

East Longmeadow Public Library



Town of East Longmeadow ADA Transition Plan

June 2025



Institute for Human Centered Design

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Background

Year Built: 2004

Year Renovated: 2004

The East Longmeadow Public Library is located at 60 Center Square and is a two-story building. A parking lot is provided and spaces are shared with Town Hall.

The building has two (2) accessible entrances, one (1) on the north side, and one (1) on the west side. There are also additional exits on the west and south side. One exit leads into the Town Hall.

Areas surveyed include the lobby, children's room, the browsing section, the DVD section, the newspapers and magazines section, the computer stations, the reading garden, one (1) set of men's and women's toilet rooms, and three (3) single-user toilet rooms

Key Accessibility Issues

Exterior Access Routes

Accessibility issues include routes with excessive running and cross slopes and excessive level changes. Additionally, a curb ramp is not maintained in operable working condition and has a transition to the street that is not flush.

Parking

Accessibility issues include an access aisle that is narrower than allowed, lack of signage with the International Symbol of Accessibility (ISA), and accessible parking identification signage located lower than allowed.

Interior Stairs

Accessibility issues include lack of compliant handrails.

Doors and Doorways

Accessibility issues include doors that lack maneuvering clearance, and doors that require an opening force that is greater than allowed.

Signage

Accessibility issues include lack of designation signage with raised characters and braille, signage that lacks a non-glare finish, and lack of tactile signs (with braille and raised characters) at the emergency egresses.

Assembly Areas

Accessibility issues lack of an assistive listening system in the Community Room.

Note: If audible communication is integral to the use of the space, an assistive listening system must be provided. In addition, a sign with the International Symbol of Access for Hearing Loss indicating its availability is required when an assistive listening system is present.

Kitchen

Accessibility issues include a sink located higher than allowed, lack of knee clearance at the sink, and lack of clear floor space at the refrigerator due to stored items.

Toilet Rooms

Accessibility issues include lack of the minimum required clear depth and width at toilet compartments, noncompliant grab bars, accessible compartment doors with malfunctioning self-closing hinges, improperly located seat cover dispensers, and lack of door pulls provided on both sides of accessible compartment doors. Additionally, lavatories lack wrapped plumbing, dispensers act as protruding objects, and a baby changing table is located higher than allowed.

Additional Accessibility Issues

- Items such as coat hooks and bookshelves are located out of reach range.
- Lack of accessible work surfaces.
- A standing height drinking fountain lacks a cane-detectable barrier skirt.

Best Practice and Inclusive Design

Best practice and inclusive design recommendations include elements that are not required in the standards but may create

Public Library

enhanced experiences for all users.

- Where the walkway meets the parking lot, recommend providing a detectable warning at the entrance to the parking lot, to alert pedestrians they are entering vehicular traffic.
- In the lobby, recommend switching to a matte flooring finish. The floor is so highly polished that it creates a glare problem. Many people with low vision and some with perceptual disabilities may have difficulty navigating the floor surface.
- In the conference room, recommend providing an adjustable height lectern with knee and toe clearance positioned for a forward approach.
- At the accessible parking spaces, recommend replacing the accessible parking identification sign with one that includes the text "Accessible" parking instead of "Handicapped" parking.
- In the newspapers and magazine section, recommend replacing the cord strip with outlets no lower than 15" min. above the finished floor, as people may trip on the electric cord strip.
- At the main and secondary entrances, recommend providing a solid background behind the text that is in a color that provides a high contrast with the text, and providing printing in the correct standard readable direction when the sign is viewed from both sides of the glass.
- At all interior stairs, recommend providing a contrasting color strip at each stair tread on the stair so that each tread is readily apparent when viewed in descent or ascent.

