

EQUAL ACCESS POLICY – DISABILITY SERVICES

The Flagler County Public Library is committed to providing equal access to all library resources and collections for all patrons. Our objective is to provide, whenever possible, arrangements that enable library patrons with disabilities to work independently. Where independent use of library services and collections are difficult, the Flagler County Public Library will facilitate access and use of the Library's resources and collections, upholding the letter and spirit of the *Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973*.

Scheduling Appointments for Assistance

For your convenience, and so that Library Staff may serve all patrons equally, we ask that those in need of additional assistance schedule an appointment with the Library. Scheduling an appointment will guarantee that you obtain the assistance you need, when you want it.

Patrons with disabilities in need of assistance may schedule appointments by contacting the Coordinator of Library Services for Individuals with Disabilities at least (one) 1 business day in advance by calling (386) 446-6763, emailing the Reference Desk at www.flaglerlibrary.org, or using [Relay line operator/ TTY, for the hearing impaired]

Reader's Program

This program will provide those with special needs with Flagler County Public Library staff and/or volunteers who will pull books and magazines from the shelves; make photocopies, and act as eyes and hands for necessary computer work.

Pull Service

As part of the Reader's Program, patrons needing additional assistance should make an appointment as indicated above to engage a staff person or volunteer to retrieve books, tapes and journals from the shelves. It would be most helpful if the patron were able to *provide us with the title, author and/or call numbers of books and tapes; or the volumes of journals he/she is interested in*. Call numbers may be obtained either by using our card catalog at the Library, or using the remote card catalog online at www.flaglerlibrary.org.

If patrons have not made an appointment, they may leave their name, phone number or email address and a *legible* list of books at the Reference Desk and return in two days for pick-up. Patrons may also phone or email their requests to the Reference Desk. Due to the limits of staff availability we ask patrons to reserve no more than five (5) items per request.

While we cannot grant extended loans (beyond two weeks), we will renew materials as often as needed, provided the item is not on hold for another patron. Materials kept beyond the two week lending period will be fined at ten (.10) cents per day, per item, after the initial three day grace period.

Photocopy Service

The Reader's Program also provides for assistance in making photocopies. Again, It will be extremely helpful if patrons *know the page numbers of books and/or citations to journal articles they wish photocopied*. Since it can be quite time-consuming and staff is limited, it is preferred that patrons either make an appointment for assistance or submit a list. The charge for photocopies is ten cents per page.

Approved by the Flagler County Library Board of Trustees, 13 September 2006