

CUSTOMER POLICIES

ADA COORDINATOR, NOTICE AND GRIEVANCE

Board Policy:

DATE REVIEWED: 01/26/2023

DATE APPROVED: 01/26/2023

EFFECTIVE DATE: 03/01/2023

REPLACING POLICY EFFECTIVE: 11/07/2013

In accordance with Title II of the Americans with Disabilities Act of 1990 (ADA), Columbus Metropolitan Library (CML) will not discriminate against qualified individuals with disabilities in its services, programs or activities.

A. Effective Communication

CML will generally, upon request, provide reasonably appropriate aids and services leading to effective communication for qualified individuals with disabilities so they can participate equally in CML's programs, services and activities. This will include, where applicable, communications in a format accessible to the individual.

B. Modifications to Policies and Procedures, Auxiliary Aids

CML will make all reasonable modifications to policies and procedures to ensure that qualified individuals with disabilities have an equal access to CML's programs, services and activities.

Anyone who requires an auxiliary aid or service for effective communication or reasonable modification of policies or procedures to participate in a program, service or activity at CML should contact a staff member or the ADA Coordinator (using the contact information below) as soon as possible. For scheduled events, individuals are encouraged to contact the ADA Coordinator no later than 48 hours in advance so CML will have time to assess and, if appropriate, grant the request in a thorough manner ahead of the event.

C. CML will not place a surcharge on a particular qualified individual with a disability or any group of qualified individuals with disabilities to cover the cost of providing auxiliary aids/services or reasonable modifications of policy.

Administrative Procedure:

DATE REVIEWED: 10/03/2025

DATE APPROVED: 10/03/2025

EFFECTIVE DATE: 10/03/2025

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A. Individuals who need a reasonable accommodation should request an accommodation from Library staff. If the request cannot be resolved by library staff, the requesting individual should contact:

ADA Coordinator, Wendy Mohr, Risk and Compliance Manager

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Columbus Metropolitan Library

96 S. Grant Avenue

Columbus, OH 43215

Or via emails the adacoordinator@columbuslibrary.org

B. In the event CML cannot reasonably accommodate a request, an individual may file a grievance with the ADA Coordinator using the contact information set forth above. CML's ADA Coordinator will be available to qualified individuals with disabilities who require assistance to file a grievance. All of CML's communications regarding the grievance will comply with its Effective Communication statement, above.

C. The procedure to file a grievance is as follows:

The grievance should be in writing and contain information including the name, address, phone number of grievant and location, date and description of the issue and the nature of the request. Alternative means of filing grievances will be made available upon request for qualified individuals with disabilities.

The grievance should be submitted by the grievant and/or a designee as soon as possible but no later than 60 calendar days after the alleged violation to the ADA Coordinator.

Within 15 calendar days after receipt of the grievance, the ADA Coordinator or a designee will respond in writing. The response will explain the position of CML and may offer options for substantive resolution of the grievance.

D. If the grievant feels that the response does not satisfactorily resolve the issue, the grievant and/or a designee may appeal the decision within 15 calendar days after receipt of the response to CML's Chief Executive Officer (CEO). Information containing instructions on how to do so shall be included in CML's response.

E. The CEO or a designee will review the appeal and will respond with a final resolution of the grievance within 30 days after receipt of the appeal.

F. CML's ADA Coordinator shall maintain ADA grievance files for a period of three (3) years.

Related Policies/Forms:

- Access to Library Materials and Services