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
<div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Approach and Entrance</div> <div style="border: 1px solid gray; padding: 2px; margin-bottom: 5px;">Exterior Access Route</div>												
1	Secondary Entrance (North Side)	1		Exterior Access Route	Exterior		Accessible route not provided	3.4%	Ensure an accessible route is provided to the automatic door opener activation control with a cross slope no greater than 1:50 (2.00%). The slope at the base of the control should not exceed 1:50 (2.00%) in all directions.	1	-	-
2	Emergency Stairs Near Staff Room Egress	2		Exterior Access Route	Exterior		Accessible route not provided	-	Ensure the egress door is connected to an accessible route.	1	-	-
3	Near Main Entrance	Ext.		Exterior Access Route	Walkway		Surface openings > 1/2"	1.25"	Ensure that the surface opening is no greater than 1/2" max.	1	-	-
4	Near Main Entrance	Ext.		Exterior Access Route	Sidewalk		Cross slope > 1:50 (2.00%)	2.7%	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-	-
5	Near Secondary Entrance	Ext.		Exterior Access Route	Walkway		Cross slope > 1:50 (2.00%)	2.6%	Reduce cross slope to be no steeper than 1:50 (2.00%).	1	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
6	Towards Main Entrance	Ext.		Exterior Access Route	Walkway		Running slope > 1:20 (5.00%)	6.4%	Reduce running slope to be no steeper than 1:20 (5.00%).	1	-	-
7	Near Secondary Entrance	Ext.		Exterior Access Route	Walkway		Level changes > 1/4"	1"	Alter change in level to be 1/4" high max.	1	-	-
8	Towards Town Hall	Ext.		Exterior Access Route	Walkway		Level changes > 1/4"	1"	Alter change in level to be 1/4" high max.	1	-	-
9	Towards Maple Street	Ext.		Exterior Access Route	Walkway		Level changes > 1/4"	.75"	Alter change in level to be 1/4" high max.	1	-	-
10	From Maple Street	Ext.		Exterior Access Route	Exterior		Level changes > 1/4"	.75"	Alter change in level to be 1/4" high max.	1	-	-

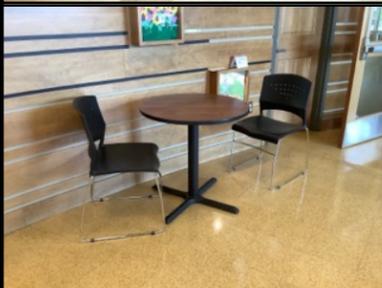
ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
11	Towards Maple Street	Ext.		Exterior Access Route	Walkway		Does not prevent accumulation of water	-	Repair surface to ensure water does not accumulate within the accessible route.	1	-	-
12	Near Main Entrance	Ext.		Exterior Access Route	Walkway		Vertical clearance < 80" above ground	73"	Trim low hanging tree branches above the accessible route so they are at least 80" above the ground.	1	-	-
Curb Ramp												
13	From Parking	Ext.		Curb Ramp	Perpendicular		Transition from curb ramp to street not flush	-	Ensure transition from curb ramp to street is flush or free of changes in level.	1	-	-
14	Parking Near Shopping Center	Ext.		Curb Ramp	Perpendicular		Landing not provided at top of curb ramp	2.5%	Provide landing at top of curb ramp with a slope that is no greater than 1:50 (2.00%) in all directions or reconfigure ramp.	1	-	-
15	From Parking	Ext.		Curb Ramp	Perpendicular		Curb ramp not maintained in operable working condition	-	Repair surface to ensure curb ramp is maintained in operable working condition.	1	-	-

