

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 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 may be eligible for services if 50% or more of an agency's regular client group or enrollment is comprised of Elmhurst residents.

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. 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 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.