



ACCOMMODATIONS & ACCESSIBILITY POLICY

The Library has policies and practices in place which are fully compliant with both the federal Americans With Disabilities Act (ADA) and the state of Michigan's Persons with Disabilities Civil Rights Act. The Library is committed to providing reasonable accommodations to ensure that patrons with disabilities have equal access to all services, programs and activities available to those without disabilities. A **"disability"** is defined as a physical or mental impairment that substantially limits one or more major life activities.

All Library staff members have been instructed to be sensitive to all requests for accommodation by any patron with disabilities and to make reasonable effort to provide accommodation on an individual basis. To request an accommodation, a patron must complete and submit the "Application for Accommodation Form" to the Library Director at least fourteen (14) days in advance of the date of accommodation. The reasonable accommodation may not be the accommodation that is requested. Examples of accommodations include:

- The Library reserves front-row seating if requested.
- The Library provides a wheelchair for use in the Library, and elevators are available to move between floors.
- The Library welcomes attendants to assist patrons with disabilities to enjoy the Library's programs and services. The Library provides adequate space for any attendants, including trained Service Animals, as defined by the ADA and Michigan law (see "Service Animals" below), as well as assistive devices that a person with disabilities may need to help them enjoy the Library's programs and services.

Accessibility of Materials & Library Information

Despite our best efforts, not all library materials are available in all formats.

- **Materials by Mail**
 - The Library provides home delivery of materials to Novi residents through USPS with the NPL @ Your Door service (see "NPL @ Your Door Usage Policy" for additional details).
- **The Library provides access to information and assistive devices in a variety of formats, such as:**
 - Audiobooks in multiple formats
 - Braille books
 - Large print materials
 - Multimedia kits

- Online databases
- Periodicals in multiple formats
- Printed material
- Video materials in multiple formats
- Referrals to the Oakland Talking Book Service at Rochester Hills Public Library for a larger selection of materials and visual aids
- Wide variety of magnifiers

Library staff are available to answer questions verbally or in writing, in person, by phone, by email or via the “Contact Us Form” on the Library’s website.

Library Mobility Aids

The Library has two wheelchairs available for patron use in the Library and on Library grounds, one located on the first floor near the front entrance and one located on the second floor at the top of the main staircase.

Library staff are not permitted to assist patrons with using the wheelchairs or to operate the wheelchair for a patron, except in emergency situations such as a fire or severe weather.

Patron Mobility Aids

Library staff are available to retrieve any materials which are inaccessible to wheelchair users or others with mobility impairments. The Library provides space for the wheelchair user to study and work at desks, computers, tables, carrels and catalog stations.

Wheelchairs, Mobility Aids and Other Power Driven Mobility Devices (“OPDMDs”) are only permitted by those who require them because of a disability. All other uses of OPDMDs inside the Library are prohibited. The Library is permitted to ask the person using the device to provide a “credible assurance” that the device is necessary because of a disability. The Library Director or their designee shall obtain such credible assurances if required.

OPDMDs shall be permitted in all areas where patron pedestrian traffic is permitted. When not in use, OPDMDs cannot block doors, entrances, walkways or aisles. OPDMDs shall be operated at the speed of walking pedestrian traffic, which is approximately 3 miles per hour. OPDMDs that use a gas or combustion engine are prohibited from operating inside of the Library.

Restrooms

- The Library has a single use/family restroom, located on the first floor, for patrons who require additional space or privacy.
- Public restrooms, including the first and second floor men’s and women’s restrooms have automatic door activation switches.

Service Animals

Animals are not permitted in the Library other than trained Service Animals, including those in training, (as defined by the Americans with Disabilities Act (ADA) and Michigan law) for those patrons with disabilities, those used in law enforcement or for Library programming. Service

Animals are permitted to accompany patrons with disabilities in all areas of the Library where the public is allowed to go.

Emotional support or comfort animals are not permitted in the Library building. Animals may not be left unattended on Library grounds. The Library is not responsible for animals, including those left unattended.

The Library is permitted to ask the person requiring a Service Animal the following questions:

- Is the animal a Service Animal required because of a disability?
- What work or task has the animal been individually trained to perform?

The Library may not ask about the individual's disability, require medical documentation, require a special identification card or ask that the Service Animal demonstrate its ability.

A Service Animal may be removed for either of the following reasons:

- The animal is out of control and the handler does not take effective action to control it.
- The animal is not housebroken. "**Housebroken**" is defined as a pet trained to urinate and defecate outside of a building or only in a special place.

Website & Mobile App Access

The Library's website has an accessibility toolbar that offers a screen reader, alternate fonts and text size, alternate background and text colors, a reading ruler, screen mask, dictionary, magnifier, language translation and plain text mode.

The Library designs its website and mobile app to meet or exceed the standards for accessibility required by law. To that end, the Library will follow Title II of the ADA and the federal rules regarding accessibility. The Library will ensure that its websites and any mobile apps meet the requirements of the Web Content Accessibility Guidelines (WCAG) at a minimum within the time as provided by the Department of Justice Federal Rule.

If any person has difficulty accessing the Library's website or mobile app, please contact the Library to explain the following:

- The specific access and accessibility problem
- The link to the portion of the website at issue or specific URL
- The reasonable accommodation or change you are requesting
- Your preferred contact information

Filing a Grievance

A Grievance Procedure is established to meet the requirements of the ADA. It may be used by anyone who wishes to file a grievance alleging discrimination on the basis of disability by the Library in the provision of its services, activities and programs. Please note that the policy applies to patrons and users of the Library.

A grievance should be in writing and contain information about the alleged discrimination such as name, address, phone number of the filer; and location, date and description of the problem. Alternative means for filing a grievance, such as personal interviews or an audio recording, will be made available for persons with disabilities upon request. A grievance should be submitted by the filer or their designee as soon as possible but no later than fourteen (14) business days after the date of the alleged violation to:

Library Director
45255 Ten Mile Rd
Novi, MI 48375

Within fourteen (14) business days after receipt of a grievance, the Library Director or designee will meet with the filer to discuss the grievance and possible resolutions. Within fourteen (14) business days of the meeting, the Library Director will respond in writing and, when appropriate, in a format accessible to the complainant, such as large print or audio recording. The response will explain the position of the Library and offer options for substantive resolution of the grievance.

If the response by the Library Director does not satisfactorily resolve the issue, the filer or their designee may appeal the decision within thirty (30) business days after receipt of the response to the Library Board. After receipt of the appeal, the Library Board shall hear the appeal and notify the filer in writing and, when appropriate, in a format accessible to the filer, with a final resolution of the grievance.

All written grievances received by the Library Director or the Library Board of Trustees will be retained by the Library for at least three years.

Approved by the Novi Public Library Board of Trustees: October 24, 2024

APPLICATION FOR ACCOMMODATION

Date of Submission: _____

Name of Applicant: _____

Phone Number: _____ (home) _____ (cell) _____ (other)

Address: _____

Email: _____

Service, activity, meeting or program title for which accommodations are requested:

Preferred Date of Accommodation: _____

Please describe reason for the accommodation: _____

Please describe the accommodation requested: _____

By signing this Application, the Corporation, Organization or Individual (“Applicant”) identified above agrees as follows:

- 1. The Applicant has a disability that is covered by the Americans with Disabilities Act (“ADA”).**
- 2. The Applicant acknowledges the Library’s “Accommodations and Accessibility Policy.”**

Filer’s Signature: _____ Date: _____

FOR LIBRARY USE ONLY

Department: _____ Approved: YES NO

Approved by (Print): _____ Date: _____

Approved by (Signature): _____

Filer Notified (Date): _____