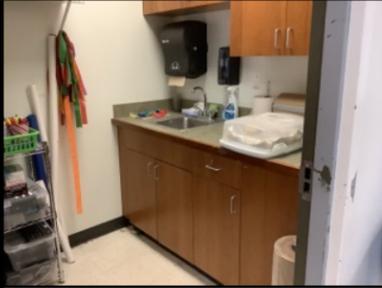
ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Off-Street Parking Lot or Garage												
16	Parking Near Main Entrance	Ext.		Off-Street Parking Lot or Garage	Visitor		Total # of designated car accessible parking spaces Total # of designated van accessible spaces Access aisle < 96" wide at van space Sign bottom < 60" above finished grade	2 1 90.5" 56.5"	Provide a marked access aisle that is at least 96" wide (re-stripe). Locate sign with the bottom of the sign 60" min. above the ground and 96" max. above the ground measured to the top of the sign.	1	Labor	Labor
17	Parking Near Main Entrance	Ext.		Off-Street Parking Lot or Garage	Visitor		Sign with the International Symbol of Acc. not provided	-	If this space is intended to be an accessible space, provide a sign with the International Symbol of Accessibility (ISA) with the bottom of the sign 60" min. above the ground and the top of the sign 96" max. above the ground. (Cost estimate is for an accessible parking sign.)	1	825	\$500 - \$1K
											825	
Access to Goods and Services												
Means of Egress												
18	Secondary Egress (North Side)	1		Means of Egress	N/A		Tactile exit sign not provided	-	Ensure that a tactile exit sign with raised characters and braille is provided at the exit door. Mount the sign between 48" - 60" above the finished floor located on the latch side of the door. Recommendation also applies to the main egress, the children's room egress, and the community room egress. Unit cost is provided for one instance of this repetitive item.	1	413	\$1 - \$500
											413	
Interior Access Route												
19	Newspapers and Magazines	2		Interior Access Route	N/A		Level changes > 1/4"	.5"	Alter change in level to be 1/4" high max.	1	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Doors, Doorways, & Gates												
20	Children's Room Family Toilet Room	1		Doors, Doorways, & Gates	Toilet Room		Maneuvering clearance(s) not provided	48"	Relocate book shelf to maintain the required 60" min. maneuvering clearance at the pull-side of the door or provide an automatic door opener.	1	Labor	Labor
21	Conference Room	1		Doors, Doorways, & Gates	Meeting Room		Maneuvering clearance(s) not provided	-	Relocate the trash containers to maintain the required 18" min. maneuvering clearance at the pull-side of the door.	1	Labor	Labor
22	Community Room Kitchen	1		Doors, Doorways, & Gates	Other		Maneuvering clearance(s) not provided	13.25"	Ensure the door remains open during business hours or provide an automatic door opener.	1	Labor	Labor
23	Men's Single-User Toilet Room	1		Doors, Doorways, & Gates	Toilet Room		Door requires > 5 lbs. of force to open	14 lbs	Ensure that door opening pressure is monitored and kept in compliance at all doors by maintenance staff every 6 months. Recommendation applies to all interior doors with a similar issue.	1	Labor	Labor
24	Local History Room	2		Doors, Doorways, & Gates	Office		Maneuvering clearance(s) not provided	6.5"	Ensure door remains open when this room is in use or provide an automatic door opener that is operable when the room is in use. Note: IHCD team was told that this room is only used when a historian is present.	1	Labor	Labor

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Stairways												
25	Lobby Stairs	1		Stairways	Interior		Handrail height < 34" or > 38"	41"	Alter so the handrails are 34"- 38" high above the floor.	1	-	-
26	Emergency Stairs Near Staff Room	2		Stairways	Interior		Handrails not continuous where required	-	Ensure gripping surface is continuous along the length of the staircase and is not obstructed along the top and bottom. The gripping surface of the handrail shall not be obstructed for more than 20% of the length.	1	-	-
27	Emergency Stairs Near Toilet Rooms	2		Stairways	Egress		Not maintained in operable working condition Gripping surface has obstructions	- -	Relocate stored items to ensure stairs are maintained in operable working condition. Currently, the posts are obstructing the central handrail, ensure gripping surface is continuous along the length of the staircase and is not obstructed along the top and bottom.	1	-	-
Elevator												
28	Near Elevator	2		Elevator	Interior		Clear floor space not provided	41"	Relocate book shelves to provide a 30" min. by 48" min. clear floor space positioned for a forward approach at the elevator call button. Note; IHCD team was told that this is a difficult passage for some visitors to navigate as presently constituted.	1	Labor	Labor
Signage												
29	Community Room	1		Signage	Designation		Raised characters not provided on sign Braille not provided on sign Location of tactile sign not compliant Non-glare finish and contrast not provided on sign Character style not compliant	- - - -	Provide text with raised characters duplicated in braille on the sign. Where a tactile sign is provided at double door with two active leafs, locate the sign to the right of the right-hand door. Install a sign with a non-glare finish with characters that have a high contrast to the background. Provide a sign with compliant characters. Characters should be sans serif.	1	413	\$1 - \$500
											413	

