

## OUTREACH SERVICES POLICY

The Elmhurst Public Library provides a full range of collections and services for people visiting the Library. However, some residents of the community may not be able to visit the Library or use the Library through traditional service methods due to disability, illness or other long-term condition. To provide access for these individuals and/or groups, the Library Board has established an Outreach Services Policy.

The purpose of the Outreach Policy is to provide Library materials and selected programming to Elmhurst residents unable to come to the Library. Individuals, groups, institutions and agencies are eligible for outreach services as outlined in this document if they live in or are located within the boundaries of the City of Elmhurst. Those located outside the City of Elmhurst will be eligible for services if:

1. they are individually eligible for Library materials from the Library of Congress Talking Book Program and, if they live in an unincorporated area adjacent to Elmhurst and do not receive this service from another public library; or
2. 50% or more of the agency's regular client group or enrollment is comprised of Elmhurst residents; or
3. the administrative office of the agency is located in Elmhurst and a significant number of its total clientele are residents of Elmhurst.

In some cases, Library service may be delivered more effectively through other community agencies, making it essential that the Library maintain cooperative relationships with such agencies to reach the entire community. When Outreach Service is provided to another community agency, the Library and the agency may execute an Agreement for Service, if appropriate. This agreement will outline the commitment each party has made to establish and maintain the program. In each case, an acceptable level of reciprocation must be determined. In all cases, the Library's role will be secondary and supplemental to the services of the other agency.

### **I. Service to Homebound Individuals**

Homebound service is the selection and delivery, by Library staff or volunteers, of library materials to Elmhurst residents who are unable to use the Library facility due to disability, illness or other long-term condition. This includes individuals registered in the Library of Congress Talking Book Program. Deliveries will be made in Elmhurst only.

Individuals may apply to the Outreach Librarian for Homebound Service. Acceptance into the program will be based upon the conditions of disability and the availability of Library resources.

**A. Criteria for Homebound Service**

Permanent physical disabilities or severe mobility problems which prevent an individual from coming to the Library. A doctor's certificate may be required.

A temporary physical limitation or illness which prevents an individual from getting to or using the Library and which will last eight weeks or longer. A doctor's certificate may be required.

Criteria for the Library of Congress Talking Book Program are determined by the Federal Government and are available from the Outreach Librarian.

**B. Services**

Materials will be selected to meet individual needs. This includes maintaining a list of items already received to prevent duplication.

Materials will be delivered to an individual if no family member is available to pick them up.

Special equipment is available for participants in the Library of Congress Talking Book Program. The Outreach Librarian will provide applications and a list of services for patrons eligible for this program.

**II. Service to Adults in Group Settings**

Outreach service to adults in group settings includes service to local nursing homes, senior residential facilities, and adult day care centers.

**A. Criteria for Program Service**

Service must be requested by the group.

There must be a community room with a quiet area for the group to gather for programs.

The organization must agree to publicize programs to the residents, and staff from the organization must be present during the program when requested by Library staff.

Attendance must meet or exceed a minimum level to be established by Library staff and the group activity director.

### **B. Services**

Library staff or volunteers will offer programs upon request and subject to the availability of staff or volunteers.

A deposit collection commensurate with the number of residents will be delivered if the organization agrees to assume responsibility for the materials.

Library staff will consult with activity directors on use of Library materials and provide such privileges as extended loans of certain Library materials.

### **III. Service to Preschoolers**

Outreach Service to Preschoolers is targeted at children who are at least 18 months of age and have not yet entered first grade.

#### **A. Criteria for Service**

Children must be enrolled in a nonresidential group program authorized under Elmhurst Municipal Code. This includes organized preschools, daycare centers providing daily care, and seasonal/occasional (weekly or less) child care programs. Each of these groups must provide educational materials for children.

#### **B. Services**

As scheduling allows, Library staff will present up to three programs for each class in not-for-profit preschools per calendar year. One of these programs may be a storytime visit by a librarian to the preschool.

Teacher borrowing privileges will be extended to individual teachers in not-for-profit preschools to checkout materials for preschool activities. For-profit preschools are subject to Library Card Eligibility policy 5.1.1.

Classroom collections will be selected on request for both not-for-profit and for-profit preschools. The frequency of service and size of the collections may be limited by the availability of materials and staff time. The organization is responsible for checking out, picking up and returning the materials.