

## **B. NON-DISCRIMINATORY SERVICE POLICY**

Anderson Public Library is committed to ensuring that all customers are treated with respect regardless of their age (40 or older), color, disability, ethnicity, family or marital status, gender identity or expression, national origin, political affiliation, race, religion, sexual orientation, veteran status, or any other category protected under federal, state, or local law. All employees are responsible for treating all customers equally when providing service.

All customers will receive the same rights, privileges, and services unless an individual poses a direct threat to the health and safety of him/herself or others or disrupts the orderly flow of business. Upon request, the library will take appropriate steps to provide reasonable accommodations to individuals with disabilities provided that doing so does not cause the library undue hardship. The library is to be accessible to those challenged by physical or mental disabilities, so all employees must be responsive to requests for assistance or to observe any need for assistance. Responses can include physically assisting someone outside or inside the library, removing physical barriers, or rearranging items to provide easy access and movement.

Board approved 5/19/21