

## **Pentwater Township Library Services for Patrons with Disabilities Policy**

The Pentwater Township Library (Library) affirms its support of equal access for persons with disabilities and of the Americans with Disabilities Act. The Library seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities.

The Library has taken steps to ensure, to the extent financially and administratively possible within the library's available resources, that the library services, programs, and materials, are accessible to all library patrons, including individuals with disabilities. If you, or the person you are accompanying, have a disability and require the assistance of a librarian, please notify the librarian on duty.

No individual with a disability shall be excluded from participation in, or be denied the benefits of, the services, programs, or materials of the library, or be subjected to discrimination by the Pentwater Township Library. Despite best efforts, not all library materials may be available in accessible formats, and not every library program can be made accessible to every disabled patron without fundamentally altering the nature of the activity or program. However, the Library does make every effort to provide assistance to individuals with disabilities.

Assistance may include:

- The Library attempts to select appropriate materials which may be in audio, visual or print format.
- The Library attempts to select materials which are understood at appropriate levels of comprehension. Youth oriented materials are available in the same formats.
- The Library selects, when available, DVDs that are closed-captioned.
- The Library accepts phone calls through a hearing assist operator.
- The staff reaches and retrieves any and all materials which are inaccessible to wheelchair users or others with mobility impairments. Staff will not touch or move wheelchairs without permission from the patron. If requested, staff holds doors open for wheelchair users.
- Clear, readable signage indicates access routes.
- Staff is available to communicate via writing.
- Staff is available to assist with the online resources and photocopying.
- Staff will inform patrons and their families about the services offered by the Library for the Blind and Physically Handicapped.

Approved by the Pentwater Township Library Board of Trustees at a regular monthly meeting on 11/20/2018.