I. Objectives

A. The Chalmer Davee Library, and its various units, will insure that library users with disabilities receive reasonable accommodations in their use of the library.

B. All Chalmer Davee Library policies and procedures must comply with the fundamental principles of nondiscrimination and accommodation in academic programs which are set forth in Section 504 of the Federal Rehabilitation Act of 1973, and the Americans with Disabilities Act of 1990, and with Regent Policy 14-10 (formerly 96-6) [University of Wisconsin System Board of Regents Policy on Individuals with Disabilities] adopted 12/6/96 (reprinted in Appendix A.)

C. The Chalmer Davee Library will adhere to current laws and System policies so that an otherwise qualified individual with a disability may not, on the basis of their disability be excluded from participation in, be denied the benefits of, nor otherwise be subjected to discrimination under any library program, activity, or service.

II. Definitions

A. Regent Policy 14-10 defines a disability with respect to an individual:

1. A physical or mental impairment that substantially limits one or more of the person's major life activities;

2. A history of such an impairment; or

3. Being regarded as having such impairment.

B. University affiliated persons are defined as:

1. Students who are currently enrolled or are enrolled for the next semester;

2. Current UW-River Falls faculty and staff;

3. Retired faculty and staff.
C. A qualified individual with a disability is someone who (with or without accommodations) meets the essential eligibility requirements for participating in programs, services and activities provided by the library.

D. Essential Eligibility Requirement means the academic or other technical standards required for admission to or participation in the University’s programs, services, or activities which an individual must be able to meet with or without accommodation. (Regent Policy 14-10)

E. Accommodations are defined as reasonable modifications or adjustments to library policies, services, activities, or processes that enable a person with disabilities to participate fully in library research, programs, activities and services.

III. General Access

A. Each library service program or activity will be readily accessible and usable by qualified individuals with disabilities.

B. The international symbol for accessibility will be posted at each accessible entrance to the library.

IV. Service Guidelines

A. The library will insure that its policies and procedures do not discriminate, nor have the effect of discriminating, against qualified persons with disabilities.

B. The library will serve library users with disabilities by providing reasonable accommodations to facilitate the use of the library and its collections.

C. The library will insure that interested persons may obtain information as to the existence and location of accessible services, activities, facilities and programs.

D. Within its budget limitations, the library will furnish appropriate auxiliary aids and services when necessary to afford a qualified individual with a disability an equal opportunity to participate in, and enjoy, the benefits of the library’s services.

   1. An eligible individual’s expressed choice of the means to receive service, accommodation or communication will be given primary consideration by the library.

   2. The library reserves the right to select the means of accommodation.
E. The library will not place a surcharge on a particular individual with a disability, nor any group of individuals with disabilities, to cover the costs of accommodation.

F. The library will provide training for library staff, so that they may provide better service to library users with disabilities.

   1. Training programs will be designed to develop awareness and understanding of the needs of individuals with disabilities and with legal compliance issues.

   2. Training will also provide information about special library services and accommodations, and campus services that are available to qualified library users with disabilities.

G. The library will have a designated Library Disability Services Coordinator, who will be well informed and able to provide information to the public and to the library staff about reasonable accommodations available to library users with disabilities. The coordinator will provide information about procedures available to resolve problems and grievances.

H. Reasonable accommodations will be provided to non-university affiliated library users with disabilities within existing service parameters, as stated in library policies.

I. Library staff will not act as an attendant, nor provide services of a personal nature.

J. Assistance animals are permitted in the library.

K. Each library user with disabilities will be accorded complete confidentiality. Information pertaining to the type of disability, etc. will not be discussed, nor disclosed, except within a professional context.

L. The University of Wisconsin - River Falls Americans with Disabilities Act Coordinator maintains a grievance procedure for resolution of complaints related to disability services.

