



Kalamazoo Public Library - Central

ADA Accessibility Site Survey:

Survey Date: 8/23/19

Report Date: 10/3/19

Facility information provided by:
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Report by:
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Objective:

Disability Network Southwest Michigan conducted an accessibility site survey of the Kalamazoo Public Library - Central Library located at 315 S. Rose St., Kalamazoo, MI 49007. The site survey was conducted in response to a request to recommend areas of focus to increase accessibility in order to foster greater community inclusion. The Site Survey is based on 2010 Americans with Disabilities Act (ADA) Standards for Accessible Design, ICC/ANSI A117.1 Accessible and Useable Buildings and Facilities, and Public Rights of Ways Accessible Guidelines (PROWAG).

The Kalamazoo Public Library - Central Library facilities have the following public accommodations: parking lot, Donation Drop Off Room, customer service counters on each of 4 levels,, 2 accessible restrooms on each of 4 levels, Law Library, Adult Library, Teen Library Children's Library with Story Place, Local History room, Audio Visual (AV) room, HUB room, Study Rooms, elevator, public meeting room (Van Deusen Room), and board room.

Please refer to Appendix A for specifics regarding barrier removal, path-of-travel, and disproportionality.

Parking lot:

The parking lot located off the Southwest corner of the library has approximately 25 spaces which includes 2 accessible spaces with access aisles and vertical signage. One accessible space has "Van Accessible" signage. The accessible spaces are located at the nearest parking spaces to the library's main entrance. The parking lots contain the required number of accessible parking spaces and "Van Accessible" spaces in the proper locations ([502.3.4](#), 2010 ADA Standards).

Building Approaches and Entrances:

The facility has sidewalks going from the parking lot to the main entrance. The sidewalk has the needed width, is fairly flat, and is firm, stable and slip resistant. There is a level change in the sidewalk (about 1 inch) by the corner pillar of the library on the corner of Rose and South Street that could create a barrier to wheels on mobility devices.

The entrance has a power door to a breeze way with a second power door opening into the library. Both doors have the needed width and time delay before closing to allow a clear passage of a wheelchair or walker before closing. Both doors have accessible door hardware (loop handles and push plates) for an accessible entrance if one chooses not to use the power door functions.

The metal detector at the front entrance is wide enough to allow wheelchairs and walkers through.

The Donation Drop-Off Room by the parking lot has an accessible pathway to it and the door and entry way has the needed width and door hardware for ease of access. .

Recommendations:

The sidewalk by the Northwest corner is in need of repair to eliminate the abrupt level change in excess of ¼ inch ([403.4](#) & [303.2](#); 2010 ADA Standards).



Path of Travel through the Building

The doors and hallways are wide enough for maneuvering a wheelchair or walker. All of the doors throughout the facility use accessible door hardware (push plate, loop handle, or lever action). The flooring is firm, stable, and slip resistant. Where there is carpeting, the carpets are low pile which allows easy passage of mobility devices.

Access to Goods and Services

The brochure rack by the front entrance is at a height that is within the reach range for someone using a wheelchair.

Fixed room signage is decorative but out of compliance with the ADA Standards.

Emergency alarm systems are placed throughout the facility so that all can be warned. The blind will be able to hear the warning and the deaf will be able to see the warning lights.

Elevator

The elevator door automatically opens when the call button is pressed. The door width is greater than 32 inches allowing for easy entry and exit from the car. Both elevators have more than 15 square feet of interior space allowing for easy maneuvering. The car controls are at an appropriate reach range. The car control buttons have both raised characters and braille. There are audible signals when the car arrives or passes each floor. There are raised characters and braille on both sides of the hoist jam designating

the floor at appropriate heights. The car controls lack a star beside the entry floor button and there is no star on the hoist jam signage.

Recommendations:

Install a star to the left of the 1st floor button and by the 1 on sides of the hoist jams ([407.4.7.1.3](#), 2010 ADA Standards).

