SPOKANE COUNTY LIBRARY DISTRICT

POLICY: ACCESS TO LIBRARY SERVICES
APPROVAL DATE: February 18, 1993
REVISION DATE: February 20, 2018

Related Policies
Code of Conduct Policy
Customer Privileges and Responsibilities Policy

Previous Title
Valuing and Managing Diversity

Purpose
To affirm Spokane County Library District’s commitment to serving a diverse community and providing facilities, programs, and services that are accessible to all.

Policy
The District is committed to providing equal and open access to library facilities, services, materials and programs regardless of race, gender, ethnicity, age, religion, national origin, sexual orientation, or physical, mental or sensory disability. In support of that commitment:

- Access to library services shall not be denied or abridged to any individual eligible for library services as defined in the District’s Customer Privileges and Responsibilities Policy other than due to a violation of the Code of Conduct.

- In compliance with federal and state law and Title II of the Americans with Disabilities Act of 1990, the District does not discriminate on the basis of disability in admission, access, and/or operation of its programs, services, or activities. The District monitors its compliance with Title II of the Americans with Disabilities Act of 1990 to ensure its libraries and programs are accessible to and usable by individuals with disabilities.

- The District offers reasonable accommodations to persons with disabilities.

- The District provides a grievance procedure to ensure that if an individual believes he or she has been denied access to library services or has been otherwise discriminated against, the issue can be resolved as promptly and harmoniously as possible.

- The District encourages customers to informally engage their community library supervisor or manager in resolving access or usability issues before the program, service, or activity takes place.

- Any unresolved ADA issue should be submitted to the Human Resources Director to coordinate efforts to comply with and carry out ADA responsibilities as the District’s ADA Coordinator. Access to Library Services for Persons with Disabilities: Grievance Process.

The Executive Director is responsible for establishing administrative procedures necessary to carry out this policy and will respond to appeals of District staff action and/or decision in the application of this policy and any related procedures. Any appeal of Executive Director’s action and/or decision may be made in writing to the Board of Trustees.

The District will make a good faith effort to implement this policy in a fair and consistent manner.