V. Services Available for Library Users with Disabilities - The following services are examples of those available.

   A. Individualized library orientation and individualized bibliographic instruction.
B. Additional assistance for users with disabilities may include but are not limited to:
1. Assistance with the use of the online catalog, electronic resources, with other information resources
2. Retrieval of materials while the user waits
3. Accepting telephone or electronic requests to check the online catalog to for material availability, checking shelves and placing materials on short term hold
4. Assisting with renewing or recalling materials
5. Modifying lending rules for print and audio-visual materials on an individual basis. Lending rule modifications may only be done by a supervisor, see section VI-B
6. Photocopying a limited number of pages from books, journals, and microform materials at standard patron costs.
7. Assisting with preparation of interlibrary loan requests.
8. Granting of proxy privileges, which authorize a specified person to borrow library materials for a library user with disabilities.

C. Textbook Services serves only current students and faculty. Services mentioned in section V-B are applicable to Textbook Services.

1. Additionally services may include working cooperatively with Student Ability Services to provide services to disabled students. Examples of common services are lending textbooks for taping and in obtaining large print reproductions.
2. Working with Human Resources to accommodate faculty needs
3. Rule modifications and special arrangements shall conform to Textbook Services Policies

D. The library currently provides the following disabilities accessible facilities and equipment:

1. Accessible entrances and restrooms
2. Accessible check-out counters
3. Elevator access to all levels
4. Ramp access to all Library entrances
5. Braille numbering and lettering designating restrooms, elevators, and room numbers
6. Text enlarger
7. Accessible study tables and work stations on all levels
8. Large monitor work station in the reference area
9. Accessible desk for bibliographic instruction
10. Study rooms with equipment for listening to recorded materials
VI. Requesting Accommodations

A. Library users with disabilities have a right to request accommodations when current library services do not meet their needs.

B. Every effort will be made to provide services for library users with disabilities at the time the request is made. However, some services for library users with disabilities may need to be delayed or scheduled in advance or require full time staff with authorization to make rule modifications.

C. The Library Disability Services Coordinator may ask to meet with the person making the request for accommodation to gather additional information, to discuss library services that are available for library users with disabilities, as outlined in Section V, and to refer student petitioners to Student Ability Services.

D. If a request cannot be accommodated under the provisions outlined in section V, the library user may complete the Accommodation Request Form, Chalmers Davee Library (See Appendix B.) Or requests may be submitted verbally or via email, following the basic format of the form. All requests for accommodation will be submitted to the Library Disability Services Coordinator.

E. Information contained in the request is confidential and will not be discussed nor disclosed, except within a professional context.

F. The completed request for accommodation form will be handled as follows:

1. Student requests will be forwarded to Student Ability Services.
   a. Students with disabilities should contact Student Ability Services for information on their services and policies.

2. Faculty and staff requests will be forwarded to Human Resources.

3. All other requests, including those from retired faculty and staff, will be forwarded to the University of Wisconsin-River Falls Americans with Disabilities Act Coordinator.

G. The Library Disability Services Coordinator will send a letter to the petitioner stating that the Accommodation Request Form has been forwarded to the appropriate office. (See Appendix C.)

H. The Library Disability Services Coordinator will monitor requests until a decision is reached by the appropriate office. The Library Disability Services
Coordinator will notify library staff of the decision, describe the services to be provided, monitor the acquisition of equipment, if necessary, and explain any modifications in policy and procedure that may be required.

I. The Library Disability Services Coordinator will contact the petitioner in writing confirming a decision. When an accommodation is being offered the communication will confirm the details of the accommodation.

J. Use of this procedure does not limit an individual's pursuit of other remedies.

VII. Reviewing and Updating the Library Disability Services Policies

A. Policies will be reviewed every five years, and when new library services are implemented.

B. Policies will be reviewed and updated by the Library Director and Library Disability Services Coordinator

Please Note: Parking is not controlled by the Library; see University of Wisconsin-River Falls Physically Challenged Parking.
Appendix A

Policy 14-10 (Formerly 96-6)

THE UNIVERSITY OF WISCONSIN SYSTEM POLICY ON INDIVIDUALS WITH DISABILITIES from http://www.uwsa.edu/acss/disability/policy96-6.htm

Policy 96-6

THE UNIVERSITY OF WISCONSIN SYSTEM
POLICY ON INDIVIDUALS WITH DISABILITIES

I. POLICY STATEMENT

The University of Wisconsin System is committed to making individuals with disabilities full participants in its programs, services and activities through its compliance with Section 504 of the Rehabilitation Act of 1973 and the Americans with Disabilities Act (ADA) of 1990. The Board of Regents recognizes that individuals with disabilities may need accommodations to have equally effective opportunities to participate in or benefit from the university's programs, services and activities.