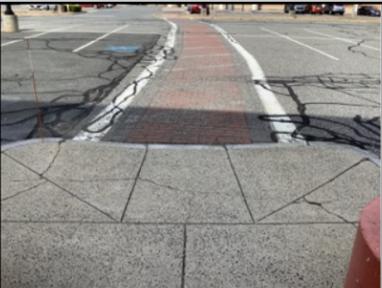
ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
30	Conference Room	1		Signage	Designation		Raised characters not provided on sign Braille not provided on sign Non-glare finish and contrast not provided on sign	- - -	Provide text with raised characters duplicated in braille on the sign. Install a sign with a non-glare finish with characters that have a high contrast to the background. Recommendation also applies to both study rooms on Floor 2. Unit cost is provided for one instance of this repetitive item.	1	413	\$1 - \$500
31	Study Room 1	2		Signage	Designation		Not in operable working condition	-	Straighten the sign to ensure it is maintained in operable working condition.	1	Labor	Labor
32	Kid's Room Egress	Ext.		Signage	Directional		Non-glare finish and contrast not provided on sign	-	Install a sign with a non-glare finish with characters that have a high contrast to the background.	1	743	\$500 - \$1K
33	Book Returns	Ext.		Signage	Informational		Non-glare finish and contrast not provided on sign	-	Install a sign with a non-glare finish with characters that have a high contrast to the background.	1	743	\$500 - \$1K
Operable Parts / Reach Range												
34	Main Egress (West Side)	1		Operable Parts / Reach Range	Equipment		Clear floor space is not provided	6"	Remove the metal detectors to maintain a 30" min. by 48" min. clear floor space at the automatic door opener. Recommendation also applies to the secondary entrance. Note: IHCD team was told by staff that the metal detectors no longer work and that the staff would like them removed.	1	Labor	Labor

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
35	DVD Section	1		Operable Parts / Reach Range	N/A		Reach < 15" or > 48"(forward/side approach)	64.5"	Ensure that staff is available to assist visitors who need assistance reaching available materials. Recommendation applies to all shelves with a similar issue.	1	Labor	Labor
36	Conference Room	1		Operable Parts / Reach Range	Clothes Rod/Hooks		Reach < 15" or > 48"(forward/side approach)	67"	Provide an additional coat hook located no higher than 48" above the finished floor.	1	124	\$1 - \$500
124												
Dining or Work Surfaces												
37	Library Catalog Computer	1		Dining or Work Surfaces	Work Surface		Top of dining/work surface < 28" or > 34"	46.25"	Provide a work surface with the top between 28"- 34" above the floor, 27" min. clear height and 30" min. clear width underneath. Recommendation also applies to the print release on Floor 2.	2	1155	\$1K - \$5K
2310												
38	Near Children's Room	1		Dining or Work Surfaces	Work Surface		Knee clearance less than 19" deep	-	Provide a work surface with knee clearance that is 19" deep min. Note: Most pedestal tables are not accessible.	1	751	\$500 - \$1K
751												
Assembly Area												
39	Community Room	1		Assembly Area	N/A		Assistive listening devices not provided	-	If audible communication is integral to the use of the space, provide an assistive listening system. Note: Cost provided is for a transmitter, receiver, ear speaker, neck loop and USB charger with a capacity of 50.	1	2604	\$1K - \$5K
2604												