Replace the decorative fixed room signage with signage that is ADA compliant. The fixed room signage needs to have raised characters (1/32 inches above their background). All characters should be in upper case, sans serif font and in high contrast to the background, with braille (Grade 2) directly under the characters. The signs should be installed so that the baseline of the lowest characters are no lower than 48 inches above the floor and so the baseline of the upper most characters is no higher than 60 inches above the floor ([703.4.1](#), 2010 ADA Standards).

These fixed room signs need to be located so that there is 18 inches by 18 inches of clear space centered on the center of the tactile characters on the latch side and out of the swing of the door ([703.4](#), 2010 ADA Standards).

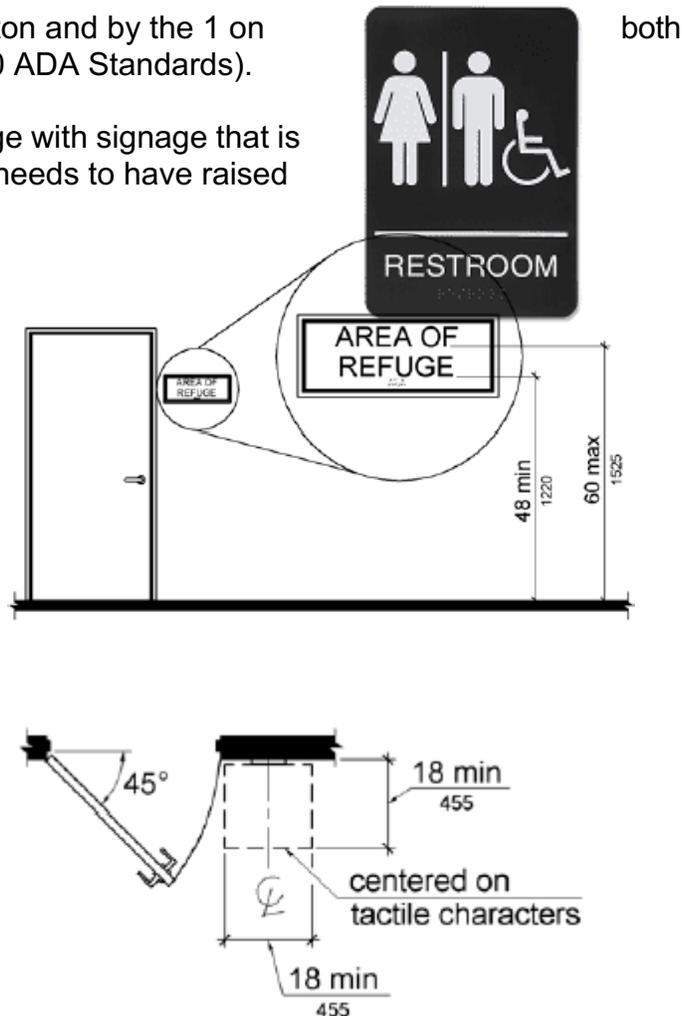
For more detailed information on signage requirements refer to the document “ADA Quick Reference”.

Lower Level

Law Library

The Law Library has a table and computer desk that are accessible. The book shelves are on motorized tracks which may pose an access problem due to a 1 inch gap in the track systems. Individuals who would need assistance to get books from the upper shelves may need to ask for assistance for retrieving books from the lower shelves as well. Openings of over ½ inch are considered barriers ([302.3](#), ADA 2010 Standards).

The fountains by the elevator are accessible.



Restrooms, lower level:

Unisex restroom

The doors are wide enough and open easily with accessible door hardware. The restroom signage is decorative but does not meet ADA compliance. The sinks have the necessary knee and toe clearance for access and have accessible faucets. There is drain and source pipe protection. The air hand dryer and the soap dispensers are located on the sink counter. The mirror is at an appropriate height so as to be useful for a person in a seated position. The toilet seat is at an accessible level for easy transfer from a wheelchair or scooter. The toilet is also auto flush. The toilet paper dispenser is only 6 inches above the side grab bar. The stall is large enough to maneuver a wheelchair or walker. The stall door hardware is accessible, loop handle.

The baby changing table and the Needle Disposal are at heights that are not in compliance with the ADA for a working surface and reach range.