It is the policy of the University of Wisconsin System that no otherwise qualified individual with a disability shall be denied access to or participation in any program, service, or activity offered by the universities. Individuals with disabilities have a right to request accommodations. Individuals will receive appropriate accommodations to their needs in order to fully participate in or benefit from the university's programs, services and activities in a non-discriminatory, integrated setting.

The University of Wisconsin System and any of its agents shall not coerce, intimidate, retaliate against or discriminate against any individual for exercising a right under the ADA or Section 504, or for assisting or supporting another to exercise a right under the ADA or Section 504.

The University of Wisconsin System will not give significant assistance to an agency, organization, or person that discriminates on the basis of disability in providing any aid, benefit or service to beneficiaries of the university's programs.

II. DEFINITIONS

1. Disability means, with respect to an individual:
   
   (a) a physical or mental impairment that substantially limits one or more of the person's major life activities;
   
   (b) a history of such an impairment; or
(c) being regarded as having such an impairment.

2. A Qualified Individual with a Disability is someone who (with or without accommodations) meets the essential eligibility requirements for participating in programs, services, and activities provided by the university.

3. Accommodation means adjustments including reasonable modifications to rules, policies, or practices; environmental adjustments such as the removal of architectural, communication, or transportation barriers; or auxiliary aids and services. Examples of accommodations include, but are not limited to: alternative testing, extended time, scribe, interpreter, environment free of distractions, brailled material, taped lectures, and computer-assisted instruction.

4. Essential Eligibility Requirement means the academic or other technical standards required for admission to or participation in the university's programs, services, or activities which an individual must be able to meet with or without accommodation.

5. Individual means any person applying for admission to or participation in a program, service or activity of the university, or any person currently participating in a program, service or activity of the university.

III. RESPONSIBILITIES

1. UW System Administration:

   a. The President of The University of Wisconsin System shall appoint and maintain an Advisory Committee to provide information and recommendations relating to individuals with disabilities.

   b. The President of the University of Wisconsin System shall designate a person or office to be a resource to the President's Advisory Committee, to act as a liaison to other agencies, and to assure that each institution has developed the procedures required by this policy.

   c. System Administration shall develop operational guidelines for implementing this policy.

2. UW Institutions:

   a. Each Chancellor shall appoint an advisory committee, including students, to provide information and recommendations responsive to the needs and concerns of individuals with disabilities.

   b. Each Chancellor shall designate one or more individuals to coordinate its efforts to comply with and fulfill its responsibilities under Title II of the ADA and Section 504 and to investigate any complaints alleging the institution's non-compliance with Title II of the ADA and Section 504.

   c. Each institution shall adopt and make readily available in suitable formats (e.g., enlarged, Braille, audio-taped):
(i) a procedure which allows an individual, including both prospective and current students, to disclose a disabling condition and request accommodations believed needed to obtain equal access to and participation in university programs, services and activities;

(ii) a procedure for confirming an individual's disability and assessing the appropriateness of the requested accommodations;

(iii) a procedure for sharing, storing and protecting confidential medical information;

(iv) a procedure for providing accommodations.

d. Each institution shall maintain data on the nature and extent of the services provided to individuals with disabilities. System Administration will develop data collection requirements as part of the operational guidelines for implementing this policy.

e. Each institution shall provide accommodations to allow individuals with disabilities to participate in or benefit from the university and its programs, services and activities in the most integrated setting appropriate.

f. Each institution shall adopt and publish grievance procedures providing for prompt and equitable resolution of complaints alleging any action that would violate Title II of the ADA or Section 504. These procedures should be applicable to any anticipated complaint, including an appeal of a denied accommodation request.

g. An institution will not place a surcharge on a particular individual with a disability or any group of individuals with disabilities to cover the costs of measures that are required to comply with the provisions of Section 504 and the ADA.

h. An institution will provide funding for auxiliary aids while an individual's application for funding by other agencies is being reviewed.

i. Each institution shall provide periodic in-service training for faculty and staff to develop their awareness and understanding of the needs of individuals with disabilities and legal compliance issues.

