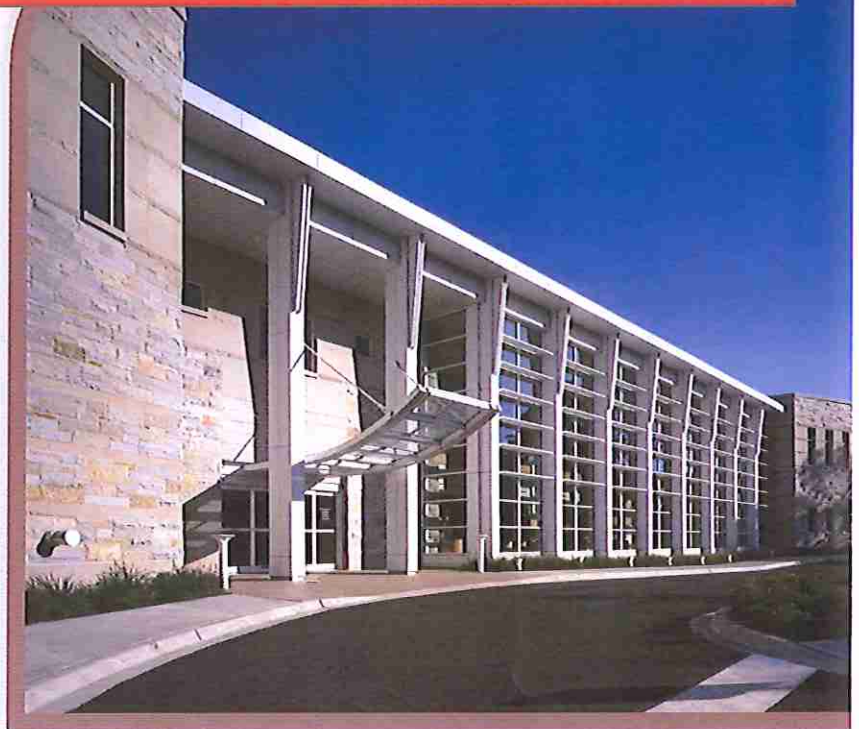


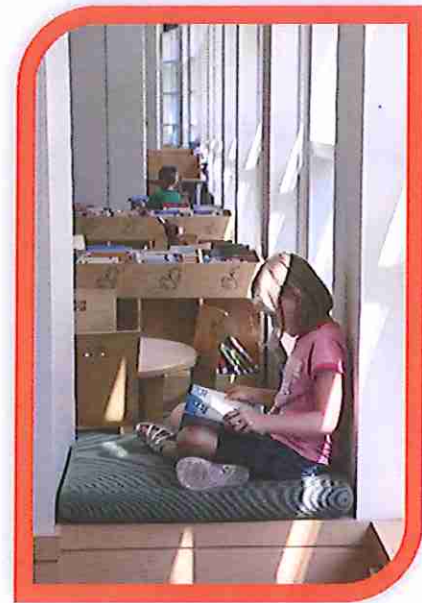
# Serving Patrons with Special Needs



Elmhurst Public Library  
September 20, 2016

## Purpose

The Elmhurst Public Library serves approximately 44,000 residents. The Library is dedicated to making sure that all its patrons are served. This report lists the training that EPL staff members have participated in to help them to provide better service to patrons with special needs. It also lists the programs, amenities, and equipment available to patrons with disabilities.

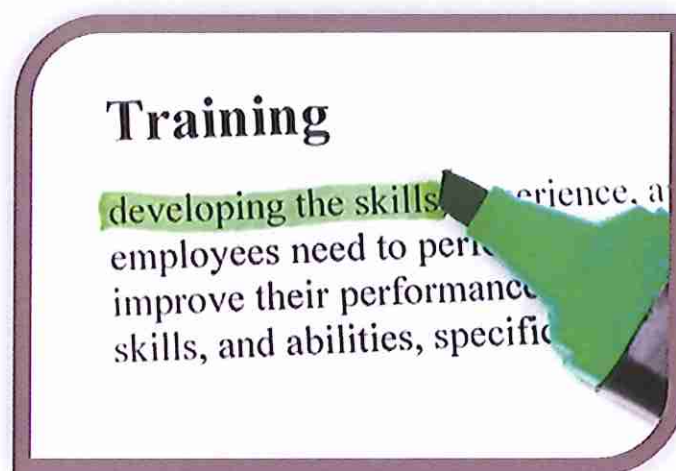


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## Staff Training FY 2010/2011 to Present