Recommendations:

The restroom signage should be replaced (see Recommendations in Access to Goods and services above for replacing signage).

The toilet paper dispenser should be moved up so there is 12 inches between the operable part of the dispenser and the top of the grab bar ([609.3](#), 2010 ADA Standards). The dispenser should also be located with the center line of the dispenser 7 to 9 inches in front of the nose of the toilet ([604.7](#), 2010 ADA Standards).



The baby changing table needs to be lowered so that when it is opened the working surface is between 28 inches to 34 inches and the bottom of the table is at least 27 inches above the floor to provide knee clearance ([902.3](#) & [306.3](#), 2010 ADA Standards).

The needle dispenser should be lowered so the operable part is no higher than 48 inches from the floor ([308.2.1](#), 2010 ADA Standards).

Unisex restroom w/ urinal

The entry doors to the restrooms are in series and are wide enough for accessibility. The doors have accessible door hardware and opens with no more than 5 ft. /lbs. of pressure. The door to the urinal is too narrow for access by a wheelchair or walker (24 inches wide) but the urinal is at an accessible height.

The toilet stall is accessible with appropriate turning space, side and rear grab bars are properly installed but the Vertical grab bar is too close to the rear wall

The sink counter is accessible and has pipe protection. The mirror above the sink is at a height useable by someone in a seated position. The dispensers (toilet paper, soap, and hand dryer) are at appropriate reach ranges for accessibility compliance.

Recommendations:

Remove urinal door (404.2.3, 2010 ADA Standards) and relocate the vertical grab bar so that it is 39 – 41 inches from the rear wall and 39 – 41 inches above the floor. (604.5.1, ICC/ANSI A117.1 Standards).

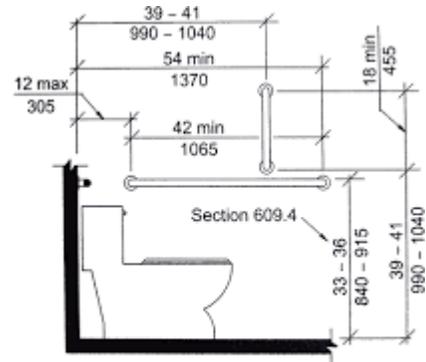


Fig. 604.5.1 Side Wall Grab Bar for Water Closet

AV Room

OPAC Station

There are a couple of stations where the top of the touch screen (at 54 to 55.5 inches) is beyond the upper limits of an accessible reach range (at 48 inches). The stations protrude out (9 - 10 inches) into the path-of-travel beyond an allowable range of 4 inches and is not cane detectable.

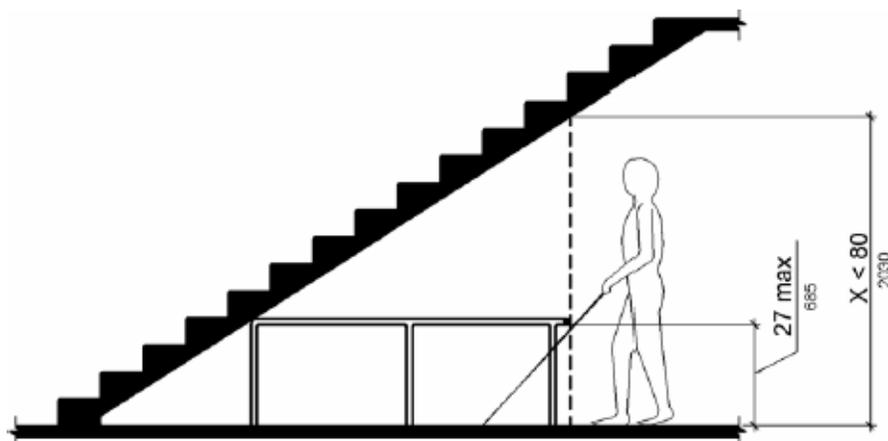
The Customer Service counter has an accessible portion near the rear of the counter which allows a wheelchair user to effectively use the counter.