3. Individuals with Disabilities:

a. Each individual is responsible for making timely and complete disclosures and specific requests regarding accommodations to meet his or her particular needs in order to enable the UW institution to provide an appropriate response. It is strongly recommended that requests for accommodations be made at least eight weeks prior to the date they would be needed to avoid delays which could affect participation in a program, service, or activity.

b. Each individual seeking accommodations based on a disability shall demonstrate initiative in obtaining and arranging accommodations. If requested, institutions will assist an individual in making the necessary applications for funding from other agencies.
c. Each individual is required to submit documentation verifying his or her disability and limitations which is appropriately current and prepared by a qualified professional. Individuals submitting incomplete information may be asked to provide additional verifying documentation. Individuals may be required to participate in additional evaluations needed to determine the individual's eligibility for an accommodation or what constitutes an appropriate accommodation.

d. The university shall not require an individual with a disability to accept an accommodation, aid, service, opportunity or benefit under any circumstances.

e. Students with disabilities are expected to abide by the student conduct code in the same manner as all students.

IV. FACILITY ACCESSIBILITY

1. Existing Facilities:

a. Structural changes in existing facilities are not required when other methods provide program accessibility. Existing facilities shall be made readily accessible to qualified individuals with disabilities, through such means as:

(i) Redesigning equipment or the facility after case review.

(ii) Providing appropriate signage.

(iii) Reassigning classes, staff, or services to accessible sites.

(iv) Delivering health, advisory, and support services at accessible sites.

b. Remodeling projects which affect the usability of a facility or any part of a facility shall, to the maximum extent feasible, be completed in such a manner that the facility is readily accessible to and usable by persons with disabilities.

c. Evacuation procedures shall be developed by each institution for individuals with disabilities.

2. New Construction:

Each facility or part of a facility constructed by, on behalf of, or for the use of the university must be designed and constructed in such a manner that the facility is readily accessible to and usable by persons with disabilities.

3. Off Campus:

Contractual or lease agreements for the use of off-campus facilities should reflect efforts to secure accessibility. Any program, service, or activity in that facility must be accessible.
V. EDUCATIONAL PROGRAMS AND ACTIVITIES

1. Admissions or Enrollment:
   a. No information regarding an applicant's disability may be solicited to determine admission to the university. However, such inquiries may be made after an individual has been admitted for purposes of providing appropriate accommodations.
   
   b. The number or proportion of individuals with disabilities who will be admitted or enrolled may not be limited solely on the basis of disability.
   
   c. Tests administered for purposes of admission, enrollment, or placement may not discriminate.

2. Testing:
   a. Before tests are selected and administered, campuses first should confirm that assessments do not discriminate by ensuring that:

      (i) Tests are selected and administered so that the results reflect aptitude or achievement level, or whatever other factor the test purports to measure, rather than the applicant's disability, unless the existence of a disability must be determined to allow an individual access to a program, services or activity established for individuals with disabilities.

      (ii) The tests administered to individuals with disabilities are available as regularly and in as timely a manner as are other admissions tests. The individual is responsible for making special needs known in a timely manner.

3. Off-campus Activities:

   If a program is not wholly operated by the university but requires student participation (for example, internships, co-op, and student teaching assignments), the institution shall attempt to assure that these activities, as a whole, provide an equal opportunity for the participation of individuals with disabilities.

   Prospective enrollees for UW-Extension and university outreach programs are responsible for making requests for any special modifications or auxiliary aids. Registration forms and program announcements must allow applicants to identify special needs and request accommodations.

4. Accommodations:
   a. ACADEMIC REQUIREMENTS--Academic requirements shall be modified, as necessary, so that they do not discriminate against qualified individuals with disabilities.
b. PROGRAM EXAMINATIONS AND EVALUATIONS--Examinations or other procedures for evaluating an individual's academic achievements should, where necessary, be adapted to permit evaluating the achievement of individuals who have a disability, rather than reflecting the individual's disability.

c. ACADEMIC SUPPORT SERVICES--No participant with a disability in a university program or activity shall be denied the benefits of, be excluded from participation in, or be otherwise discriminated against in the provision of educational support services available to all individuals in general.

