



## Accessibility Policy

All patrons, visitors, and staff should feel comfortable and able to use Nevins Library facilities, services, and programs. The Library fully complies with the Americans with Disabilities Act (ADA) and will provide reasonable accommodations by request. The Library will also provide equitable access to library materials in accessible formats, where they exist. The Library, as part of our general customer service philosophy, will provide services to all patrons in a manner that respects the dignity, integrity, and independence of persons with disabilities and provide equal opportunities to learn about, use, and benefit from library services. The Nevins Library upholds the American Library Association's *Services to People with Disabilities: An Interpretation of the Library Bill of Rights*

(<https://www.ala.org/advocacy/intfreedom/librarybill/interpretations/servicespeopledisabilities>).

### Access to the Building

- Accessible Parking: The Library has multiple specially designated parking spaces for handicapped accessibility.
- Main Entrance: The Library has a ramp for access to the Main Entrance of the building, and the glass doors can be opened with a push button.

### Access Within the Building

- Elevator: The Library has an elevator to allow access to every floor. There is also a lift to access the Stage in the Great Hall.
- Seating: The Library has seating available throughout the building for anyone to use.
- Bathrooms: Bathrooms are located on every floor, and each one is handicapped accessible.
- Spaces: All spaces within the library have been designed with ADA regulations in mind. Staff is available to assist if some bookstacks are too high or too low for some users to reach the material they are looking for.

### Assistive Equipment

- Public computers: Two public computers are dedicated with assistive software such as screen reading and magnification software; one in the Reference Department and the other in Youth Services.
- Visio Book: The Library has a Visio Book, a magnification device, for in-library use.
- Large-Key Keyboard: The Reference Department has a large-key keyboard available to use on any computer.

## **Accessible Formats/Materials**

- Digital Collections: The Library provides access to downloadable eBooks, eAudiobooks, and eMagazines, and access to stream movies, and music.
- Large Print: The Library maintains a collection of fiction and nonfiction books in Large Print.
- Audiobooks: The Library maintains a collection of audiobooks in different genres and for all ages.

## **Additional Accessible Services**

- Curbside/Home Delivery: Patrons may request curbside delivery of their library items during library hours. Patrons unable to travel to the library may request home delivery of library items via a volunteer. Please contact the Main Desk for assistance in requesting home delivery.
- Proxy Borrowing: Patrons unable to travel to the library may give permission for another person to pick up their library items. This can be done by either giving the pick-up person their library card to use, or by calling or emailing the library ahead of time with the pick-up person's name and approximate arrival time.
- Perkins Braille & Talking Book Library: Librarians are available to provide information and assistance with accessing resources provided by Perkins.
- Worcester Talking Book Library: Librarians are able to provide information and assistance with accessing resources provided by Worcester Talking Book Library.

## **Service Animals**

Service animals may accompany people with disabilities in every public area of the library. According to the ADA service animals are defined as “dogs that are individually trained to do work or perform tasks for people with disabilities.” A service animal must always remain under the control of its handler. A patron with a disability will not be asked to remove the service animal from the building unless:

- The dog is out of control and the handler does not take effective action to control it or
- The dog is not housebroken.

If it is not obvious what service an animal provides, Library staff can only ask two questions:

- Is the dog a service animal required because of disability?
- What work or task has the dog been trained to perform?

For more information about the ADA, visit [ADA.gov](https://www.ada.gov) or call the ADA Information Line 800-514-0301 (voice) 833-610-1264 (TTY). The ADA's guidance on Service Animals may also be found here: <https://www.ada.gov/resources/service-animals-2010-requirements/>

## **Service Interruptions**

Library services do become interrupted on occasion. Sometimes the event is scheduled with advanced notice, such as building maintenance; often it can be a sudden uncontrolled event, such as a long power outage. In either case, the Library will notify all patrons through the website, social media channels, and any other appropriate messaging format for that moment. These will also be updated as information

becomes available. In the event that smaller interruptions occur, such as a patron's home delivery is delayed, the Library will contact the affected patrons directly in the communication method previously established as preferred.

### **Requesting Accommodations for Library Events**

Patrons may request accommodations for library events in any of the following ways:

- Email the staff contact for the program as indicated on the event listing in the calendar of events
- Call the library to speak with the staff contact for the program
- Fill out an Accommodation Request form from any public desk. The staff at the desk will forward your request to the appropriate staff person.
- Fill out the Accommodation Request form on our website.

Please make your request at least two weeks before the scheduled event for American Sign Language Interpretation services. This will allow staff the best opportunity to secure an interpreter for the event. You will receive a response from staff within 3 business days.

Smaller accommodation requests (ie: seating requests, power outlets, etc) may be made closer to the event and staff will do their best to fulfill those accommodation requests as well.

Requests for interpretation for other languages may also be made through any of the above methods. However, other language interpretation is not covered by ADA and will not be automatically approved and acted upon. These requests are still important to fulfill as equity and inclusion in our library services is important to the Library and will be accommodated to the best of our ability based on the following factors:

- Language requested
- Availability of Interpreters
- Program requested
- Program frequency
- Number of simultaneous requests for a particular program
- Financial constraints

### **Feedback from Patrons**

The Library welcomes continuous feedback from persons with disabilities on the accessibility of its materials, services, programs, and facilities. The Library will accept feedback in a variety of accessible manners, including phone, email, and its online feedback form.



## Accessibility Request Form

Please use this form to request an accessibility accommodation at the Nevins Library at least two weeks before the event is scheduled to occur. Please allow three business days for a response.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred communication method (circle one):    Phone                  Email

Event Name: \_\_\_\_\_

Event Date: \_\_\_\_\_ Today's Date: \_\_\_\_\_

Please share the accommodations requested:|

Please return to any staff member. Thank you!



### Accessibility Feedback Form

The Nevins Library welcomes continuous feedback from persons with disabilities on the accessibility of its materials, services, programs, and facilities.

Name: \_\_\_\_\_

Phone: \_\_\_\_\_

Email: \_\_\_\_\_

Preferred communication method (circle one):    Phone                    Email

Please share how you think we are doing or ideas on how we could improve accessibility at the Nevins Library:|

Please return to any staff member. Thank you!