The computer desks lack the minimal knee clearance of 27 inches of clear space under the desk.

The back of the stairway is open and not cane detectable which presents a safety hazard to individuals walking under the stairway and that are blind.

Recommendations;

The OPAC Stations need the touch screens lowered so that the top of the screen is within the accessible reach range of 48 inches (308.2.1, 2010 ADA Standards).



Something needs to be placed under the protruding sides or extending down from the other edge to make it cane detectable, e.g. placing planters on the floor under both sides of the protruding parts ([307.2](#), 2010 ADA Standards).

The computer desks can be raised by placing a one inch extension on the legs of the desks to give them the needed knee clearance ([306.2](#), 2010 ADA Standards).

Cordon off the area under the stairway to prevent someone from hitting their head on the back side of the stairway to make the area cane detectable ([307.2](#), 2010 ADA Standards).

Teen Room

The OPAC station has similar issues as mentioned above of being a protruding object.

The computer desks and one of the tables are accessible, having knee clearance and working surface heights that allow for easy access by someone using a wheelchair or scooter.

Recommendations:

Refer to the AV Room Recommendations on the OPAC Stations. Above.

Study Rooms

There are 3 study rooms with tables and chairs that have the maneuvering space and clearance for accessibility needs.

1st Floor

The arrangement of bookshelves and furniture allow for maneuvering space. On occasion there are chairs or foot stools placed at the end of aisles that may block passage of a person using a mobility device. There is a Service Counter fairly close to the front entrance that is accessible. The OPAC stations have similar issues as mentioned above, set too high and protrude out. There is a stairway near the middle of the library that the underside can act as a protruding object and is not cane detectable.

Recommendations;

Training of staff to clear aisles in order to keep a clear access route of at least 36 inches in width ([403.5.1](#), 2010 ADA Standards).

The OPAC Stations need the touch



screens lowered so that the top of the screen is within the accessible reach range of 48 inches ([308.2.1](#), 2010 ADA Standards). Something needs to be placed under the protruding sides or extending down from the outer edge to make it cane detectable, e.g. placing planters on the floor under both sides of the protruding parts ([307.2](#), 2010 ADA Standards).

Cordon off the area under the stairway to prevent someone from hitting their head on the back side of the stairway to make the area cane detectable ([307.2](#), 2010 ADA Standards).

Children's Library

There are tables and chairs available in smaller dimensions for use by children. Although the tables are smaller to meet the needs of children the tables would need to be adjusted to come into compliance with ADA Standards for children. This is also the case with the computer desks.



Recommendations:

Place extensions on the table and computer desk legs so that the knee clearance allows for 24 inches of clear space under the tables ([902.4.1](#), 2010 ADA Standards).

Children's Restroom

The restroom has the needed maneuvering space to allow a mobility device to enter, turn, and park beside the toilet or sink. The sink has drain and source pipe protection. The sink faucet is accessible and can be operated without pinching or grasping. The mirror is at a height where the reflecting surface is low enough so that a person can be seen while in a seated position. The grab bars are installed too low for adults and too high for children. The side grab bar is placed too close to the rear wall. There are no vertical grab bars. The toilet seat height is appropriate for adults at 17.5 inches above the floor. The baby changing table was installed too high for an accessible working surface. It appears this restroom is meant for older children and adults since the facilities dimensions are closer to adult versus children dimensions.

Recommendations:

The grab bars should be reinstalled at a height of 33 to 36 inches above the floor ([609.4](#), 2010 ADA Standards). The side grab bar should be 42 inches long and mounted 12 inches from the rear wall so that the end of the grab bar will be at 54 inches from the rear wall ([604.5.1](#), 2010 ADA Standards). A rear grab bar that is 36 inches long should be

installed so that, when measuring from the center line of the toilet, there is 12 inches on the side wall and 24 inches of the bar on the open side ([604.5.2](#), 2010 ADA Standards). A vertical grab bar that is 18 inches long should be installed on the side wall 39 to 41 inches from the rear wall and 39 to 41 inches above the floor ([604.5.1](#), ICC/ANSI A117.1 Standards).

