

EQUAL ACCESS POLICY – DISABILITY SERVICES

The Flagler County Public Library is committed to providing equal access to all library resources and collections for all customers. Our objective is to provide, whenever possible, arrangements that enable library customers 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 customers 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.

Customers with disabilities in need of assistance may schedule appointments by contacting a staff member at least one (1) business day in advance by calling (386) 446-6763 option 1, or by emailing reference@flaglercounty.org. Relay line operator/ TTY is available for the hearing impaired.

Pull Service

Customers needing additional assistance should make an appointment as indicated above to engage a staff person or volunteer to retrieve materials from the shelves. It would be most helpful if the customer were able to *provide us with the title, author and/or call numbers of items; or the volumes of journals he/she is interested in checking out*. Call numbers may be obtained by using our card catalog at either the Palm Coast Branch Library or the Bunnell Branch Library, or by using the online card catalog at www.flaglerlibrary.org.

If customers have not made an appointment, they may leave their name, phone number or email address and a *list* of books at the Research Desk. Please allow for up to two days for the items to be ready for pick-up. Due to the limits of staff availability we ask customers to reserve no more than five (5) items per request.

While we cannot grant extended loans, we will renew materials as often as needed, provided the item is not on hold for another patron. Materials kept beyond the lending period will be fined at fifteen (.15) cents per day, per item for books, audiobooks, and journals and fifty (.50) cents per day for DVDs.

Photocopy Service

Assistance in making photocopies is also provided as part of this service. Again, it will be extremely helpful if customers *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 customers either make an appointment for assistance or submit a list. The charge for photocopies is fifteen cents per page.

Approved by the Flagler County Library Board of Trustees,