qualified individual's disability in which case the service animal must be otherwise under the handler's control (e.g., voice control, signals or other effective means).
- The service animal is required to be housebroken.
- A service animal may be removed from the Library if the animal is out of control and the handler does not take effective action to control it or if the animal is not housebroken. The owner of a disruptive (e.g., barks repeatedly in the Library) or aggressive service animal may be asked to remove the animal from the Library. In this case, Library staff will offer reasonable opportunity to the owner to obtain Library materials or services without having the service animal on the premises.
- In situations where it is not obvious that a dog is a service animal, Library staff are only permitted to ask an individual who accesses the Library with a service animal the following two questions: (1) is the dog is a service animal required due to a disability, and (2) what work or task the service animal has been trained to perform.
- Library staff cannot ask about the qualified person's disability, request medical documentation, special identification, training documentation or ask that the animal demonstrate its ability to perform the work or task.
- Staff are not required to supervise, provide food or a special location, or otherwise care for a service animal.
- Other patrons' allergies or fear of animals are not valid reasons for the removal of service animals.
- To determine if a miniature horse can be accommodated in the Library, the Library will assess whether (1) the miniature horse is housebroken, (2) the miniature horse is under the owner's control, (3) the Library can accommodate the miniature horse's type, size

and weight, and (4) the miniature horse's presence will compromise legitimate safety requirements necessary for the safe operation of the Library.

Definitions:

Service Animals: The Americans with Disabilities Act defines a service animal as a “dog that has been individually trained to do work or perform tasks for an individual with a disability. The task(s) performed by the dog must be directly related to the person's disability.”

Emotional Support/Therapy/Comfort/Companion Animal: These terms are used to describe animals that provide comfort just by being with a person. Because they have not been trained to perform a specific job or task, they do not qualify as a service animal under the ADA.