



ACCESSIBILITY OF LIBRARY SERVICES POLICY

This policy is a system-wide policy for application to all libraries within the Buffalo & Erie County Public Library System.

I. STATEMENT OF POLICY

The Buffalo & Erie County Public Library (B&ECPL) will not discriminate against qualified individuals with disabilities on the basis of disability in its services, programs, or activities. Each library within the B&ECPL will abide by the requirements of Title II of the Americans with Disabilities Act of 1990 (ADA), and all other applicable state and local laws relating to accessibility of services within each library.

II. APPLICABILITY

This Policy applies to accessibility of B&ECPL services, programs, or activities to B&ECPL patrons. The B&ECPL Equal Employment Opportunity and Anti-Harassment Policy governs employment-related complaints of disability discrimination. Services, programs, or activities provided by organizations other than the B&ECPL at the Central Library or Buffalo Branches are addressed in the Facility Use Policy.

III. ACCESSIBILITY OF LIBRARY SERVICES

A. Assistive Technology and Resources

1. A list of assistive technologies and resources will be made available on the B&ECPL website, www.BuffaloLib.org, in libraries, or by calling (716) 858-8900.
2. The list will include the library location(s) where the technologies and resources are available, as certain services may not be available at all locations.

B. Effective Communication

1. The B&ECPL will make all reasonable modifications to policies and programs to ensure that people with disabilities have an equal opportunity to enjoy all of its services, programs, and activities.
2. The B&ECPL has adopted the [Web Content Accessibility Guidelines \(WCAG 2.1 level AA\)](#) to ensure access to digital technology, including its webpages and social media.
3. The B&ECPL will, upon request, provide appropriate aids and services leading to effective communication for qualified persons with disabilities so they can participate equally in B&ECPL services, programs, activities, and digital technology in accordance with the ADA.
4. Such aids may include but are not limited to: qualified sign language interpreters, documents in Braille, and other ways of making information and communications accessible to people who have speech, hearing, or vision impairments.
5. The B&ECPL will not charge the individual patron or group of patrons for the cost of providing auxiliary aids/services or reasonable modifications of policy necessary to ensure accessibility to B&ECPL services, programs, or activities.
6. The B&ECPL is not required, by law, to take any action that would fundamentally alter the nature of its programs or services, or impose an undue financial or administrative burden.

C. Requests for Accommodations

1. Patrons may contact either the ADA Coordinator or the Library Director/Manager at the library location where they seek service.

ADA Coordinator
Buffalo & Erie County Public Library

1 Lafayette Square
Buffalo, NY 14203-1887
(716) 858-8900
access@buffalolib.org

2. Anyone who requires an auxiliary aid or service for effective communication, or a modification of policies or procedures to participate in a service, program, or activity of the B&ECPL should contact the ADA Coordinator or the Library Director/Manager as soon as possible, but no later than 7 business days before the scheduled event.
3. If the patron contacts the ADA Coordinator, the ADA Coordinator will communicate the request for accommodation to the Library Director/Manager at the library location where service is being requested.
4. Arrangements for accommodations for a specific program or activity shall be made by the Library Director/Manager of the library hosting or sponsoring the program or activity.
5. The ADA Coordinator will be available, as necessary, to assist the Library Director/Manager in identifying resources and service providers.
6. At the time the patron is notified of the accommodation, the ADA Coordinator or Library Director/Manager will notify said patron of cancellation policies.

IV. GRIEVANCE PROCEDURE

Complaints that a service, program, activity, or digital technology of the B&ECPL is not accessible to persons with disabilities should be directed to the ADA Coordinator, in accordance with the grievance procedure set forth below.

A. Complaint

1. The complaint should be in writing and should include: description of the complaint, as well as date, time, and location of occurrence. Complainants should include their name, address, phone number, best method of communication, and, where appropriate, the accessible

format in which the B&ECPL can submit a response. Alternative means of filing complaints, such as personal interviews or a recording of the complaint, will be made available for persons with disabilities upon request. Such complaints will be transcribed by the B&ECPL to create a written record.

2. The complaint should be submitted by the grievant and/or their designee as soon as possible, but no later than 60 calendar days after the alleged violation to:

ADA Coordinator
Buffalo & Erie County Public Library
1 Lafayette Square
Buffalo, NY 14203-1887
(716) 858-8900
access@buffalolib.org

3. Within 15 calendar days after receipt of the complaint, the ADA Coordinator or designee will meet with the complainant to discuss the complaint and possible resolutions. If the complainant does not respond to ADA Coordinator's attempt to schedule a meeting or fails to appear at the meeting without prior notification, the ADA Coordinator may treat the complaint as abandoned.
4. Within 15 calendar days of the meeting, the ADA Coordinator or designee will respond in writing or in a format accessible to the complainant as necessary, such as large print, Braille, or audio file. The response will explain the position of the B&ECPL and offer options for substantive resolution of the complaint.

B. Appeals

1. If the response by the ADA Coordinator or designee does not satisfactorily resolve the issue, the complainant or designee may appeal the decision within 15 calendar days after receipt of the response as follows:
 - i. Appeals arising from complaints at the Central Library or Buffalo Branches shall be directed to the B&ECPL Library Director.
 - ii. Appeals arising from complaints at a library outside of the City of

Buffalo shall be directed to the respective Library Director/ Manager at the applicable library location or the Chair of the respective library's Board of Trustees, as determined by the respective library's Board.

2. In either case as in i. or ii. above, within 15 calendar days after receipt of the appeal, the respective Library Director, Board Chair or designee will meet with the complainant to discuss the complaint and possible resolutions.
3. Within 15 calendar days after the meeting, the respective Library Director, Board Chair, or designee will respond in writing or in a format accessible to the complainant as necessary, with a final resolution of the complaint.

C. Retention of Records

All written complaints, appeals, and responses to said complaints will be retained by the B&ECPL for a minimum of three years.

Adopted September 19, 2019 per Resolution 2019-31.

Reviewed by Library Administration December 2, 2024 - changes.

Reviewed by the Policy Committee December 19, 2024 - amended.

Amended January 16, 2025 per Resolution 2025-2.