



Accessibility Policy

Date Adopted: May 21, 2026

Dates Amended: N/A

PURPOSE

The Gardiner Library is committed to providing equitable access to its collections, services, programs, and facilities to all members of the community. In accordance with the Americans with Disabilities Act (ADA) and New York State Human Rights Law, the Gardiner Library ensures that no qualified individual with a disability is excluded from participation in or denied the benefits of library services to the best of our ability.

PHYSICAL ACCESSIBILITY

The Gardiner Library maintains its physical facilities in compliance with the ADA Standards for Accessible Design. The Gardiner Library permits the use of wheelchairs, walkers, and other power-driven mobility devices in all public areas. Service animals (as defined by the ADA) are welcome in all areas of the Gardiner Library where the public is normally allowed.

Any patron encountering a physical barrier to access is encouraged to notify staff immediately for assistance or to request a reasonable modification.

DIGITAL ACCESSIBILITY

The Gardiner Library ensures its digital "front door" is as accessible as its physical one. The Gardiner Library's website aims to conform to required standards. If a digital resource is not fully accessible, the Gardiner Library will attempt to provide the information in an alternative, accessible format upon request (e.g., large print, audio, plain text).

REASONABLE MODIFICATIONS AND PROGRAM ACCOMMODATIONS

The Gardiner Library will make reasonable modifications to practices and procedures when necessary to avoid discrimination, provided they do not fundamentally alter the nature of the service. Patrons requiring specific accommodation for a library program should submit a request to the Library Director at least five days in advance.



GARDINER LIBRARY

GRIEVANCE PROCEDURE

Individuals who believe they have been denied access to library services or subjected to discrimination on the basis of a disability may file a complaint with the Library Director. Complaints should be submitted within 30 days of the alleged incident by contacting the Library Director. The Gardiner Library will investigate the complaint and provide a written response within 30 business days, outlining any steps taken toward resolution.