

**Voluntary Resolution Agreement
Timberland Regional Library
OCR Reference No. 10164019**

Timberland Regional Library (“the library”) voluntarily enters into this Voluntary Resolution Agreement (Agreement) with the U.S. Department of Education (Department), Office for Civil Rights (OCR), for the purpose of resolving the above-referenced complaint alleging a violation of Title II of the Americans with Disabilities Act of 1990 (“Title II”) and its implementing regulations at 28 C.F.R. Part 35.

I. Assurances of Nondiscrimination

- A. The library hereby reaffirms its commitment to ensure that individuals with disabilities have an opportunity to participate in all library programs, services, and activities, equivalent to that of nondisabled persons; and that individuals with disabilities are not excluded from participation in, or denied the benefits of, the library’s programs, services, and activities, or otherwise subjected to discrimination, because of their disability.

II. Notice

- A. By November 1, 2018, the library will review and revise, as necessary, its policies, procedures, and other written publications, to ensure that it has a notice containing assurances that the library does not discriminate against people with disabilities in its programs, services or activities. The library will publish the notice in a manner that will apprise interested persons of the notice, such as prominently displaying the notice, and provide a link to the notice on the library’s website.

Reporting:

- B. By October 1, 2018, the library will submit to OCR a draft of the notice. OCR will notify the library if it requires any changes to the notice, and the library will make such changes within 14 calendar days of OCR’s notification and resubmit the notice for OCR’s review. OCR and the library will repeat this procedure until OCR approves the notice.
- C. Within 30 calendar days of receiving OCR’s approval of the notice, the library will submit a report to OCR demonstrating that it prominently published the notice on its website, or otherwise published the notice to apprise interested persons of the notice.

III. Title II Coordinator

- A. By November 1, 2018, the library will ensure that it has identified a person (or persons) to coordinate its efforts under Title II, including coordinating investigations of disability discrimination complaints made against the library. The library will ensure that the coordinator(s) is adequately trained in the requirements of Title II to carry out the responsibilities of a Title II coordinator. The library will publish the name/title and contact information for the coordinator(s) in a manner to ensure that interested persons have access to that information, such as prominently displaying the coordinator's information, and providing a link to the information, on the library's website.

Reporting:

- B. By October 15, 2018, the library will submit to OCR the name and qualifications of its Title II coordinator(s). OCR will notify the library if it has concerns regarding the qualifications of the Title II coordinator, and the library will take necessary actions to address those concerns, including training the Title II coordinator, within 30 calendar days of receiving OCR's notice of the deficiencies in qualifications.
- C. Within 30 calendar days of receiving OCR's approval of the Title II coordinator, the library will submit a report to OCR demonstrating that it prominently published the Title II coordinators name/title and contact information on its website, or otherwise published the notice to apprise interested persons of the Title II coordinator.

IV. Grievance Procedures

- A. By November 1, 2018, the library will review and revise its policies and procedures to ensure that it has a disability discrimination grievance procedure that provides for the prompt and equitable resolution of complaints of disability discrimination. The library will publish the grievance procedure in a manner to ensure that interested persons are able to locate the procedure, such as prominently displaying the procedure, or a link to the procedure, on the library's website.

Reporting:

- B. By October 15, 2018, the library will submit a draft of the grievance procedure to OCR. OCR will notify the library if it requires any changes to the grievance procedure, and the library will resubmit the draft grievance procedure within 14

calendar days of receiving OCR's notice of required changes. OCR and the library will repeat this procedure until OCR approves the procedure.

- C. Within 30 calendar days of receiving OCR's approval, the library will submit a report to OCR demonstrating that it adopted and prominently published the grievance procedure on its website, or otherwise published the procedure to ensure that interested persons are able to locate the procedure.

V. Training

- A. By December 3, 2018, the library will deliver training to all appropriate personnel, including, but not limited to all branch librarians interacting with members of the public and their supervisors. The training will include information about the library's Title II requirements, including the grievance procedures developed pursuant to section IV, above.

Reporting:

- B. Within 30 calendar days of conducting the training, the library will submit to OCR documentation that the training has been delivered. The documentation will include a list of invitees and attendees, their position titles, a description of the delivered training content, and the presenters' credentials for providing such training.

VI. General Provisions

- A. OCR agrees to discontinue its investigation of OCR Reference No. 10164019 based upon the library's commitment to take the actions specified in this Agreement which, when fully implemented, will resolve the allegations in this case.
- B. The library understands and acknowledges that, if it does not fully implement this Agreement, OCR will take appropriate measures within its authority to effect compliance and that OCR may initiate administrative enforcement or judicial proceedings to enforce the specific terms and obligations of this Agreement. Before initiating administrative enforcement (34 C.F.R. §§ 100.9, 100.10), or judicial proceedings to enforce this Agreement, OCR shall give the library written notice of the alleged breach and sixty (60) calendar days to cure the alleged breach.
- C. The library understands that by signing this Agreement, it agrees to provide OCR data and other information in a timely manner. Further, the library understands that during the monitoring of this Agreement, OCR may visit the library, interview

staff and patrons, and request such additional reports or data as are necessary for OCR to determine whether the library has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Title II, at 28 C.F.R. § 35.106, 28 C.F.R. § 35.107, and 28 C.F.R. § 35.130, which were at issue in this case.

- D. The library understands that OCR will not close the monitoring of this Agreement until OCR determines that the library has fulfilled the terms of this Agreement and is in compliance with the regulations implementing Title II at 28 C.F.R. § 35.106, 28 C.F.R. § 35.107, and 28 C.F.R. § 35.130.

/s/

September 13, 2018

Name & Title

Date