All auxiliary aids, services or other accommodations used by individuals with disabilities to provide access to university programs, services, and activities need not be on hand or present at all times.

The university does not provide individuals with disabilities with personal devices or assistance for personal use, including but not limited to wheelchairs, eye glasses, hearing aids, personal assistance for eating or dressing, or readers for personal use.

Accommodations shall not fundamentally alter the nature of the program, service, or activity; require waiver of essential program or licensure requirements; violate accreditation requirements; unnecessarily intrude on academic freedom; or pose an undue fiscal or administrative burden on the institution.

The university retains authority in determining appropriate accommodations after giving consideration to the wishes of the individual, the documentation provided, and institutional expertise in working with individuals with disabilities.

5. Physical Education, Athletics, and Related Activities:

Each institution shall require that all physical education courses, intercollegiate and intramural athletics, and related activities, taken as a whole, provide an equal opportunity for the participation of qualified individuals with a disability. Individuals who cannot participate in standard physical education courses or compete in athletic programs with or without accommodation because of a disability may be offered alternates that are separate or different, provided that the programs and activities are operated in the most integrated setting appropriate. If accommodations are not possible in a required course, a procedure for requesting a substitution should be available.

6. Insurance:

For institutions which provide insurance plans and health services, the university shall afford these benefits to qualified persons with disabilities in a manner consistent with ADA. A student health center must provide the same types and levels of service for all students, non-disabled and disabled. In addition, student health centers should be prepared to provide individuals with disabilities with information about where specialized health services may be obtained, if these services are not provided at the center.
7. Housing:

a. ON-CAMPUS HOUSING--Where a university provides on-campus housing/food services, it shall provide comparable, convenient, and accessible services at the same cost to individuals with disabilities.

b. OFF-CAMPUS HOUSING--Where a listing of private off-campus housing is provided by any university office, it should identify those units that are accessible to individuals with disabilities.

8. Financial Aid:

Financial aid awards may take into account the special needs of individuals with disabilities. Adjustments to awards as allowed by the rules or regulations governing the financial aid program may be made by the financial aid service.

9. Student Employment:

The University of Wisconsin System complies with Title I of the Americans with Disabilities Act and Section 504 so that students with disabilities have an equal opportunity to participate in institutional employment opportunities.

10. Advising, Counseling and Placement Services:

Institutions shall not counsel or advise qualified individuals with disabilities toward more restrictive career objectives than non-disabled individuals with similar interests. This does not preclude providing factual information about licensing and certification requirements that may present obstacles to individuals with disabilities in their pursuit of particular careers.

11. Social Organizations:

Before providing official recognition or assistance to fraternities, sororities, or other campus organizations, institutions shall request and obtain assurance that the organization does not permit actions prohibited by this policy.

Adopted by Board of Regents July 8, 1988 as UW System Policy and Guidelines Applying to Nondiscrimination on the Basis of Disability.

Amended December 6, 1996 as University of Wisconsin System Policy on Individuals with Disabilities.

regent policy 96-6.doc
Appendix B

Accommodation Request Form
Chalmer Davee Library

Name:
Address:

Phone Number: Email Address:

Status: (Please check one)
Currently Enrolled Student____ Student to Be Enrolled Next Semester ____
Current University Employee____ Retired Faculty or Staff ____
Non-University Affiliated Library User____

I have the following disability:

I request the following accommodation(s):

(Continue on Reverse, or on a separate sheet, if needed.)

If a student, are you self-identified with Student Ability Services? Yes____ No____

If a current staff/faculty member, are you self identified with the Office of Equity, Diversity and Inclusion?
Yes____ No____

Date Received by the Library Disability Services Coordinator:

Date Forwarded to the Appropriate Office:

Date Resolved:
Resolution: (Continue on Reverse, or on a separate sheet, if needed)
Dear ____________:

Your request for accommodation(s) under the Americans with Disabilities Act has been forwarded to _____________ for a decision. This office is located in _____________. The phone number is _____________. _____________ will be reviewing your request. He/she will contact you to schedule a meeting, or you may contact _____________ if you have questions, or need more information. Thank you.

Sincerely,

_________________
Chalmer Davee Library Disability Services Coordinator