- **DuPage PADS:** 7/2010
- **SERG D205 PTA:** District 205 parents and educators who provide programs, resources and training to promote awareness and gain support for individuals with disabilities in the community. 7/2010
- **NAMI DuPage:** provide education and support to communities and individuals throughout the U.S. about mental health. 7/2010
- **DuPage PADS:** Will Salmon from DuPage PADS spoke to ADS staff at a staff meeting. 9/2012
- **NAMI DuPage:** 11/2012
- **Chicago Lighthouse for the Blind:** Trained staff on assistive equipment for patrons who have a visual impairment. 2012
- **Laura Brown, MEd, UIC College of Education, Resource Center for Autism and Developmental Delays:** trained Kids' staff on how to use The Social Story: Going to the Library kit. The kit is designed for use with children who have autism or in any way need help navigating the Library. 9/2015
- **Ups for Downs:** A local affiliate of Chapters Ahead, trained staff to facilitate the Next Chapter Book Club. Chapters Ahead is a nonprofit organization providing training, consultation, and a variety of materials to promote lifetime learning, social interaction, and full community participation for individuals with intellectual and developmental disabilities. 2/2016
- **Meeting with D205 Transitions Staff & Parents and Teachers who work with kids with disabilities:** Kristin Sanderson, Kim Calkins, Trustees Monica Iacono and Sue Sadowski, and an adult patron with an intellectual disability - met with D205 Transitions Teachers to formulate programs for the Library Insiders initiative. 2/2016
- **Mental Health First Aid Training, Edward Elmhurst Hospital:** Eight-hour course that teaches participants how to identify, understand and respond to signs of mental illness and substance use disorders. Training teaches the skills students need to reach out and provide initial help and support to someone who may be developing a mental health or substance use problem or experiencing a crisis. 5/2016
- **Library Insiders Training:** Kristin Sanderson and Kim Calkins: provided training for staff about Library programming available to patrons with disabilities. Discussed correct terminology and inclusive behaviors to be used by staff when providing service to patrons with disabilities. 8/2016





## Library Services and Collections for Patrons with Special Needs

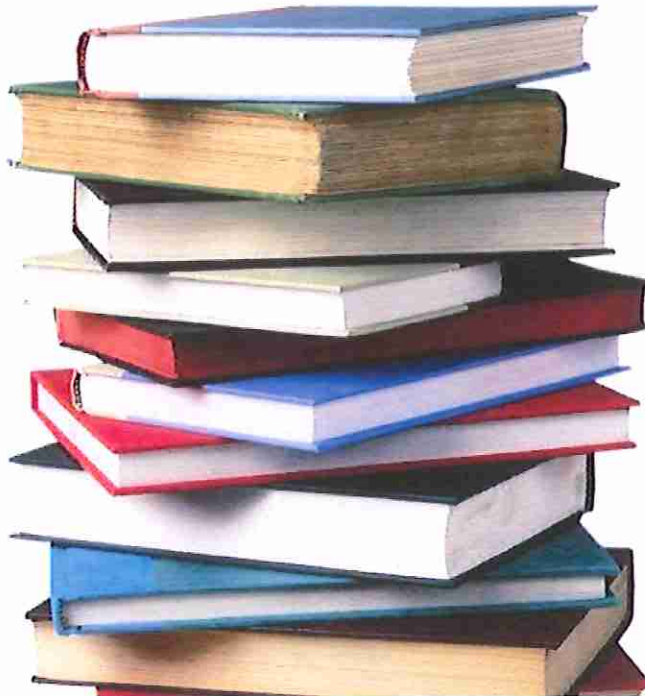
- **Library Insiders:** Newly developed programming for patrons who are 18 years and older who have a disability. Library Insiders offers programs, special collections, and a “buddy” program to ensure that all Elmhurst patrons feel a part of the Library community.
- **The Social Story: Going to the Library Kit.** A kit designed for use with children who have autism or need help navigating the Library. The kit is available for checkout in the Kids’ Library.
- **Accessibility Equipment:** Equipment available for checkout or use in the Library for patrons with special needs.
  - Magnilink Zip CCTV enlarges print in HD
  - Magnifiers (hand-held and tabletop)
  - Dragon Naturally Speaking
  - Large Type Keyboard
  - Jaws for Windows
  - Microsoft Windows Magnifier
  - Boardmaker for Windows
  - Solo 6 Literacy Suite
  - Assistive iPads
- **Library Insiders Materials Collection:** Collection of popular books and DVDs located in the Adult Services Department specially curated for Library Insiders.
- **EPL is fully accessible per ADA regulations.** We also have an assistive listening system that can be used with traditional earbuds or a neck loop. Wheelchairs and wheeled carts are available for use within the Library.
- **Homebound Delivery:** Homebound delivery is available to any Elmhurst resident who is unable to get to the Library for materials due to illness or disability.
- **Website:** The Library website is ADA compliant to work with a variety of accessibility software.



