



Mid-Continent Public Library

ADA Suggested Accessibility Improvement

Mid-Continent Public Library (MCPL) strives to provide access of all kinds to all customers and be compliant with the Americans with Disabilities Act. If you encounter an accessibility challenge, please submit this form and MCPL will address the situation.

Date:

Customer Contact Information

First Name:

Last Name:

Street Address:

City:

State:

ZIP:

Phone:

Email:

Preferred method of contact:

MCPL Library Card Number (optional):

Accessibility Challenge Encountered

Please describe the challenge you encountered:

Date the challenge was encountered:

Branch/Location where the challenge occurred:

What change would you wish to see that would be helpful in solving this problem?:

You may print a copy of this form and turn it in at any MCPL branch. To submit this form electronically, click [here](#). To include any extra photos or documentation, attach them in an email to qfang@mymcpl.org. Include your last name in the subject line. If submitting via mail, send form to:

Qun Fang
Library ADA Coordinator
Mid-Continent Public Library
15616 E 24 Hwy
Independence, MO 64050

Thank you for completing this form. Its receipt will be acknowledged within five (5) business days and you will be notified of the steps that will be taken to address your suggestion. MCPL may not be able to investigate every complaint. If we cannot investigate your complaint, you will receive a letter stating this. Should you be unsatisfied with the response, you may appeal to MCPL's Library Director and CEO.