

Reasonable Accommodations Procedures:

The Pere Marquette District Library affirms its support of equal access for persons with disabilities and the Americans with Disabilities Act. The library seeks to make its services, facilities and programs as accessible as possible to the public, including those who have disabilities. The following procedures have been developed in order to assist the library in addressing concerns about accessibility.

People who wish to request accommodation or make a complaint about accessibility at the Pere Marquette District Public Library have access to a three-step process:

1. Step 1: Requests for accommodation and/or complaints about accessibility can be presented in written format by submitting the attached Reasonable Accommodation Request Form. These requests will be addressed to the Library Director who will then make every attempt to provide accommodation and/or resolve the issue without further recourse to this procedure.
2. Step 2: If resolution is not achieved by Step One, a complaint can be presented in writing on an Accessibility Complaint Form or over the phone within 180 days of the incident. Assistance in completing this form is provided as needed. Completed forms are reviewed by the Library Director. A formal response is made to the library user within ten working days of the date of original submission of the form. The formal response can be a telephone call, followed by a letter confirming the telephone discussion, or directly by letter. The Library Director will make every attempt to resolve the issue through this means.
3. Appeal: If resolution is not achieved by Step Two, a written appeal of the decision may be made by the complainant to the President of the Library Board within 10 business days. The Library Board will review the documentation and render their decision within 60 days of receipt of the complainant's appeal.

Pere Marquette District Library Board of Trustees
185 E. 4th Street
Clare, MI 48617

The decision of the Library Board is final.

If resolution still is not achieved, the concerned individual may wish to pursue other courses of action as described in the American with Disabilities Act and related regulations.

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 local government and from the Office on the Americans with Disabilities Act, Civil Rights Division, U.S. Department of Justice, Washington, DC 20035-6118. Phone: 202-514-0301 (voice) or 202-514-0381 (TDD).

**Pere Marquette District Library
Reasonable Accommodation Request Form**

**For help in completing this form, contact the Library Director at
989-386-7576 ext 4 or at the address below.**

Name: _____

Address: _____

Phone: _____

What service, program, or activity does this request concern?

Date of service, program, or activity (if applicable) _____

What accommodation is requested?

Signature _____ **Date** _____

Return completed form to: Pere Marquette District Library, 185 E. 4th St, Clare, MI
48617

**Pere Marquette District Library
Accessibility or Discrimination Complaint Form**

**For help in completing this form, contact the Library Director at
989-386-7576 ext 4 or at the address below.**

Name of Complainant _____

Address _____

Phone _____

Department against whom the complaint is filed: _____

Description of the action or treatment which you think was discriminatory. Please include as much information as you can about the incident, including contact information of witnesses if possible. You may use another sheet of paper if you need more room.

What accommodation is requested?

Signature _____ Date _____

Return completed form to: Pere Marquette District Library, 185 E. 4th St, Clare, MI 48617