### **EPL Staff Members and Volunteers with Disabilities:**

EPL furthers its commitment to diversity by working with local agencies that serve people with disabilities to find employees and volunteers for the Library.

- **ELSA Program:** The Elmhurst Learning and Success Academy is a four-year program at Elmhurst College that offers a full-time, post-secondary education experience to young adults with developmental disabilities. Students from ELSA have volunteered at the Library.
- **Transitions:** Transitions is designed to support students with disabilities who may have met the requirements for graduation from D205, but who may need to continue to work on their transition goals. The Library works with two students per school year as volunteers.
- **Ray Graham:** EPL works with the Ray Graham Association to provide adults with developmental disabilities with volunteer opportunities. We currently have a staff member who started here as a Ray Graham volunteer and is now a part-time staff member.



## **EPL Outreach Librarian and Assistive Technology Library: Kristin Sanderson**

The Outreach Librarian position is a full-time dedicated Library professional whose job is to provide Library services to the homebound and persons with disabilities. Kristin Sanderson has been at EPL since 2012. Kristin's duties include but are not limited to the following:

- Provides readers' advisory service to homebound individuals and residential facilities.
- Maintains deposit collections at senior residences and other locations.
- Maintains communications with homebound patrons.
- Acts as Library liaison to persons with disabilities and their caregivers in the community and helps to publicize Library services to them.
- Maintains current awareness of assistive technology.
- Evaluates and acquires adaptive equipment and software for persons with disabilities.
- Acts as local liaison to the Library of Congress National Library Service for the Blind and Physically Handicapped.
- Recruits and supervises volunteers to assist with book deliveries and outreach programming.
- Creates and implements programs for seniors.
- Creates and implements programs for patrons with disabilities.

Kristin has participated in an extensive amount of training listed below:

- PLA March 2012 - various sessions on serving senior citizens, new immigrant groups and other outreach topics
- Elmhurst Senior Commission Conference on Serving Senior Citizens - May 2012
- NAMI - November 2012
- ALA - Improving Services to Patrons with Disabilities – four-week online course (Feb. 2013)
- Staff Day NAMI training - EPL – Aug. 23, 2013
- Mobility Works Expo - Villa Park – Oct. 3, 2013
- ILA Conference - Chicago - Oct. 15-16, 2013
- Elmhurst Senior Commission Conference on Serving Senior Citizens - May 2014
- Reference Zone Meeting - Topic: Serving Homeless Patrons – Jan. 14, 2015
- ABOS Conference: Sessions included various topics including serving patrons who are homeless, and patrons who have disabilities – Oct. 15, 2015
- Programming through Partnership for Adults with High-Functioning Autism and Asperger's Syndrome - Schaumburg Township Library – Nov. 11, 2015
- RAILS Webinar: Inclusive Programming for Adults with Developmental Disabilities – Nov. 12, 2015
- RAILS Webinar: Serving Youth and Young Adults with Disabilities – Dec. 10, 2015
- RAILS Serving Patrons with Dementia Group meeting – Jan. 26, 2016
- Next Chapter Book Club Training - presented by Ups for Downs, an affiliate organization of Chapters Ahead, at Elmhurst Public Library – Feb. 1, 2016

- Tales and Travel Program for Patrons with Dementia - Presented by Gail Borden Library staff at Elmhurst Public Library – Feb. 15, 2016
- RAILS Webinar: Beyond Assistive Technology: Improving Library Services to People with Disabilities - May 2016
- Mental Health First Aid Training - May 2016