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).



2nd Children’s restroom

This rest room has mixed dimensions for a children’s restroom. The toilet seat height at 11.5 inches is appropriate for ages 3 – 5 years old. The grab bars are at a height of 27 inches above the floor which is appropriate for children of ages 9 – 12. There is no vertical grab bar. The sink has the needed knee clearance for children 5 – 12 years of age. The paper towel dispenser, at 32 inches above the floor, is within the reach range for 3 to 12 year olds. The coat hooks are too high for children at 48 inches which is the upper reach range for adults.

The baby changing table is too high for an accessible working surface for adults.

Recommendations:

Identifying the primary age range the children’s library serves would determine the dimensions used for installing the fixtures for the restroom.

Children dimensions

[902.4.1](#) Clear space (also complying with 305 & 306) can be 24” minimum

[902.4.2](#) Dining and Work surfaces, for children, 26” minimum and 30” maximum for the top of the table or work surface.

[308.1](#) Reach ranges - forward and side

	Ages 3 – 4	5 – 8	9 – 12
High	36”	40	44
Low	20	18	16

[604.9](#) Restroom dimensions for children

Ages	3 -4	5 – 8	9 - 12
Toilet Center line	12	12-15	15 - 18
Toilet seat	11- 12	12 -15	15- 17
Grab bars	18 – 20	20 – 25	25 – 27
Dispenser height	14	14 – 17	17 – 19



Refer to the previous restroom recommendations for grab bar placement

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).

Story Place

The tables lack the needed knee clearance for children.

Recommendations:

Place extensions on the table legs so that the knee clearance allows for 24 inches of clear space under the tables ([902.4.1](#), 2010 ADA Standards).

Adult Restrooms

The restrooms on the 1st floor were under construction but the fixtures that were observed were within ADA compliance except for the baby changing table which was installed too high for an accessible working surface. The toilet paper dispenser was not installed at the time.

Recommendations:

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).

Install the toilet paper dispenser with the center line of the dispenser 7 – 9 inches in front of the nose of the toilet ([604.7](#), 2010 ADA Standards). If installed below the side grab bar, ensure that the operating part is more than 15 inches above the floor and that there is at least 1.5 inches of clear space between the top of the dispenser and the bottom of the side grab bar. If installed above the side grab bar there will need to be at least 12 inches between the operating part of the dispenser and the top of the grab bar.

2nd Floor

There is clear maneuvering space around the bookshelves and furniture. The tables and computer desks have the needed knee clearance for access. The OPAC stations protrude out and are not cane detectable. There is a service counter near the stairway that has an accessible counter. There is an accessible drinking fountain located by the restrooms.

Recommendations:

The OPAC Stations need the touch screens lowered so that the top of the screen is within the accessible reach range of 48 inches ([308.2.1](#), 2010 ADA Standards). Something needs to be placed under the protruding sides or extending down from the

otter edge to make it cane detectable, e.g. placing planters on the floor under both sides of the protruding parts [307.2](#), 2010 ADA Standards).

Local History room

This room has the needed maneuvering space and the table has knee clearance complying with ADA Standards for accessibility.

Men's restroom

The restroom has the needed maneuvering space to allow a mobility device to enter, turn, and park beside the toilet or sink. The sink has drain and source pipe protection. The sink faucet is accessible and can be operated without pinching or grasping. The mirror is at a height where the reflecting surface is low enough so that a person can be seen while in a seated position. Soap dispenser is installed too high above the counter for access. The toilet seat is at an accessible height. There is no vertical grab bar. The needle disposal unit is installed too high for an accessible reach range. The accessible stall has a high coat hook.

Recommendations:

Lower the soap dispenser so that the operable part is within a forward reach range of 44 inches above the floor. This is needed due to the sink counter acting as an obstructing object ([308.2.2](#), 2010 ADA Standards).

Lower the needle disposal unit.

Install a vertical grab bar, but this may need to be done as much as is technically practical due to a section of the side wall being recessed. Most likely by placing the vertical grab bar next to the recessed section at a height of 39 to 41 inches above the floor ([604.5.1](#), ICC/ANSI A117.1 Standards).

