

## What is the ADA?

The Americans with Disabilities Act (ADA) prohibits discrimination on the basis of disability in employment, access to public facilities, public accommodations, commercial facilities, transportation and telecommunications.

The ADA does not require The Seattle Public Library to 'take actions that fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

This brochure about public services describes Library resources for patrons with disabilities and how to request accommodations or file a grievance.

## How does The Seattle Public Library comply with ADA mandates?

Our goal is to provide people with disabilities equal access to Library facilities, informational resources, computer technology, collections, programs and other services.

## Reasonable Accommodations

The Seattle Public Library provides accommodations by request for physical access, communications or other needs to ensure services, activities and programs are available to people with disabilities. To request an accommodation, please fill out the online Reasonable Accommodation Request Form. [www.spl.org/adaaccommodationform](http://www.spl.org/adaaccommodationform)

## Accessibility Resources

- All Library locations are wheelchair accessible
- Audiobooks on CD/downloadable books
- Audio described videos
- Teletypewriter telephones (TTY/TDD) (Central Library)
- Videophone (Central Library)
- Braille signage & talking scrolling signs in elevators (Central Library)
- Adaptive computers (Central Library)

## Accessibility Programming Resources

- Sign language, oral, and cued speech interpreters for Library-sponsored classes, events, and programs
- Orientation to and escort within the Library for blind and low-vision patrons
- Assistive listening systems for hard of hearing audience participants
- Accessible meeting rooms at the Central Library and 26 branches.

Arrangements need to be made at least seven calendar days in advance for these services.

For more information, contact the Library Equal Access Program (LEAP) at 206-386-4690 or 206-615-1380 (TTY).

## ADA Circulation Qualification Program

The Library's ADA Circulation Qualification Program serves patrons who have disabilities

that are expected to last at least six months. Applicants must have a temporary or permanent condition that makes it difficult or impossible to return Library materials within the usual three-week checkout period. To apply for this program, you will need to complete a reasonable accommodation request form.

This program offers the following accommodations:

- Extends loan and renewal periods for materials other than DVDs to four weeks. DVDs must be returned in two weeks.
- Allows patrons to check out 15 items at a time
- Eliminates fines for overdue materials

## Library Assistive Technology and LEAP

The Library Equal Access Program (LEAP) on Level 1 of the Central Library provides services for hearing impaired and visually impaired individuals. A staff member is available to assist you.

The following equipment is available in the LEAP Assistive Technology Lab:

- Computer workstations with adaptive software and Braille display keyboards
- Talking typing teacher
- Zoom Text screen magnifier software
- JAWS screen reader
- Kurzweil 1000 Reading System and Epson scanner
- PowerBraille/65 Character Refreshable Braille.Displays
- Duxbury Braille Translator program
- Index Basic-D V4 Braille Embosser

- Trackball computer mouse
- Merlin Closed-Circuit Television magnifiers (CCTVs)
- Kurzweil Reading Edge
- Digital talking book players
- Sorenson videophone

## ADA Grievance Procedure

If you feel that you have not been able to access The Seattle Public Library because of an accessibility issue, or have been discriminated against based on your disability, you can file an ADA Grievance [www.spl.org/adagrievanceform](http://www.spl.org/adagrievanceform).

- A complaint should be submitted in writing or verbally no later than 60 calendar days after the alleged discrimination.
- Following the filing of the complaint, a thorough investigation will be conducted by the ADA administrator or designee.
- A written determination and description of the remedial and corrective actions, if any, will be issued by the ADA administrator or designee and sent to the complainant no later than 30 calendar days after receipt of the complaint.

Contact a Library staff member if you need assistance accessing online forms.

Complaints should be addressed to:

### Administrative Services Director

The Seattle Public Library

1000 Fourth Ave. Seattle, WA 98104

(206) 233-5109 or (206) 615-1380 (TTY)

Email: [ada@spl.org](mailto:ada@spl.org)

TTY users may call Washington Relay Service by dialing 711 or (800) 833-6388 to connect to The Seattle Public Library Services, (206) 386-4636

## Questions?

Cleo Brooks is the designated ADA public services coordinator for The Seattle Public Library and may be contacted for assistance by mail, phone or email:

### Cleo Brooks, ADA Coordinator

The Seattle Public Library

1000 Fourth Ave.

Seattle, WA 98104

(206) 386-4690 or (206) 615-1380 (TTY)

Email: [ada@spl.org](mailto:ada@spl.org)

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Serving the Public at  
The Seattle Public Library




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