

**Sarah Hull Hallock Free Library
Milton, New York 12547**

Accessibility Policy Update 2023

The Sarah Hull Hallock Free Library is committed to providing all patrons and staff equitable access to the library resources and services. The library seeks to make its facilities, programs and services as accessible as possible to the public. All floors of the library that are opened to the public may be entered from the outside through a push-paddle, accessible door, without using steps. The library provides a range of services for individuals who may require assistance or specific tools to access and use our resources and services.

Retrieving Items

Staff at the circulation desk will pull materials for patrons when the materials are not physically accessible for any reason, e.g., aisle is not wide enough, material is too high on shelf, or call numbers are difficult to read or see. The library staff will also deliver materials to the curb outside the library for patrons who may need assistance. A staff member will meet the patron at the curbside to exchange books, issue library cards or perform other usual library services. Reference, referral and reader's advisory services via phone or email.

Alternative Format

- We lend large print books and other books that may be requested from libraries in the Mid-Hudson Library System.
- We maintain a collection of books on CD and all cardholders have access to audiobooks available online through the library's website.
- We coordinate the loan of Braille Books from the State Talking Book and Braille Library.
- The card catalog and other holdings of the Sarah Hull Hallock Free Library are available over the internet. Patrons may call from home to reserve material or to request that it be borrowed for them from another library in the Mid-Hudson Library System.

Assistive Technology

The library's website is equipped with the Recite Me program, which offers users many options: text adjustments for readability, audio reading of text, and translation/transliteration into several languages and alphabets. The computers available for patron use are equipped with built in Microsoft screen readers.

Children's Programs

All children are welcome to our programs that are designed for children, families or the general public. It is the responsibility of the parent and/or guardian of any child to help with their child's participation in the library's program and are responsible for their child's behavior. Parents and/or guardians are required to stay with children under the age of 6 years old during any of the library's programs, and on library premises for children under 11 years old.

Patrons in Need of Physical/Behavior Support

Those patrons who cannot independently use the bathroom, a wheelchair or need other personal support should be accompanied to the library by a responsible assistant.

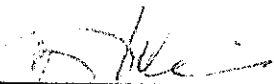
Pets may not be brought into the library. Service and emotional support animals are excluded from this restriction.

How to Request a Reasonable Accommodation

Persons who need a reasonable accommodation in order to receive the benefits of the Sarah Hull Hallock Free Library services, programs or activities should complete a "Reasonable Accommodation Request Form" or call the Library Director Lois Heiser Skelly at 845-795-2200.

Grievance Procedure

Enforcement of this policy is the responsibility of the Sarah Hull Hallock Free Library staff. Persons who believe they have been discriminated against based on their disability should file an "Accessibility Concerns Form." Assistance in completing this form is provided when needed. Completed forms are reviewed by the Library Director; a formal response will be made to the library user within ten working days of the date of the original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue. However, if the patron's concerns are not resolved the patron can request that the complaint be presented to the Library Board of Trustees. The Library Director will have the matter placed on the agenda of the next up-coming Library Board meeting. The decision of the Library Board is final for the library. If a resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.



Rosemary Wein
President, Board of Trustees

4/27/2023
Date

Sarah Hull Hallock Free Library A.D.A. Grievance Process

How to file a Service Delivery Discrimination Complaint:

If you feel that you have been treated differently or denied service because of your disability, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination.

You may file a complaint with the library administration. No one may threaten or harass you for making a complaint.

To file a complaint, request an Accessibility Concerns Form by calling the Library Administration at (845) 795-2200. Send the completed form to the address on the form, Sarah Hull Hallock Free Library, Milton, New York 12547.

Appeal Process

If not satisfied with the response of the Library Administration, you may appeal to the Sara Hull Hallock Library Board of Trustees. If still not satisfied, you may file your complaint with the Office of Civil Rights.

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 this local government and from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118 (202) 514-0301 (Voice) or (202) 514-0381 (TDD).

SARAH HULL HALLOCK LIBRARY SERVICE DELIVERY DISCRIMINATION
COMPLAINT FORM - A.D.A GRIEVANCE PROCESS

NAME OF COMPLAINANT: _____

ADDRESS: _____

CITY, STATE, ZIP: _____

TELEPHONE NUMBER: _____

DESCRIPTION of the action or treatment that you think was discriminatory. Includes information about who, what, when, where, how, why and the names, addresses and phone numbers of any witnesses, if you know them. You may write this on another sheet of paper if you need more room.

DESCRIPTION OF THE RELIEF OR SATISFACTION YOU WANT

Signature _____ Date: _____

Send completed form to: Library Director Lois Heiser Skelly
Sarah Hull Hallock Free Library
Milton, NY 12547
Email: miltonlibrary@live.com

**Sarah Hull Hallock Free Library
Reasonable Accommodation Request Form**

For help in completing this form contact the Sarah Hull Hallock Free Library staff, Milton, NY 12547

Name: _____

Address: _____

City, State and Zip: _____

Date of Request: _____

What service, program or activity does this request concern?

Please list the requested reasonable accommodation: _____

Signature: _____

Return the completed form to the staff of the Sarah Hull Hallock Free Library
Milton, NY 12547. (845) 795-2200 Email: miltonlibrary@live.com