It is recommended to install a second coat hook. Although this is not required it would be more inclusive to have one installed at an accessible height of 48 inches above the floor ([308.2.1](#), 2010 ADA Standards).

Women's Restroom

The restroom has the needed maneuvering space to allow a mobility device to enter, turn, and park beside the toilet or sink. The sink has drain and source pipe protection. The sink faucet is accessible and can be operated without pinching or grasping. The mirror is at a height where the reflecting surface is low enough so that a person can be seen while in a seated position. Soap dispenser is installed too high above the counter for access. The needle disposal unit is installed too high for an accessible reach range.





The toilet seat height is appropriate for adults at 17.5 inches above the floor. The toilet paper dispenser is at an accessible location above the side grab bar. There is no vertical grab bar. The baby changing table was installed too high for an accessible working surface.

Recommendations:

Lower the soap dispenser so that the operable part is within a forward reach range of 44 inches above the floor ([308.2.2](#), 2010 ADA Standards).

Lower the needle disposal unit to an accessible reach range where the operable part is no higher than 48 inches above the floor ([308.2.1](#), 2010 ADA Standards).

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).

3rd floor

Van Deusen Room

There is plenty of maneuvering room if proper placement of tables and chairs are considered so that when people are seated there is an accessible route maintained of at least 36 inches in width ([403.5.1](#), 2010 ADA Standards).

The room has a podium, projector and screen, and a sound system. There is also a hearing loop in order that individuals that are hard-of-hearing can fully participate in meetings.

There are coat racks available.

Recommendations:

Consider training of staff on setting up accessible meeting rooms (see brochure "Everyone's Welcome Here").

It is recommended that a second podium be considered, and/or an adjustable one, so that it can be used by a person in a wheelchair.

It is recommended to have a section of the coat racks that are within an accessible reach range of no higher than 48 inches above the floor([308.2.1](#), 2010 ADA Standards).

HUB Room and Board Room

The rooms have the needed maneuvering space for accessibility and the tables have the needed knee clearance for access by a person using a wheelchair.

Women's restroom

The restroom has the needed maneuvering space to allow a mobility device to enter, turn, and park beside the toilet or sink. The sink has drain and source pipe protection. The sink faucet is accessible and can be operated without pinching or grasping. The mirror is at a height where the reflecting surface is low enough so that a person can be seen while in a seated position. There is no vertical grab bar. The needle disposal unit is installed too high for an accessible reach range.

The toilet seat height is too low for accessibility. The toilet paper dispenser is too close to the side grab bar. The baby changing table was installed too high for an accessible working surface.

Recommendations;

It is recommended to purchase a toilet seat with risers (legs) to raise the seat height to an accessible level ([604.4](#), 2010 ADA Standards).

The toilet paper dispenser should be moved up so there is 12 inches between the operable part of the dispenser and the top of the grab bar ([609.3](#), 2010 ADA Standards). The dispenser should also be located with the center line of the dispenser 7 to 9 inches in front of the nose of the toilet ([604.7](#), 2010 ADA Standards).

A vertical grab bar that is 18 inches long should be installed on the side wall 39 to 41 inches from the rear wall and 39 to 41 inches above the floor ([604.5.1](#), ICC/ANSI A117.1 Standards).

Lower the needle disposal unit to an accessible reach range where the operable part is no higher than 48 inches above the floor ([308.2.1](#), 2010 ADA Standards).

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).

Men's restroom

The restroom has the needed maneuvering space to allow a mobility device to enter, turn, and park beside the toilet or sink. The sink has drain and source pipe protection. The sink faucet is accessible and can be operated without pinching or grasping. The mirror is at a height where the reflecting surface is low enough so that a person can be seen while in a seated position. There is no vertical or rear grab bar. The toilet seat height is too low for accessibility. The



needle disposal unit is installed too high for an accessible reach range. The baby changing table was installed too high for an accessible working surface.

