## **Policy on Service to Disabled Patrons**

The Americans with Disabilities Act (ADA) is a Federal civil rights law that prohibits discrimination against people with disabilities in everyday activities and helps to break down barriers to accessibility. Title III of the ADA prohibits discrimination against persons with disabilities in places of public accommodation and commercial facilities. Places of public accommodation include over 6 million privately owned business establishments of all sizes, such as restaurants, hotels, theaters, convention centers, doctor offices, retail stores, museums, libraries, private schools, health spas, and day care centers. Commercial facilities are businesses whose operations affect commerce, such as office buildings, factories, and warehouses. Information about ADA is conducted through the U.S. Department of Justice. The agency offers many useful guidelines to help small businesses understand their responsibilities in terms of design requirements and services to provide. Their web site can be accessed by using the following URL: <a href="http://www.usdoj.gov/crt/ada/adahom1.htm">http://www.usdoj.gov/crt/ada/adahom1.htm</a>

The Merced County Library System was established in 1901. It is a member of the San Joaquin Valley Library System and as such acts as a resource-sharing agency with other libraries of all types in the San Joaquin Valley. Our library buildings vary in age and architecture.

Merced County Library System

Library	County Facility	Sq. Footage	Outlet Age	Modified After 1992
Atwater	Y	5,620	1978	Unknown
Cressey	Y	960	1983	Unknown
Delhi-School	District	6,520	1998	Unknown
Dos Palos	City-County	2,132	1963	Unknown
George	Y	1,200	2003	Unknown
Gustine	Y	1,223	1948	Unknown
Hilmar	Y	1,280	1972	Unknown
LeGrand-School	Y	3,057	1999	Unknown
Livingston	Y	2,930	1983	Unknown
Los Banos	Y	3,970	1965	October, 2003
Merced	Y	44,050	1973	2009
Santa Nella	Y	960	1983	Unknown
Snelling	Y	692	1932	Unknown
South Dos Palos	Y	960	1983	Unknown
Stevinson	Y	960	1983	Unknown
Winton-Private building	N	1,120	1993	Unknown

## **Americans with Disabilities Act Compliance Policy**

The Merced County Library System affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. The Library seeks to make its services, facilities, and programs as accessible as possible to all members of the public. The following procedures have been developed in order to assist the Library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the Merced County Library System have access to a three step procedure:

Step One: Requests for accommodation and/or complaints about accessibility can be presented in person or over the phone. These should be addressed to the County Librarian who then makes every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.

Step Two: If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Complaint Form. Assistance in completing this form is provided as needed. Completed forms are reviewed by the County Librarian and a formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or can be made directly by letter. The County Librarian will make every attempt to resolve the issue through these means.

Step Three: If resolution is not achieved in Step Two, the concerned individual can request that the complaint be presented to the Library Advisory Commission. The County Librarian will place the matter on the agenda so that the concerned individual can present his or her concern at the next regularly scheduled Library Advisory Commission meeting. The decision of the Library Advisory Commission is final for the Library. If resolution 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.

## ACCESSIBILTY COMPLAINT FORM

THE Merced County Library System seeks to make its services, facilities, and programs as accessible as possible to the public, including those who have disabilities. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like your ideas on how we can serve you better.

PLEASE DESCRIBE THE NATURE OF THE PROBLEM YOU HAVE ENCOUNTERED:
PLEASE DESCRIBE WHAT WE COULD DO TO PROVIDE BETTER ACCESS:
DATE:
NAME:
ADDRESS:

Please see the attached policy and procedure to find out how we will address your concern.

E-MAIL:\_\_\_\_\_