

Kenosha Public Library  
Americans with Disabilities Act (ADA) Title II Policy  
For Programs, Activities, and Services to the Public

**I. PURPOSE**

Title II of the Americans with Disabilities Act (ADA) prohibits discrimination against qualified individuals with disabilities in all programs, activities, and services of public entities. This policy outlines the provisions of Title II of the ADA, and the rights and obligations of citizens and the Kenosha Public Library under federal and state law.

**II. POLICY**

It is the policy of the Kenosha Public Library (KPL) to ensure that all citizens have an equal opportunity to participate in and receive the benefits of KPL services, programs, or activities. This will be done in the most integrated setting appropriate to the needs of the qualified individual with a disability. Only where it is absolutely necessary will KPL provide services, programs, or activities separately to persons with disabilities. No qualified individual with a disability shall, on the basis of said disability, be screened out of a service, program or activity. Nor, shall any individual be excluded from participation in or denied the benefits of these services, programs or activities, because of their disability.

KPL shall ensure that all programs and activities are accessible, but will not necessarily make each and every facility accessible, as long as all programs are accessible. There are several means by which KPL can make its programs readily accessible to and usable by disabled individuals, including:

- a. Redesigning equipment
- b. Assigning services or programs to alternative, accessible buildings
- c. Providing auxiliary aids
- d. Providing outreach services
- e. Altering existing facilities or building new facilities

KPL shall reasonably modify its policies, practices or procedures to avoid discrimination. However, modifications will not occur where a particular modification would fundamentally alter the nature of the service, program or activity.

**III. PROCEDURE**

Requests for accommodation should be submitted to the Head of Administrative Services, who has been designated to coordinate ADA compliance efforts for KPL, using an ADA Request for Accommodation Form.

If anyone utilizing KPL facilities, programs, services or activities believes they have been discriminated against on the basis of a disability in connection with access to any KPL facilities, programs, services or activities, they have the right to file a complaint.

- a. Complaints should be addressed to the Head of Administrative Services.
- b. A complaint should be filed in writing, containing the contact information of the person filing it, and briefly describe the alleged violation.
- c. A complaint should be filed within 15 days.
- d. An investigation, as appropriate, shall follow a complaint filing. The investigation shall be conducted by the Head of Administrative Services, and afford all interested persons and their representatives, if any, an opportunity to submit evidence relevant to a complaint.
- e. A written response to the complaint, and a description of the resolution, if any, shall be issued by the Head of Administrative Services and a copy forwarded to the complainant no later than 10 days after its filing.
- f. The Head of Administrative Services maintains the files and records of all ADA complaints.
- g. The complainant can request a reconsideration of the case in instances where they are dissatisfied with the resolution. The request for reconsideration should be made within 7 days to the Library Director.
- h. The right of an individual to a prompt and equitable resolution of the complaint filed with KPL shall not be impaired by the individual's pursuit of other remedies such as the filing of an ADA complaint with the responsible federal department or agency.