**Pueblo City County Library District - ADA Equal Access Information**

The American Library Association recognizes that people with disabilities are commonly a neglected minority in the community. In alignment with this need, Pueblo City County Library District (PCCLD) strives to assist persons with disabilities by facilitating equal access to information, resources and events that are available to the public at its eight library locations. PCCLD’s strategy to support ADA integrates library policy, strategic planning, partnerships in the community, and investment in resources to meet the needs of this segment of our community. PCCLD upholds all federal, state and local laws that support ADA and that protect against discrimination.

**Access to Materials and Services**

PCCLD strives to ensure that individuals with disabilities have equal access to library materials and resources. To enable access in 2016 PCCLD provided:

* Library collections in a variety of formats
* Audio Books
* Large Print Collections
* Digital Materials
* DVD’s and Bluerays with closed caption
* Books in Braille by request through ILL
* On-line account services
* Automated renewals
* Reference services provided on-line, by email or by phone
* Home delivery of materials for persons with disabilities through our Home-Bound Program and Books Ala Cart Program
* Remote access to library collections & databases
* American Sign Language (ASL) interpreter services by request
* ASL storytimes for children
* CSL – talking book program

In addition to having materials available in a variety of formats the library provides information and materials on disabilities and related topics for a variety of reading levels. Information on services for people with disabilities and other concerned persons is available by request. In addition, a free legal advice service is provided by appointment through the Lamb Library.

**PCCLD’s ADA Committee**

Lead by Sara Rose, Chief Operating Officer, this internal committee includes persons with disabilities as participants in the planning, implementing, and evaluating of library services, programs, and facilities. Committee members also work with outside organizations and committees including, Pueblo and PACOG ADA Advisory Committee. In 2017 PCCLD has plans to revitalize its assistive technology resources and open an Assistive Technology Center to the 2nd Floor of the Rawlings Library. An event is planned for July 2017 to unveil the center and celebrate the signing of the American with Disabilities Act into law.

**Assistive Technology Center**

PCCLD strives to meet the needs of people with a broad range of disabilities, including learning, mobility, sensory and developmental disabilities by offering assistive technology resources. Trained library staff are available to assist all users with library assistive technology on the 3rd Floor of the Rawlings Library. Resources currently available include:

* Power adjustable table & ergonomic chair
* Dedicated Assistive Technology Computer
* Headset & Microphone
* Large Track Mouse Ball
* Large Print Key Board
* Dragon Naturally Speaking speech recognition software
* JAWS screen reading software
* Open Book scanning screen reading software
* Text Enlarger
* New - Assistive Hearing Technology

Coming in 2017: A new Assistive Technology Center will be located on the 2nd floor of the Rawlings library with updated software, dedicated new computer station with large display, and other new portable assistive equipment.

**PCCLD Facilities**

PCCLD has eight library locations across the city and county of Pueblo. Each location provides accessible parking, , clear paths of travel to and throughout the facility, entrances with automatic doors, handrails, ramps, and accessible public conveniences such as restrooms & drinking fountains. In addition, the Rawlings Library provides elevators, braille signage, a motorized scooter, an assistive technology center and additional bus stop lighting.

**PCCLD Staff Training**

PCCLD provides regular training to employees on a variety of topics to help them provide a high level of customer service to all patrons. Employee training topics include ADA, Diversity Awareness, Effective Communication, Assistive Technology Training and many more subjects to ensure PCCLD staff is well trained. PCCLD provides an average of 28 hours of training to each staff member per year.

**ADA Customer Concern Form**

It is the policy of the Pueblo City-County Library District to provide equal access to all library facilities, programs and activities in adherence to the Americans with Disabilities Act (ADA) and other applicable federal, state and local laws, statutes, and ordinances. If a disability prevents you from fully using our facility or enjoying our services and programs, we would like to understand the problem, or your concern, and know your ideas on how we can serve you better. Please ask a Customer Service Representative for a “Customer Concern Form - ADA”.