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Exterior Benches												
40	Near Secondary Entrance	Ext.		Exterior Benches	N/A		No accessible route to one bench in area	-	Relocate one bench to an accessible route or provide an accessible route to the bench.	1	Labor	Labor
Kitchens and Kitchenettes												
41	Community Room Kitchen	1		Kitchens and Kitchenettes	N/A		Knee/toe clearance not provided at sink Sink > 34" high	- 36"	Provide a sink with knee and toe clearance positioned for a forward approach. Lower sink to be no higher than 34" positioned for a forward approach.	1	5106	\$5K - \$10K
42	Community Room Kitchen	1		Kitchens and Kitchenettes	N/A		Clear floor space at refrigerator not provided	-	Relocate stored items to provide a 30" x 48" clear floor space that is centered to the refrigerator.	1	Labor	Labor
Toilet & Bathing Rooms												
Lavatory												
43	Children's Room Family Toilet Room	1		Lavatory	N/A		Clear floor space not provided at lavatory Plumbing underneath is exposed	- -	Relocate step stool to maintain a 30" min. by 48" min. clear floor space positioned for a forward approach and knee and toe clearance at the lavatory. Insulate or otherwise configure pipes to prevent contact for at least one lavatory.	1	248	\$1 - \$500

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
44	Single-User Toilet Room A	2		Lavatory	N/A		Plumbing underneath is exposed	-	Insulate or otherwise configure pipes to prevent contact for at least one lavatory. Recommendation also applies to Toilet Room B.	2	248	\$1 - \$500
496												
Single-User Toilet												
45	Children's Room Family Toilet Room	1		Single-User Toilet	N/A		Hook located > 54" high	56"	Provide an additional coat hook located no higher than 48" above the finished floor.	1	124	\$1 - \$500
124												
46	Children's Room Family Toilet Room	1		Single-User Toilet	N/A		Side grab bar < 54" from back wall Item mounted over grab bar (MAAB)	50.5" -	Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall. Relocate seat cover and paper towel dispensers so that they are not mounted over the grab bar.	1	1320 1320 1320	\$1K - \$5K
3960												
47	Men's Single-User Toilet Room	1		Single-User Toilet	N/A		Side grab bar < 54" from back wall Clearance at toilet < 60" clear width Toilet cover dispenser is not compliant Item mounted over grab bar (MAAB)	49" - 54" -	Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall. Relocate trash can to ensure that there is 60" wide min. clear floor space at the toilet. Relocate toilet cover dispenser so the operable parts are no higher than 48" above the ground, so there is clear floor space at the dispenser and so it is not mounted over the grab bar.	1	1320 1320	\$1K - \$5K
2640												
48	Toilet Room B	2		Single-User Toilet	N/A		Side grab bar < 54" from back wall Clearance at toilet < 60" clear width Clearance at toilet < 72" clear depth (MAAB) Item mounted over grab bar (MAAB)	50.5" - 67" -	Provide a directional sign to the nearest accessible toilet room.	1	413	\$1 - \$500
413												

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
49	Toilet Room A	2		Single-User Toilet	N/A		Side grab bar < 54" from back wall Clearance at toilet < 60" clear width Item mounted over grab bar (MAAB)	50.5" 53.25"	Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall. Relocate trash can and hand dryer to ensure that there is 60" wide min. clear floor space at the toilet. Relocate seat cover dispenser so that it is not mounted over the grab bar. When relocated, ensure the operable parts are 48" max. above the finished floor.	1	1320 1320 1320	\$1K - \$5K
Toilet Compartment												
50	Women's Multi-User Toilet Room	1		Toilet Compartment	Accessible Compartment		Door has malfunctioning self-closing hinge Coat hook > 48" (2010 ADA) Door pull not provided	- 65.5" -	Repair hinge. Locate the coat hook no higher than 48" above the finished floor. Provide a door pull on each side of the door between 34" to 48" above the finished floor that does not require tight grasping, pinching or twisting of the wrist.	1	124 116	\$1 - \$500
51	Women's Multi-User Toilet Room	1		Toilet Compartment	Accessible Compartment		Noncompliant toilet cover dispenser Clearance at toilet < 60" clear width Side grab bar < 54" from back wall	53" - 50.25"	When renovation occurs, relocate toilet cover dispenser so the operable parts are no higher than 48" on the side of the toilet and so the dispenser is not above the grab bar. Relocate trash can to ensure that there is 60" wide min. clear floor space at the toilet. Relocate the side wall grab bar to ensure it is located 12" max. from the rear wall.	1	1320	\$1K - \$5K
Dispensers												
52	Men's Single-User Toilet Room	1		Dispensers	Paper Towel Dispenser		Dispenser acts as a protruding object	9.5"	Relocate dispenser out of the circulation path.	1	1320	\$1K - \$5K
53	Women's Multi-User Toilet Room	1		Dispensers	Tampon Dispenser		Noncompliant operable part Controls > 48" high	- 53.5"	Provide a tampon dispenser that can be operable with one hand and not require tight grasping, pinching, or twisting of the wrist. When renovation occurs, relocate the tampon dispenser so the operable part is 48" max. above the finished floor.	1	1650	\$1K - \$5K

