SERVICE TO PATRONS WITH DISABILITIES

One of the purposes of the Outreach Services Program is to extend library service to patrons for whom the Library or standard services and materials are inaccessible for reasons other than inconvenience. The program must be consonant with the library’s goals and objectives; special services are to be clearly library-related.

The Outreach Services Librarian is responsible for service to patrons with special needs, both in the Library and in the form of extension and outreach services.

Services to patrons with disabilities will include:

- Service to elderly: Delivery and development of collection dealing with the needs of the elderly.
- Offsite deposit collection maintenance at selected sites.
- Homebound service to patrons with temporary or permanent physical impairments.
- Service to the institutionalized (nursing homes, hospitals, special schools).
- Coordination of BPH (blind and physically handicapped) materials and equipment (Library of Congress Talking Books Program).
- Large print collection: Selection and maintenance.
- Assistive devices, such as TDD and magnifiers.
- Preparation of bibliographies dealing with special patrons.
- Assisting in the development of a collection of materials dealing with special needs (physical or mental impairment due to age or condition). (Selection is actually done by others.)
- Publicizing the existence and nature of the special services program to appropriate individuals and groups through local media, preparation and distribution of brochures, and regular contact with local clubs and service organizations and private and public social agencies.
- I & R File of resources for patrons with special needs.
- Sick kids kits. (Youth Services Department.)
- Audiovisual collection including learning games, bi-folkal and reminiscence kits, and captioned and described videotapes.
- Organizing local volunteers to record the “Kane County Chronicle,” and city and library publications as requested.
- Cooperation with local, private and public agencies to increase awareness of service, and to avoid duplication with other agencies.
- Publication of “At Large.”

Special accommodations needed for attending programs will be made. Requests for an accommodation must be made 48 hours in advance of the programs, using the “Special Accommodations Request Form.” (Attached)

Patrons are encouraged to bring areas of inaccessibility in Library programs, services, and facilities to the attention of the Director. An “Accessibility” form is available. (Attached)

The St. Charles Public Library makes every effort to comply in practice and spirit with the
Americans with Disabilities Act.

Adopted: 6/10/87
Revised: 4/24/89
Revised: 4/3/98

SPECIAL ACCOMMODATIONS REQUEST FORM

Name
Date of Request
Address
Phone Number
Signature of Parent or Guardian (if under 18)
Name of Program
Date of Program
Time of Program
Accommodation required:
   _____ Interpreter for the hearing impaired
   _____ Sound amplification
   _____ Other
If other, please explain how we can accommodate you
Staff member
Date
Please return this form to the Reference Desk in either Adult or Youth Services Departments.

Note: Requests for special accommodations for the disabled must be made 48 hours in advance of all Library programs.
ST. CHARLES PUBLIC LIBRARY
ACCESSIBILITY
The purpose of the St. Charles Public Library District is to serve the reading and information needs of the residents and taxpayers of the District. In order to accomplish this, we seek to work with our patrons to make our programs and services readily accessible to them. If you believe there is an area of inaccessibility in your Library, please assist us in overcoming that barrier by answering the following questions.

1. What service(s), program(s) or area(s) of the Library is/are inaccessible to you?

2. What suggestions can you make which will assist the Library in dealing with these barriers?

3. Would you be willing to work with the Library to identify other areas of inaccessibility which might impede our patrons’ full use of this facility? If so, how may I get in touch with you to discuss your ideas?

4. Additional comments:

Thank you for your assistance.

Please return to:

Edith Craig
Director