

Subject: Services for Patrons with Disabilities

Purpose:

To provide equal access to library buildings, resources and services for all our patrons, regardless of any disability.

Policy:

The Montgomery-Floyd Regional Library complies with the Americans with Disabilities Act of 1990 and provides reasonable accommodations for physical access, communications or other needs to ensure services, activities and programs are available to people with disabilities. To ensure staff availability, advance notice may be required for some services. To arrange for individual service, patrons should call the Library Director at (540) 382-6965 or the Library Supervisor in each library. If a patron's disability is not apparent, they will need to identify themselves to staff as having a disability when requesting service or assistance.

MFRL offers a variety of additional resources at all four locations for those with disabilities. They include:

- Retrieving library items from the stacks
- Library items delivered curbside or mailed if requested in writing
- Handicapped parking spaces
- Automatic door openers
- Large type books
- DVDs with closed captioning
- Audio books on CD or that can be downloaded to a smart phone or MP3 player
- Ability to change the type size on public computers and eBook devices (Kindle/Nook)
- Downloadable eBooks
- On-line applications for services from the National Library Service for the Blind and Physically Handicapped (www.loc.gov/nls/)
- Welcoming atmosphere for harnessed or leashed service dogs

Questions about ADA compliance and complaints or suggestions about accessibility of library facilities, activities, and programs should be addressed to the Library Director.

Attachments: None

References: Americans with Disabilities Act of 1990, as amended

Approved:
Montgomery-Floyd Regional Library Board of Trustees
August 15, 2001; revised September 21, 2011

September 21, 2011
Date



Ann-Margaret Shortt, Chair