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Baby Changing Table												
54	Children's Room Family Toilet Room	1		Baby Changing Table	N/A		Changing table surface > 34" high Operable part > 48" high	37.5" 56.5"	Ensure that the changing surface is located between 28" - 34" above the finished floor with knee and toe clearance positioned for a forward approach. Lower the baby changing table so that the table pull control is located no higher than 48" above the finished floor.	1	1320	\$1K - \$5K
											1320	
Additional Access												
Drinking Fountains												
55	Between Community and Conference Rooms	1		Drinking Fountains	Hi-Lo		Standing height fountain does not have cane protection	-	Provide a cane-detectable barrier skirt under the high unit.	1	1469	\$1K - \$5K
											1469	
Best Practice												
Detectable Warning												
56	From Parking	Ext.		Detectable Warning	N/A			-	Recommend providing a detectable warning at the entrance to the parking lot, to alert pedestrians they are entering vehicular traffic.	1	-	-
57	Parking Near Shopping Center	Ext.		Detectable Warning	N/A			-	Recommend providing a detectable warning at the entrance to the parking lot, to alert pedestrians they are entering vehicular traffic.	1	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Glare												
58	Lobby	1		Glare	N/A			-	Recommend switching to a matte flooring finish. The floor is so highly polished that it creates a glare problem. Many people with low vision and some with perceptual disabilities may have difficulty navigating the floor surface.	1	-	-
Lectern												
59	Conference Room	1		Lectern	N/A			-	Recommend providing an adjustable height lectern with knee and toe clearance positioned for a forward approach.	1	-	-
Off-Street Parking Lot or Garage												
60	Parking Near Main Entrance	Ext.		Off-Street Parking Lot or Garage	N/A			-	Recommend replacing the accessible parking identification sign with one that includes the text "Accessible" parking instead of "Handicapped" parking. Recommendation applies to all accessible parking spaces.	1	-	-
Power Cord												
61	Newspapers and Magazines	2		Power Cord	N/A			-	Recommend replacing the cord strip with outlets no lower than 15" min. above the finished floor, as people may trip on the electric cord.	1	-	-

ID	Location	Floor	Room	Element	Type	Photo	Issues	Current Measure	Recommendations	Quantity	Price	Cost Estimation
Text on Glass												
62	Secondary Entrance (North Side)	Ext.		Text on Glass	N/A			-	<p>Recommend providing a solid background behind the text that is in a color that provides a high contrasts with the text, and providing printing in the correct standard readable direction when the sign is viewed from both sides of the glass.</p> <p>Recommendation also applies to the main entrance.</p>	1	-	-
Visual Contrast												
63	Lobby Stairs	2		Visual Contrast	N/A			-	<p>Recommend providing a contrasting color strip at each stair tread on the stair so that each tread is readily apparent when viewed in descent or ascent.</p> <p>Recommendation applies to all interior stairs.</p>	1	-	-