

SPOKANE COUNTY LIBRARY DISTRICT
POLICY: ACCESS TO LIBRARY SERVICES
APPROVAL DATE: February 18, 1993
REVISION DATE: April 16, 2024

Related Policies

Code of Conduct Policy
Customer Privileges and Responsibilities Policy

Statutory Reference

RCW 49.60.030
RCW 49.60.040
RCW 49.60.215

Purpose

Affirms the Spokane County Library District's (District) commitment to serving a diverse community and providing facilities, programs, and services that are accessible to all.

Policy

In accordance with RCW 49.60.215, the District is committed to providing equitable and open access to library facilities, services, materials, and programs regardless of race, creed, color, gender expression or identity, ethnicity, age, religion, political ideology, national origin, citizenship or immigration status, sexual orientation, honorably discharged veteran or military status, status as a mother breastfeeding her child, the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a 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 accommodation to persons with disabilities.
 - The District provides a grievance procedure to ensure that if an individual believes they have been denied access to library services or have been otherwise discriminated against, the issue can be resolved as promptly and amicably 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.
-

The Executive Director will establish administrative procedures necessary to implement this policy. In accordance with the administrative procedures, any appeal of an administrative action under this policy will first be made in writing to the Executive Director. Any subsequent appeal of Executive Director action and/or decision will 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.