Recommendations;

It is recommended to purchase a toilet seat with risers (legs) to raise the seat height to an accessible level ([604.4](#) 2010 ADA Standards).

A rear grab bar that is 36 inches long should be installed so that, when measuring from the center line of the toilet, there is 12 inches on the side wall and 24 inches of the bar on the open side ([604.5.2](#), 2010 ADA Standards)

A vertical grab bar that is 18 inches long should be installed on the side wall 39 to 41 inches from the rear wall and 39 to 41 inches above the floor ([604.5.1](#), ICC/ANSI A117.1Standards).

Lower the needle disposal unit to an accessible reach range where the operable part is no higher than 48 inches above the floor (([308.2.1](#), 2010 ADA Standards).

Remount the baby changing table so that when opened the working surface is between 28 to 34 inches above the floor and that it has clear knee space of at least 27 inches ([902.3](#) & [306.3](#), 2010 ADA Standards).

The lower drinking fountain beside the elevator only has 25.5 inches of knee clearance and should have at least 27 inches.

Recommendation:

It is recommended to raise the lower drinking fountain at least 1.5 inches to allow the needed knee clearance ([306.3](#), 2010 ADA Standards).



Other:

Employee work rooms and spaces are not covered in this report because these rooms and spaces are not open to the general public and therefore are not covered by either Title II or Title III of the Ada. Accessibility features may need to be installed under Title I of the ADA as part of a reasonable accommodation when an employee, with a qualifying disability, requests a reasonable accommodation in order that the employee can meet the essential job functions.



Program Accessibility

Notification

There should be a discussion on the importance of making the general public aware of the library's non-discrimination policies and any procedures in place to accommodate individuals with disabilities. You will want to describe the steps the library will take to notify the public that the library's meetings and activities will be held in an accessible location and that accommodations such as readers or interpreters will be provided, upon request, to individuals with disabilities. Attaching a disclaimer to any advertising or promotion of the library's activities would be appropriate.

Example Non-Discrimination Disclaimer - *All activities and events conducted or sponsored by the Kalamazoo Public Library will be conducted on the basis of equal opportunity. Reasonable accommodations are available upon prior request.*

Policies that Limit the Participation of Individuals with Disabilities in the Kalamazoo Library Programs and Activities

We advise that you review all sources of the library's policy (including regulations, manuals, guidelines, and policy directives) to assure that they do not include any language that would exclude the participation of individuals with disabilities in any of the library's programs or activities. If any changes are made, communicate changes to staff and participants of programs or activities.

Information and Training for Staff

We advise that you address in your transition plan the steps you have taken to train your staff about the library's obligations to comply with Title II of the Americans with Disabilities Act. Your plan will need to clearly communicate what the library has done to make sure that all employees understand your policy of nondiscrimination.

Complaints

We advise that you identify an employee within the Kalamazoo Public Library responsible for receiving and responding to complaints regarding discrimination, program exclusion, and physical barriers to accessibility. A policy should be written regarding how the library will respond to complaints.

Use of Contractors

The Kalamazoo Public Library is part of a local government and is therefore obligated under Title II of the ADA to ensure that its policies regarding contractors and contracts with contractors ensure compliance with non-discrimination practices.

Telephone Communication

We advise that the Kalamazoo Public Library use the Michigan Relay Services 711 or (800) 649-3777, a translation service for people with a hearing disability.



Documents and Publications

We advise that all documents and publications produced by the Kalamazoo Library be advertised as being available in alternative formats such as Braille or audio format. There is also the alternative of providing a reader to read and/or explain documents and publications to individuals with visual disabilities or cognitive disabilities.

Interpreters

We advise you of your obligation for effective communication which may include providing a sign language interpreter (if requested in advance) to ensure that persons with hearing impairments can fully participate in the library's activities. Services providing interpreters include Deaf Link at (269) 969-2870.

Audio-Visual Presentations

We advise that all audio-visual presentations are captioned. If they are not captioned an alternative format must be provided to ensure that individuals with hearing-impairments can benefit from the presentations. We suggest the possibility of providing a transcript of an audio-visual presentation as an acceptable alternative format.