

Americans with Disabilities Act (ADA)

Statement of Policy

The Tulsa City-County Library complies with the Americans with Disabilities Act of 1990 (ADA), which prohibits discrimination on the basis of disability. The ADA, as applied to cities, counties, and other local governmental entities, requires that no qualified individual with a disability shall, on the basis of a disability, be denied the benefits of local governmental services, programs, or activities.

Accordingly, the library will:

- Take appropriate steps to ensure that communications with applicants, participants, and members of the public with disabilities are as effective as communication with others.
- Make reasonable accommodations in policies, practices, or procedures when necessary to avoid discrimination on the basis of disability, unless a fundamental alteration in a library program would result.
- Operate its programs so that, when viewed in their entirety, they are readily accessible to and usable by individuals with disabilities.

How to Request Reasonable Accommodations

Individuals who need an accommodation in order to receive the benefits of a library service, program or activity should inquire as to the library's accessibility services, which are also listed on the library's website (<http://www.tulsalibrary.org/about/accessibility>). If an accommodation is not already provided, please complete a "reasonable accommodation request form" or contact the library administration, at 918-549-7323. ([See Appendix](#))

Grievance Procedure

Enforcement of this policy is the responsibility of all library supervisors. Individuals who believe they have been discriminated against based on their disability should file a discrimination complaint form, which is an attachment to this policy. ([See Appendix](#))

ADA Grievance Process

How to File a Discrimination Complaint

If you feel that you have been treated differently or denied service because of your disability, you may file a complaint. If you were wrongfully denied services, or if the treatment you received was separate or different from others, or if the program was not accessible to you, it may be discrimination. You may file a complaint with your service provider, or you may file a complaint with Civil Rights Division. No one may threaten or harass you for making a complaint.

To file a complaint request a discrimination complaint form by calling the library administration at 918-549-7323. Send the completed form to the address on the form. (See Appendix)

Appeal Process

If not satisfied with the response of the library administration, you may appeal to the Tulsa City County Library Commission, 400 Civic Center, Tulsa, Oklahoma, 74103. If still not satisfied, you may file your complaint with the federal agency described below.

For Further Information:

In accordance with Section 35.106 of the ADA's Title II regulations, all applicants, participants, beneficiaries, and other interested persons are advised that further information may be obtained from this local government and from the U.S. Department of Justice, Civil Rights Division, 950 Pennsylvania Ave. NW, Disabilities Rights Section – NYAV, Washington, DC 20530 (800) 514-0301 (Voice) or (800) 514-0383 (TTY)